



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

Bus has recorded passenger boardings growth of 3.7% year on year. The bulk of this growth has come from Wellington City where boardings have increased 5.1% year on year. Boardings growth in Porirua has declined year on year following a historical trend, but this decline may be overstated in the current year due to the assumptions used to map the pre Jul-2018 routes to the new network map.

By area for April

	Apr-19	Apr-18	% Change
Wellington	1,458,634	1,391,797	4.8%
Hutt Valley	366,239	328,024	11.7%
Porirua	76,191	79,986	-4.7%
Kapiti	48,817	40,977	19.1%
Wairarapa	12,969	9,620	34.8%
Total	1,962,850	1,850,404	6.1%

By area - year to date (Jul - Apr)

	2018/19	2017/18	% Change
Wellington	14,913,064	14,194,307	5.1%
Hutt Valley	3,804,696	3,695,085	3.0%
Porirua	795,213	917,150	-13.3%
Kapiti	500,569	480,348	4.2%
Wairarapa	137,531	151,079	-9.0%
Total	20,151,073	19,437,969	3.7%

Note: Bus passenger boardings growth has been impacted by the new route network that was implemented in Jul 2018, with the new network requiring a higher rate of transfers. After accounting for this change in behavior there is still underlying passenger growth on the Metlink bus network, refer to page 20 of the [Sustainable Transport Committee 20 March 2019 Order Paper](#).

Rail Passenger boardings

Rail continues to deliver strong passenger growth with boardings up 5.8% year on year. The majority of this growth has come from the Kapiti Line (+7.8% year on year) followed by the Hutt Valley Line (+6.6% year on year). Patronage on the Johnsonville Line has declined year on year, impacted by three morning and three evening peak services being replaced by buses (implemented as an interim measure to respond to train staff shortages) and the bus network changes implemented in July 2018.

By line for April

	Apr-19	Apr-18	% Change
Hutt Valley	483,956	460,293	5.1%
Kapiti	475,277	456,401	4.1%
Johnsonville	117,425	122,252	-3.9%
Wairarapa	63,130	61,503	2.6%
Total	1,139,788	1,100,449	3.6%

By line - year to date (Jul - Apr)

	2018/19	2017/18	% Change
Hutt Valley	4,976,950	4,670,546	6.6%
Kapiti	4,927,011	4,569,401	7.8%
Johnsonville	1,212,404	1,240,630	-2.3%
Wairarapa	646,234	632,119	2.2%
Total	11,762,599	11,112,696	5.8%

Ferry Passenger boardings

For April

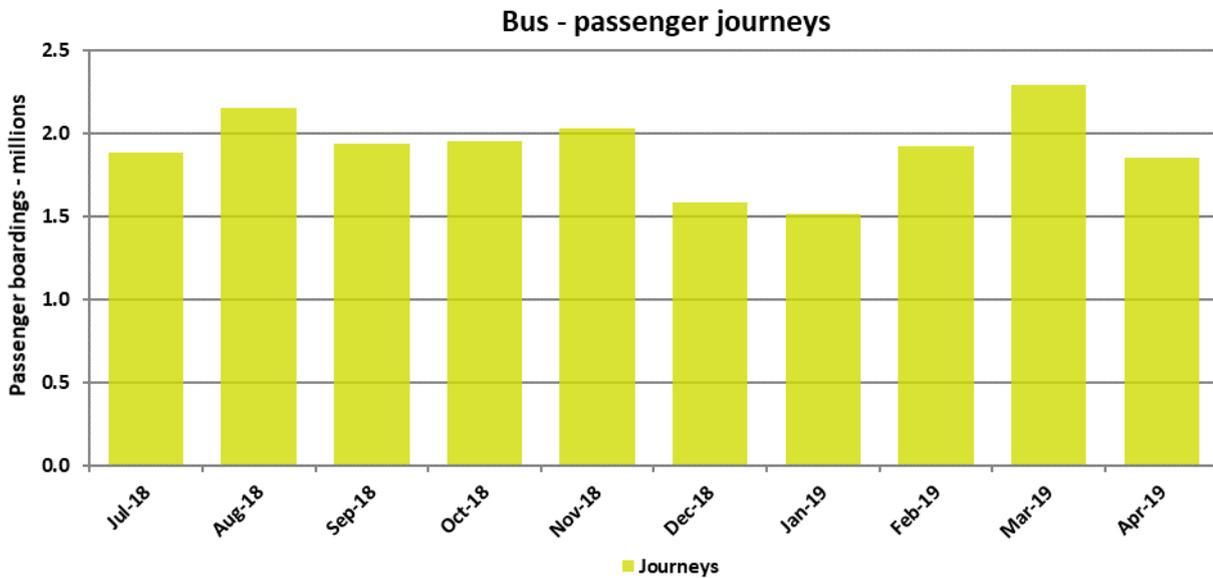
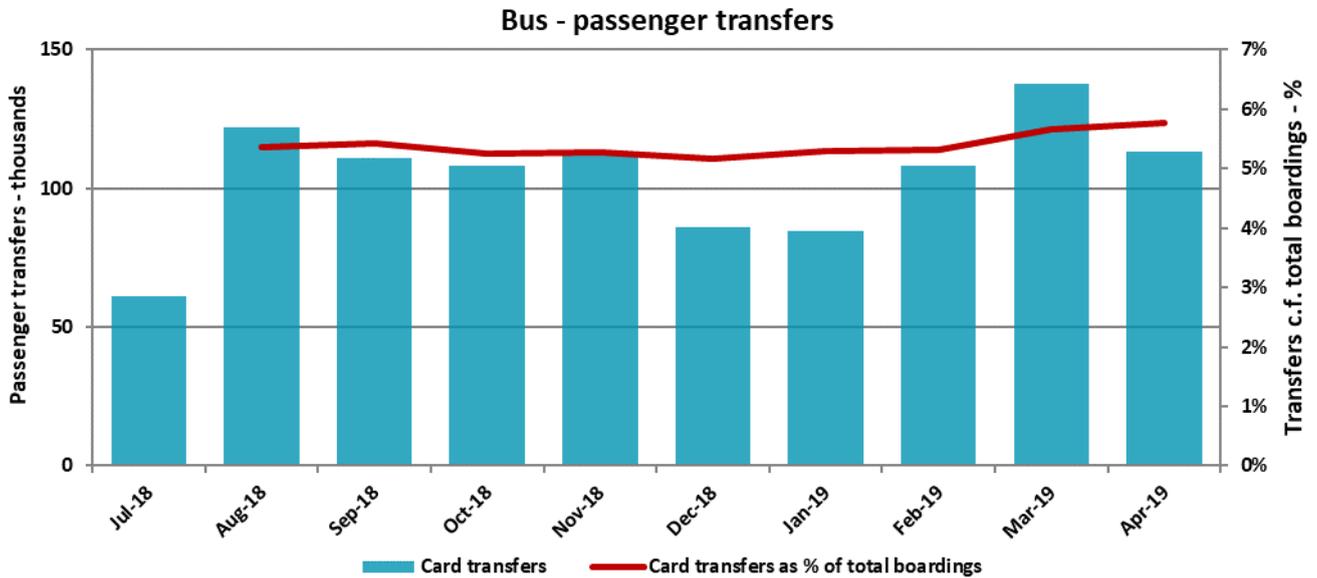
	Apr-19	Apr-18	% Change
Total	15,265	16,169	-5.6%

