

Metlink performance report



March 2020

Patronage

There are two ways to report on patronage - passenger boardings and passenger journeys. We calculate passenger journeys 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.

March 2020 saw passenger boardings drop dramatically over the last two weeks of the month, with bus and rail switching to Sunday timetables during Covid-19 level 4 and EBW Ferry ceasing operation completely during Covid-19 level 3 & 4. Until this time, we had been seeing record patronage growth for both bus & rail.

Bus Passenger boardings

With COVID-19 lockdown, March passenger boardings saw a 28.2% decrease on March last year. Average weekday boardings had been 104,000 per day for the first half of the month, but daily boardings fell to 2,500 by the end of the month. Growth year on year dropped in March to 2.6%, compared to 7.7% year to date growth last month.

By area for March

	Mar-20	Mar-19	% Change
Wellington	1,272,690	1,794,941	-29.1%
Hutt Valley	338,152	458,220	-26.2%
Porirua	76,505	98,056	-22.0%
Kapiti	45,951	62,871	-26.9%
Wairarapa	12,541	17,509	-28.4%
Total	1,745,839	2,431,597	-28.2%

By area - year to date (Jul-Mar)

	2019/20	2018/19	% Change
Wellington	13,701,919	13,454,428	1.8%
Hutt Valley	3,615,620	3,438,786	5.1%
Porirua	743,984	719,022	3.5%
Kapiti	471,659	451,751	4.4%
Wairarapa	122,632	124,563	-1.6%
Total	18,655,814	18,188,550	2.6%

Rail Passenger boardings

With COVID-19 lockdown, rail recorded a decrease in passenger boardings of 35.8% for the month. Average weekday boardings during lockdown were 700, compared to the normal daily average of 57,000. There was also a decrease of 1.8% for the year to date compared to the same period last year, falling from a year to date increase of 3.5% for last month.

By line for March

	Mar-20	Mar-19	% Change
Hutt Valley	394,394	607,347	-35.1%
Kapiti	377,644	600,022	-37.1%
Johnsonville	87,989	136,319	-35.5%
Wairarapa	49,223	72,882	-32.5%
Total	909,250	1,416,570	-35.8%

By line - year to date (Jul-Mar)

	2019/20	2018/19	% Change
Hutt Valley	4,486,080	4,492,994	-0.2%
Kapiti	4,370,095	4,451,734	-1.8%
Johnsonville	1,011,191	1,094,979	-7.7%
Wairarapa	566,706	583,104	-2.8%
Total	10,434,072	10,622,811	-1.8%

Peak rail patronage is up 0.6% for the year to date compared to the same period last year. This has fallen from a 5.4% year to date increase at the end of last month. Peak patronage on our two busiest lines (Hutt Valley and Kapiti - which together provide 84% of our rail customers) is up an average of 1.2% for the year to date, compared to 6.2% year to date growth at the end of last month.

Peak by line for March

	Mar-20	Mar-19	% Change
Hutt Valley	273,903	395,981	-30.8%
Kapiti	253,328	377,409	-32.9%
Johnsonville	56,815	84,428	-32.7%
Wairarapa	40,201	57,560	-30.2%
Total	624,247	915,378	-31.8%

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

	2019/20	2018/19	% Change
Hutt Valley	3,120,933	3,041,551	2.6%
Kapiti	2,857,178	2,864,752	-0.3%
Johnsonville	639,830	671,027	-4.6%
Wairarapa	462,149	463,431	-0.3%
Total	7,080,090	7,040,761	0.6%

Ferry Passenger boardings

Ferry boardings also dropped with the COVID-19 lockdown, with a decrease of 29.5% compared to last March, and a decrease of 4.8% for the year to date compared to the same period last year.