Year to date (Jul - Apr)

	2018/19	2017/18	% Change
Total	172,079	177,067	-2.8%

Bus Passenger transfers and Journeys

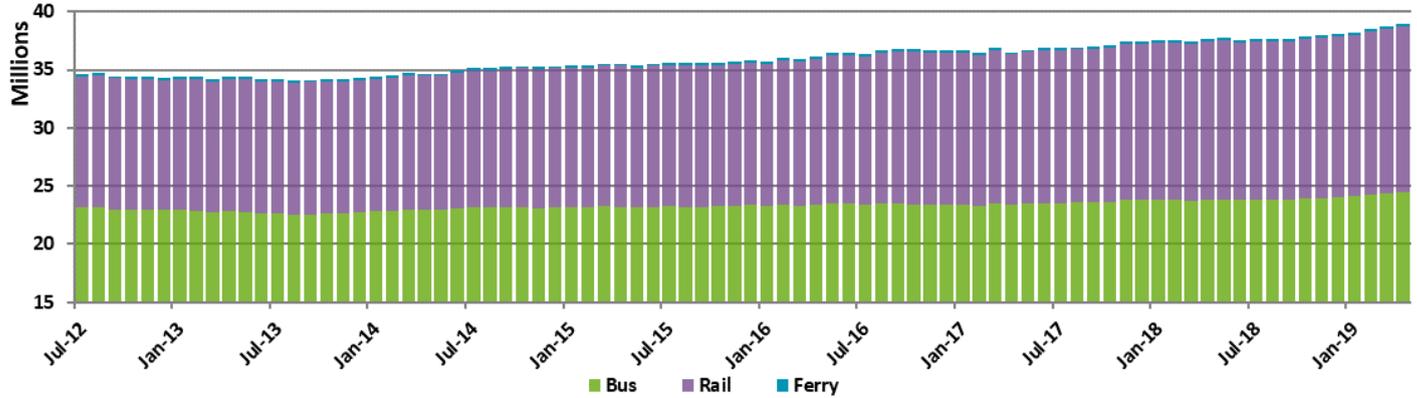
Card transfers account for 5.4% of year to date passenger boardings, with transfers consistently ranging between 5.2% and 5.8%. Metlink is only able to report on transfer data for all bus services since mid-July 2018 when Snapper was implemented on all Metlink buses.



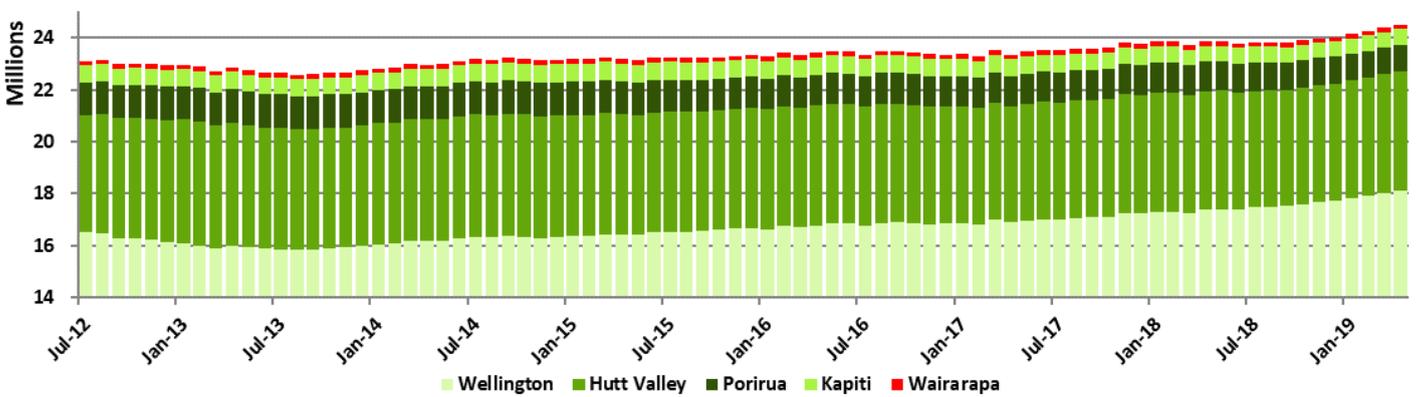
Passenger boardings trend

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 are in decline after peaking in the year to January 2018.