For March

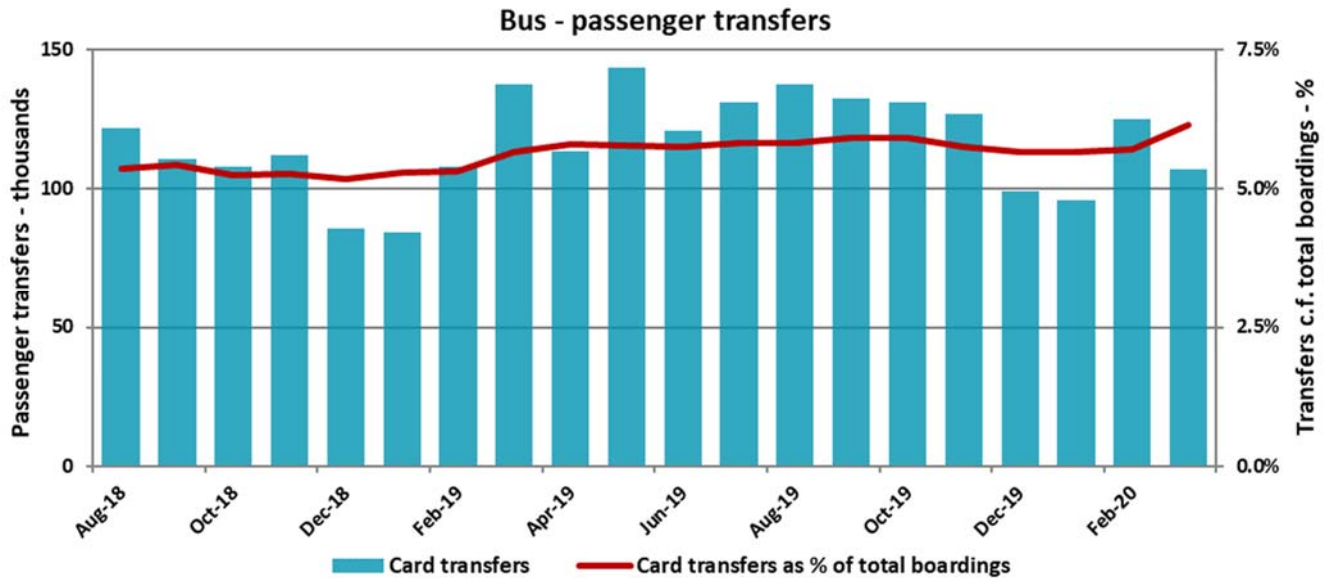
	Mar-20	Mar-19	% Change
Total	13,367	18,953	-29.5%

Year to date (Jul-Mar)

	2019/20	2018/19	% Change
Total	149,252	156,814	-4.8%

Bus Passenger transfers and Journeys

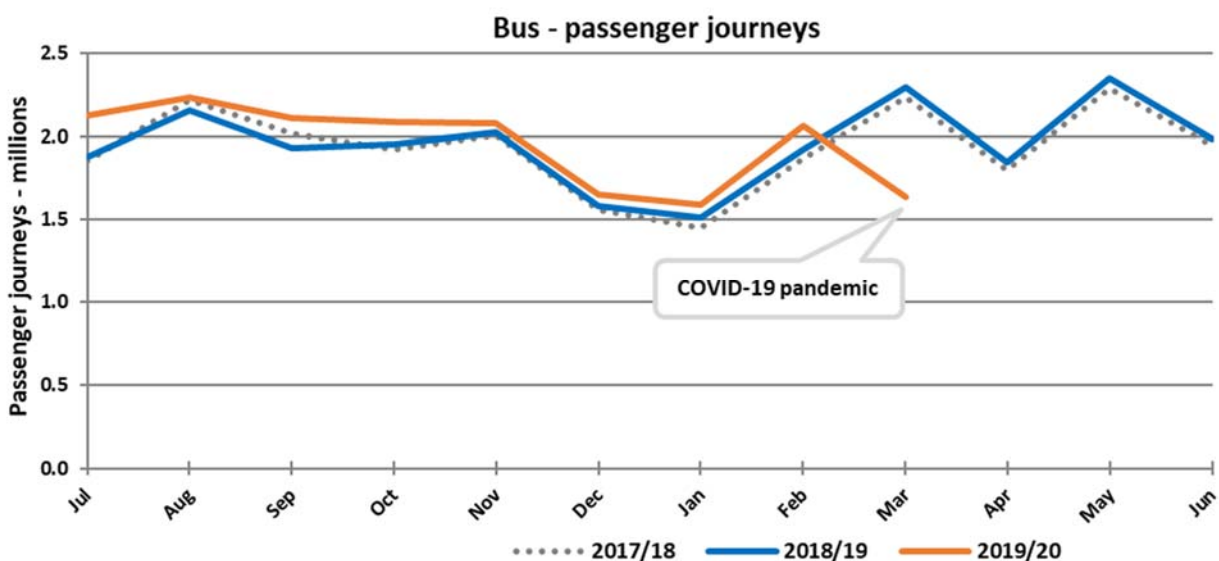
Metlink allows bus to bus transfers at no extra cost to passengers using a Snapper card, provided they tap on to the next bus within 30 minutes of tagging off the bus before. These card transfers account for 5.8% of year to date passenger boardings. Transfers since July 2019 are consistently between 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 for March saw a decrease of 28.6%, but an increase of 1.8% year to date. This compares to year to date growth of 6.5% to the end of last month.