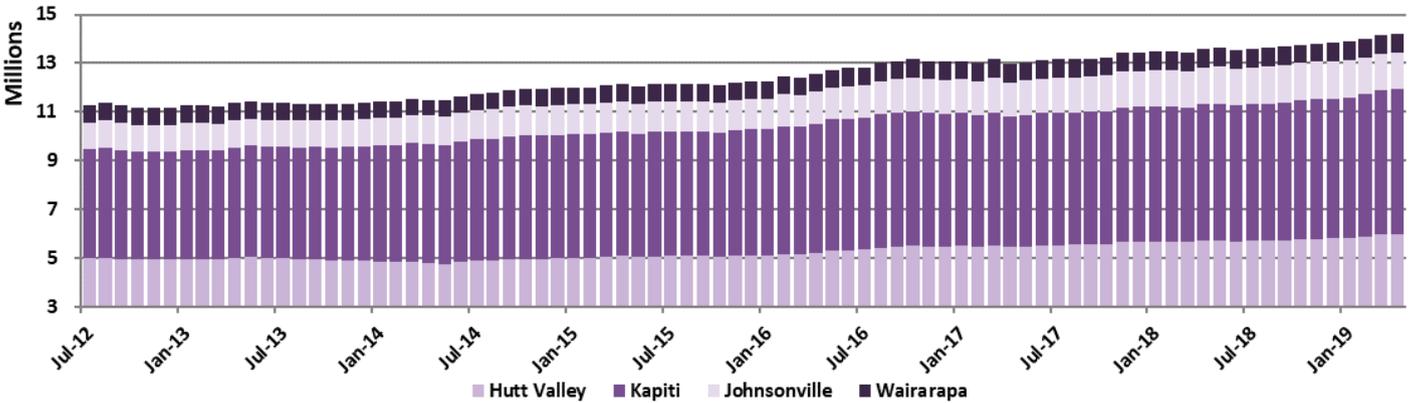
All modes



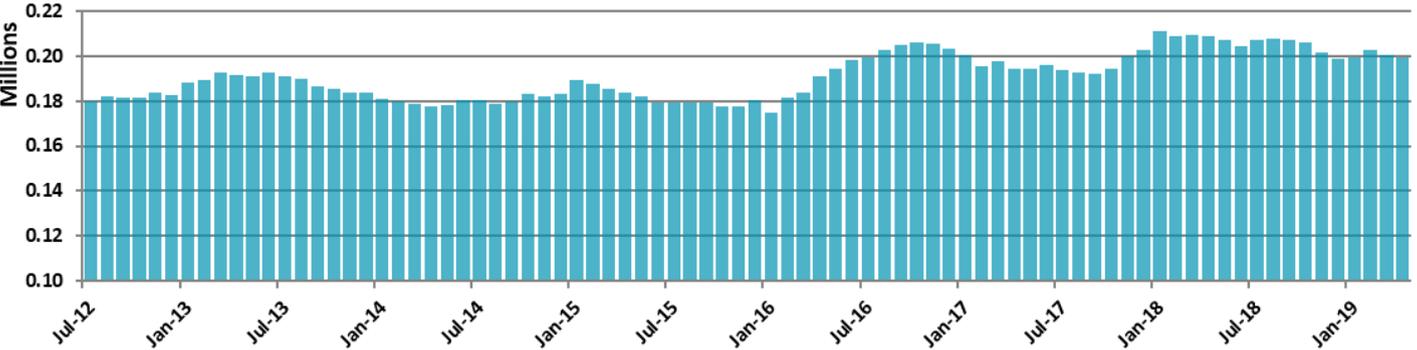
Bus



Rail



Ferry





Bus service delivery

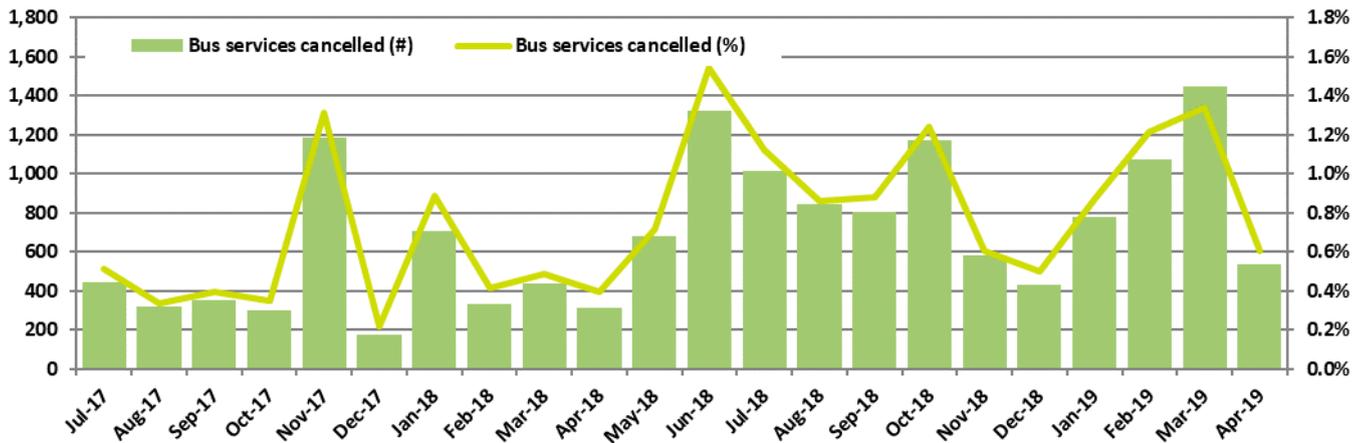
Reliability

The bus reliability measure shows the percentage of scheduled services that actually ran, as tracked by RTI and Snapper systems. 98.9% of bus service were delivered reliably in April 2019, and 98.7% were delivered reliably since the new network commenced in Jul 2018. Performance against this metric improved month on month, aided by the school holidays falling during April. Service reliability continues to be impacted by driver shortages. In response to the driver shortages 20 business day services removed from the timetable for East, West & City routes from 31 March 2019.

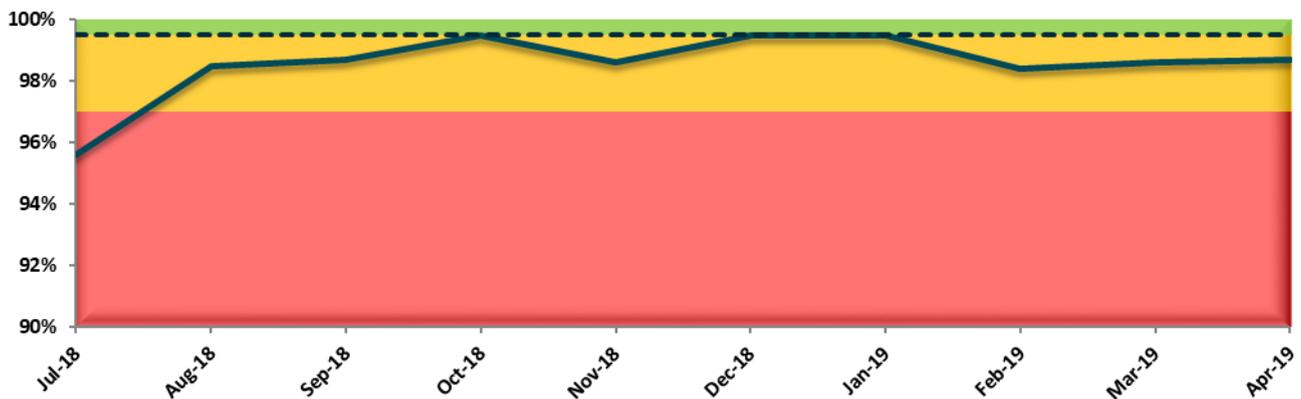
Reliability - current month

	Apr-19
Wellington City	
Newlands & Tawa	99.0%
East, West & City	98.1%
North, South, Khandallah & Brooklyn	99.1%
Hutt Valley	99.4%
Porirua	99.2%
Kapiti	99.8%
Wairarapa	99.2%
Total	98.9%

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 April was 93.5%, and 92.5% year to date. Newlands & Tawa, Porirua, and Kapiti are being provided with a satisfactory level of performance, but improvement is required in all other sub-regions. The poorest punctuality performance is occurring in the East, West & City sub-region.

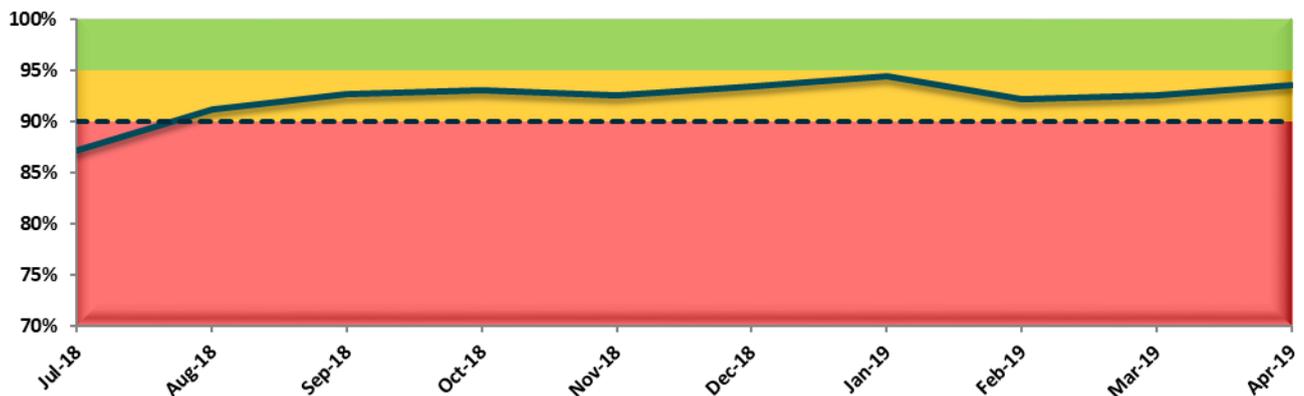
Punctuality - current month

	Apr-19
Wellington City	
Newlands & Tawa	96.1%
East, West & City	90.4%
North, South, Khandallah & Brooklyn	94.1%
Hutt Valley	94.6%
Porirua	95.3%
Kapiti	97.8%
Wairarapa	91.3%
Total	93.5%

Punctuality - year to date (Jul - Apr)

	2018/19
Wellington City	
Newlands & Tawa	95.8%
East, West & City	89.7%
North, South, Khandallah & Brooklyn	91.3%
Hutt Valley	93.8%
Porirua	95.4%
Kapiti	97.8%
Wairarapa	92.8%
Total	92.5%

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 April 98% of bus services were delivered using the contracted bus size, a significant improvement over the year to date figure of 87%. Recently this improvement has been driven by NZ Bus's introduction of Double Decker's into service.

Correct bus used - current month

	Apr-19
Wellington City	
Newlands & Tawa	100%
East, West & City	98%
North, South, Khandallah & Brooklyn	96%
Hutt Valley	97%
Porirua	100%
Kapiti	100%
Wairarapa	99%
Total	98%

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

	2018/19
Wellington City	
Newlands & Tawa	98%
East, West & City	73%
North, South, Khandallah & Brooklyn	91%
Hutt Valley	93%
Porirua	99%
Kapiti	99%
Wairarapa	96%
Total	87%



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 is 93.4% in April, and 95.5% year to date. Reliability on the Johnsonville line has declined more than other Lines as the operator aims to minimize the number of passengers impacted by un-reliable services. Performance across all lines has declined (year to date and current month) as staff shortages and maintenance issues have impacted on service delivery. The rail operator has started notifying passengers during weekdays when reduced consist (aka train length) will be running on the Kapiti, Hutt Valley, and Johnsonville lines.

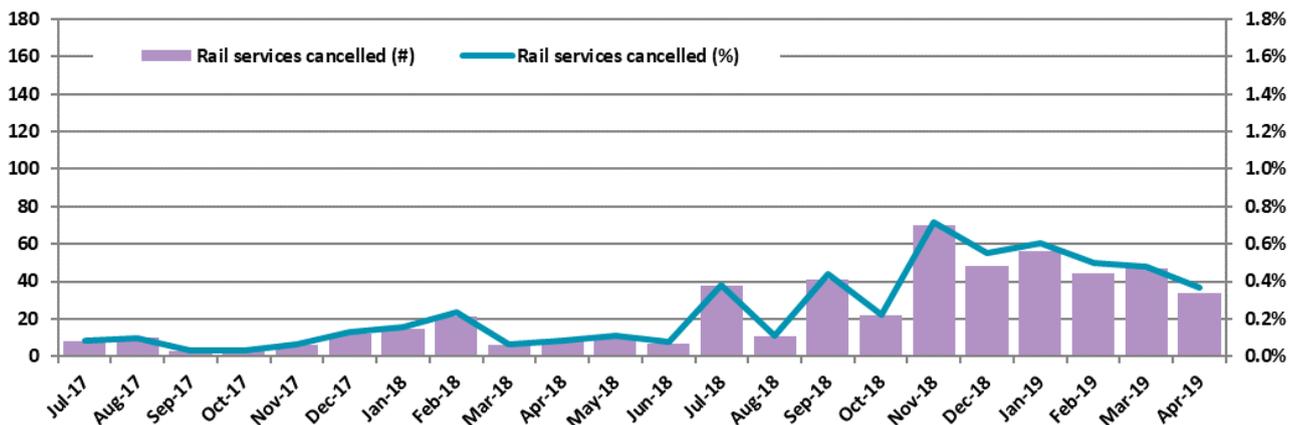
Reliability - current month

	Apr-19	Apr-18	% Change
Hutt Valley	95.5%	97.0%	-1.5%
Kapiti	95.5%	96.9%	-1.4%
Johnsonville	87.5%	99.3%	-11.8%
Wairarapa	94.1%	95.5%	-1.4%
Total	93.4%	97.5%	-4.1%

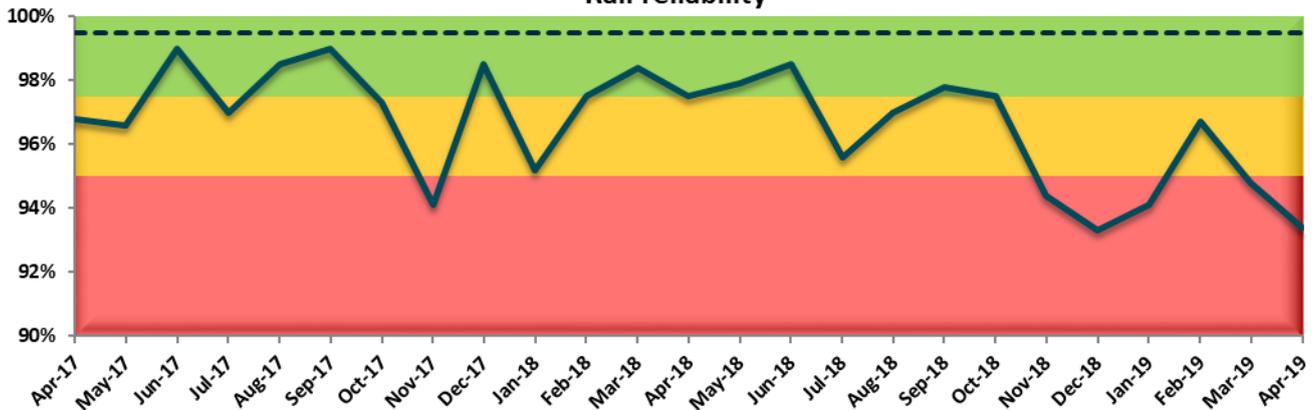
Reliability - year to date (Jul - Apr)