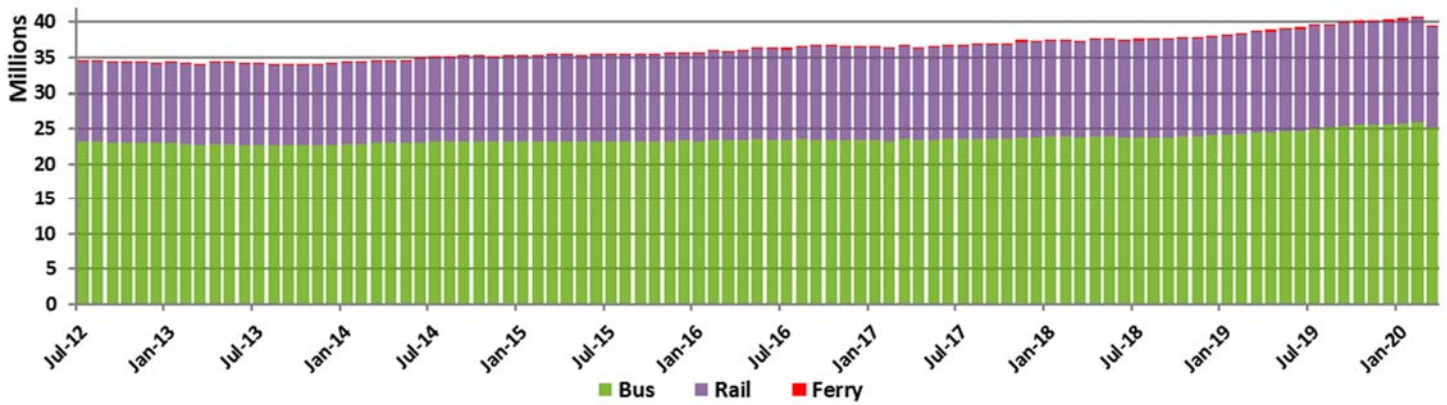


¹ Prior to the new Network, transfers accounted for c. 2.6% based on 2014/15 data available to Metlink. This transfer rate has been assumed up until the new contracts were implemented between April and July 2018.

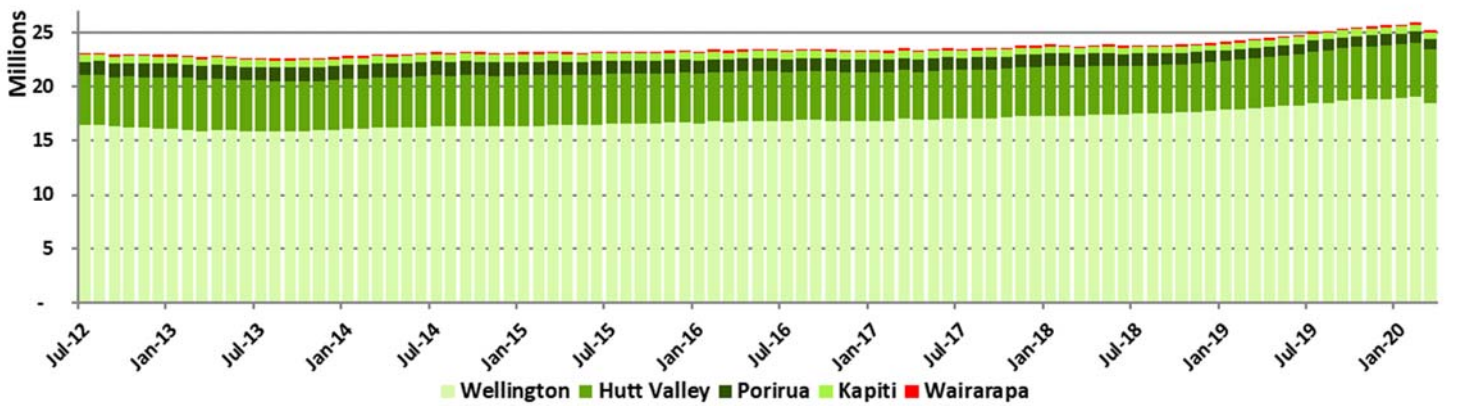
Passenger boardings trend

The following graphs show the number of passenger boardings using a 12 month rolling total. With the COVID-19 pandemic there has been a decrease in boardings growth for all modes this month - prior to this here had been continuing growth.