	2018/19	2017/18	% Change
Hutt Valley	95.7%	97.2%	-1.5%
Kapiti	96.2%	97.3%	-1.1%
Johnsonville	94.4%	97.8%	-3.4%
Wairarapa	92.8%	94.8%	-2.0%
Total	95.5%	97.3%	-1.8%

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.

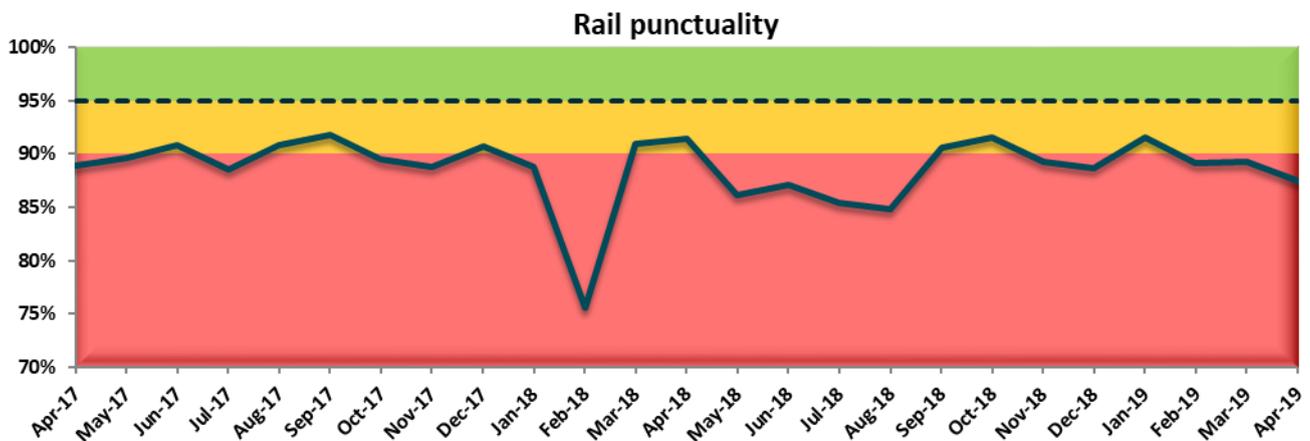
Punctuality was affected by maintenance and staff shortages issues during April. The maintenance issues have resulted in shorter trains and thus higher loadings per carriage increasing the time taken for passengers to board and alight. February 2018 punctuality was adversely affected by speed restrictions at Wellington station, following overhead damage.

Punctuality - current month

	Apr-19	Apr-18	% Change
Hutt Valley	85.7%	90.3%	-4.6%
Kapiti	84.5%	90.4%	-5.9%
Johnsonville	97.4%	97.3%	0.1%
Wairarapa	52.7%	61.4%	-8.7%
Total	87.5%	91.4%	-3.9%

Punctuality - year to date (Jul - Apr)

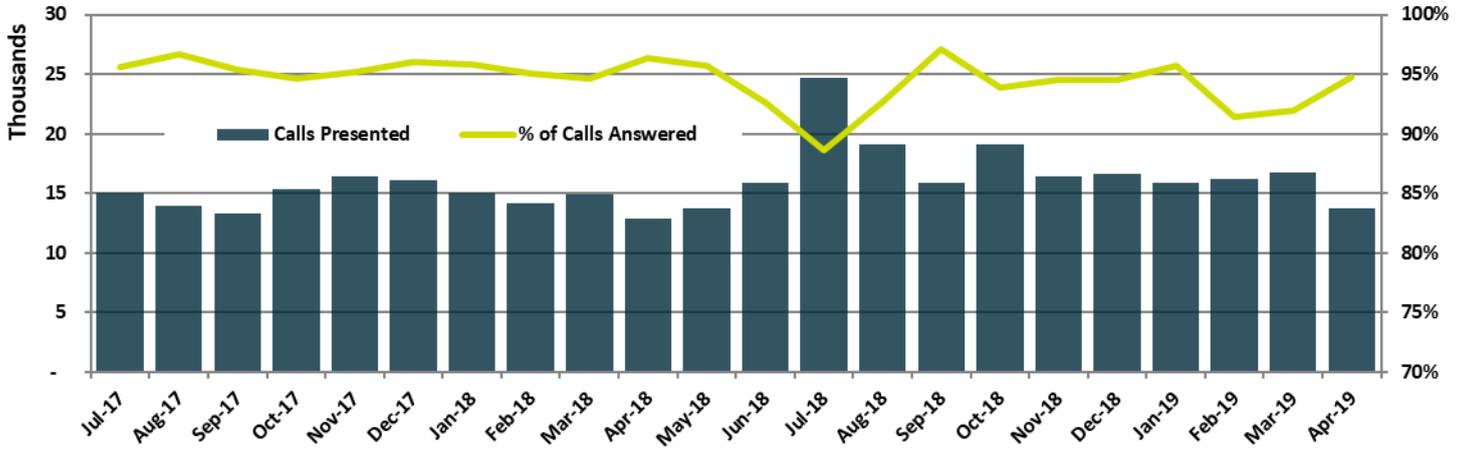
	2018/19	2017/18	% Change
Hutt Valley	89.2%	87.0%	2.2%
Kapiti	83.8%	87.1%	-3.3%
Johnsonville	97.2%	97.6%	-0.4%
Wairarapa	58.0%	45.1%	12.9%
Total	88.8%	88.7%	0.1%



Customer Contact

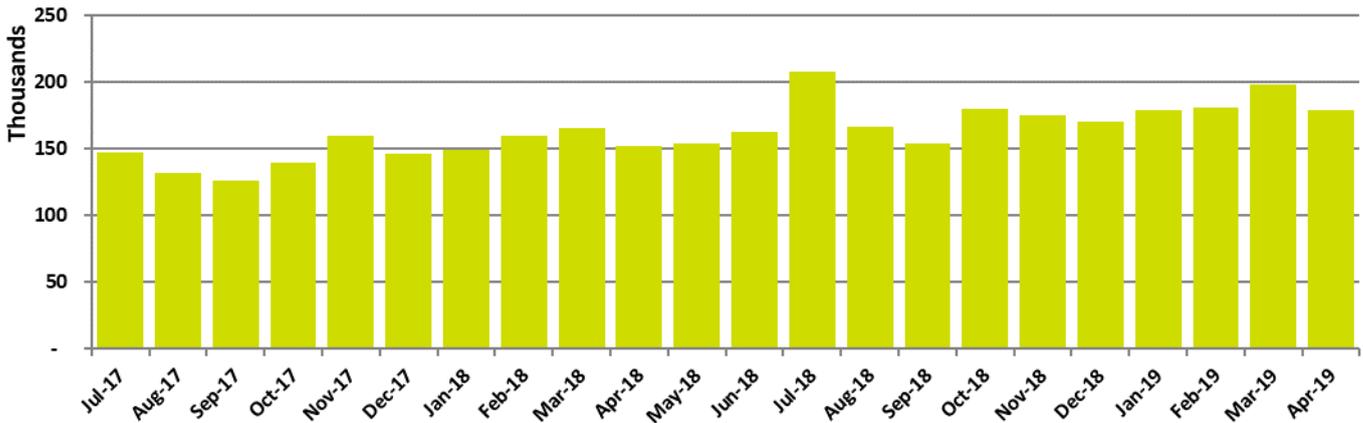
Call centre incoming calls

94.7% of the 13,686 calls received in Apr-19 were answered. Calls answered fell below average in February and March 2019 as cancellations and schools starting back contributed to an increase in call volumes.



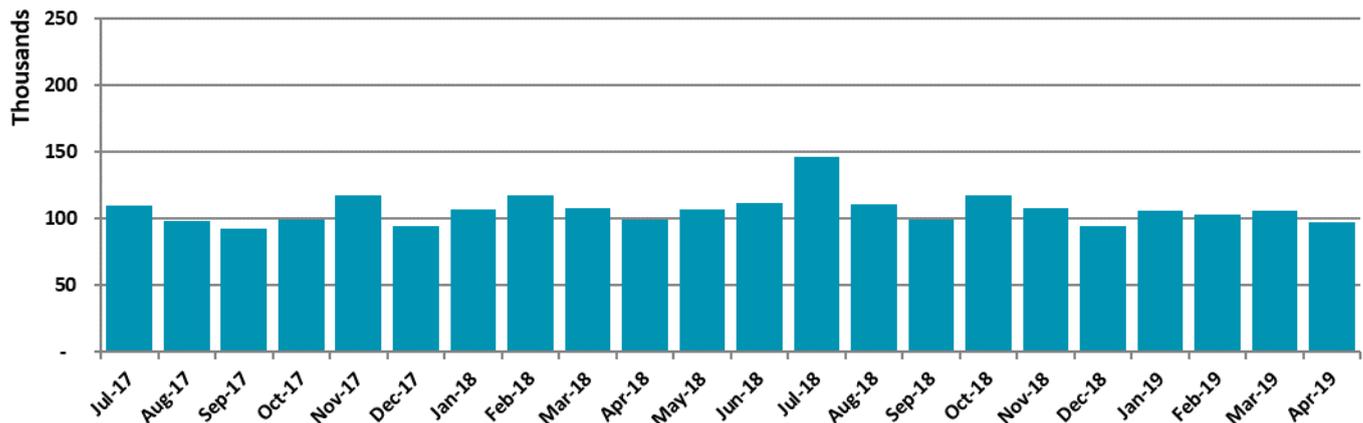
Metlink app – unique users

In Apr-19 there were 179,000 unique users of the Metlink app. This is an 18% increase against Apr-18.



Metlink website – unique users

In Apr-19 there were 97,000 unique users of the Metlink website. This is a 3% decrease against Apr-18.

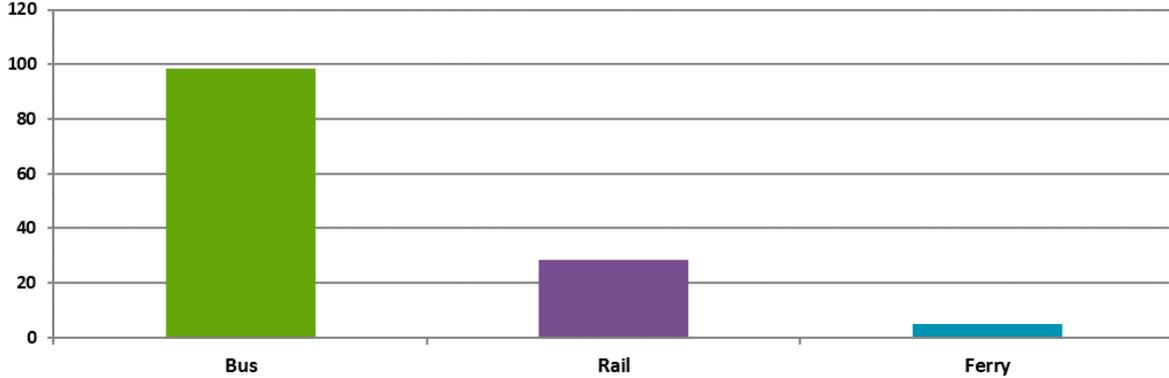


Complaints

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.

Complaints per 100,000 passenger boardings - year to date



Bus complaints

Bus complaints have increased by 154% on the same period for the previous year. Higher cancellations during February and March 2019 resulted in increased complaints. Relatively lower complaints were anticipated during April 2019 due to school holidays falling during the month.

Bus complaints for current month

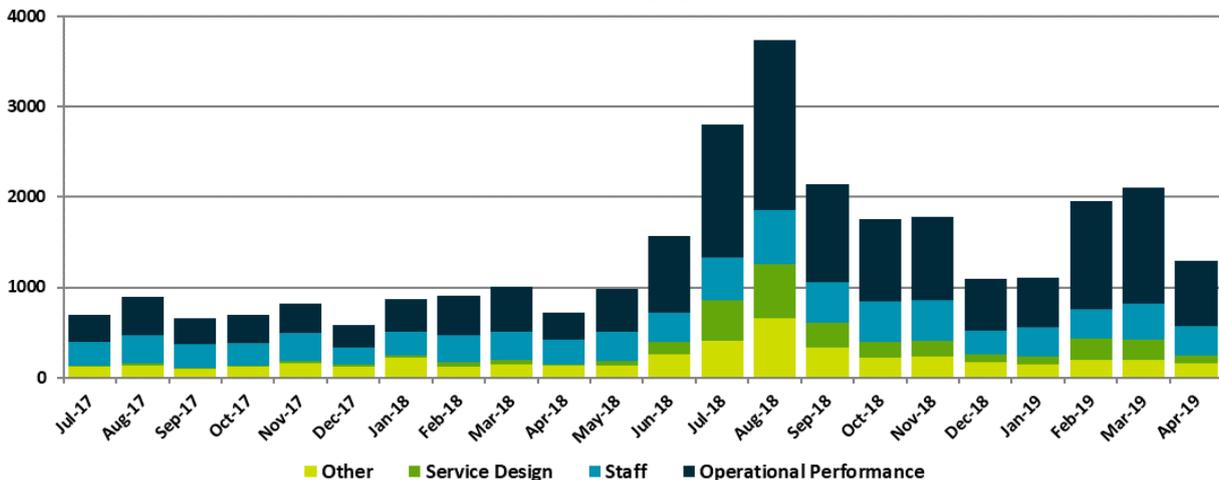
	Apr-19	Apr-18	% Change
Wellington			
Newlands, Tawa	33		
East-West, City	607		
North-south, Khandallah, Brooklyn	408		
Hutt Valley	185		
Porirua	51		
Kapiti	12		
Wairarapa	3		
Total	1,299	714	81.9%

Bus complaints - year to date (Jul - Apr)

	2018/19	2017/18	% Change
Wellington			
Newlands, Tawa	490		
East-West, City	7,920		
North-south, Khandallah, Brooklyn	8,267		
Hutt Valley	2,702		
Porirua	172		
Kapiti	280		
Wairarapa	14		
Total	19,845	7,825	153.6%

Area split not available prior to July 2018

Bus complaints by type



Rail complaints

Rail complaints have increased by 55% on the same period for the previous year.

Complaints volumes have increased on the Hutt Valley line as bus replacements required for the traction upgrade are regularly impacting on passengers' travel. Three morning and three evening peak services are being bus replaced on the Johnsonville line and a decline in reliability has led to an increase in complaints volumes. Overall complaints have increased across the Hutt Valley, Kapiti, and Johnsonville lines due to the increase in services running with reduced capacity.

Rail complaints current month

	Apr-19	Apr-18	% Change
Hutt Valley	191	55	247.3%
Kapiti	129	49	163.3%
Johnsonville	30	13	130.8%
Wairarapa	23	19	21.1%
General	41	23	78.3%
Total	414	159	160.4%

Rail complaints - year to date (Jul - Apr)

	2018/19	2017/18	% Change
Hutt Valley	1,149	658	74.6%
Kapiti	1,180	693	70.3%
Johnsonville	304	143	112.6%
Wairarapa	263	330	-20.3%
General	463	344	34.6%
Total	3,359	2,168	54.9%