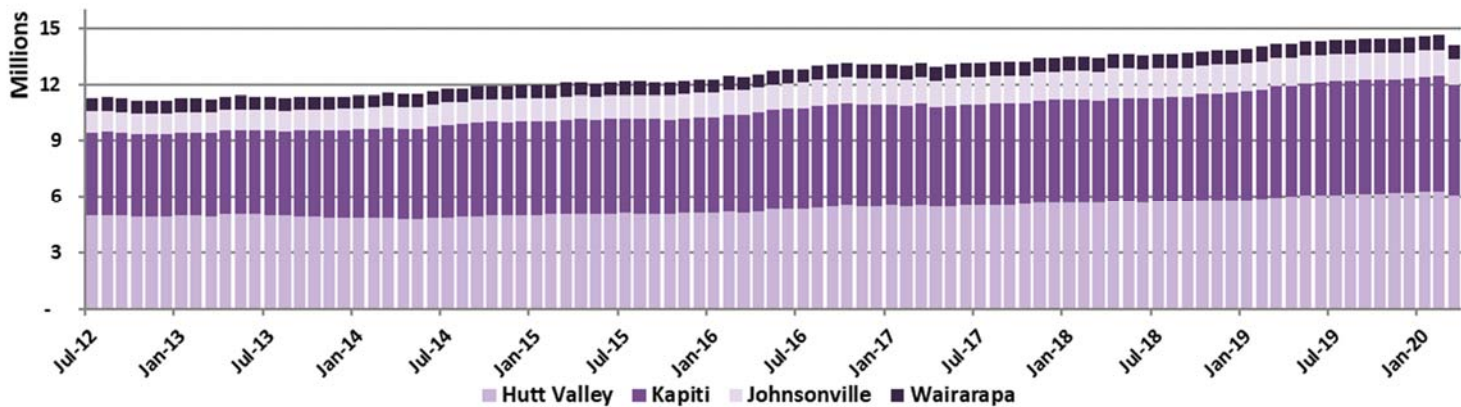
All modes



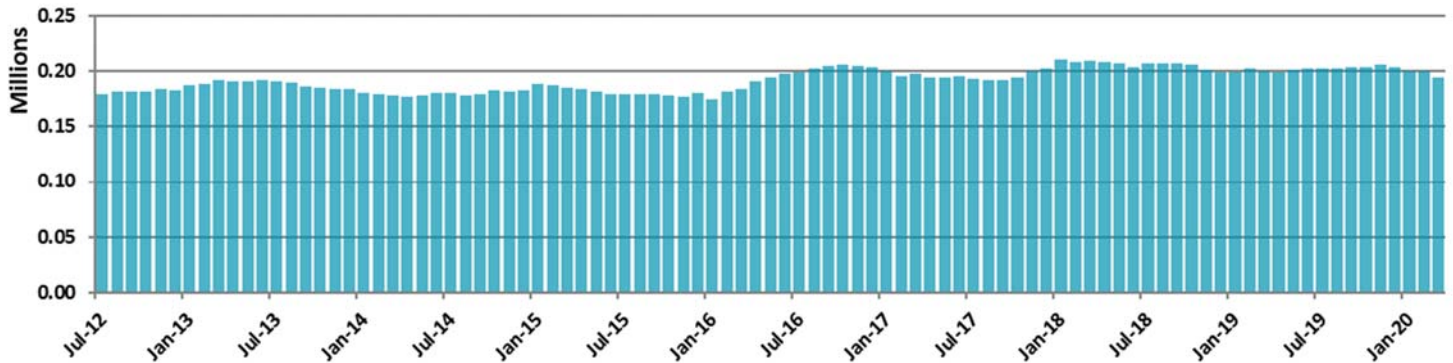
Bus



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.

98.3% of bus services were delivered reliably in March 2020. Affecting reliability this month were roadworks, Newtown Festival, Martinborough Fair, Titahi Bay Festival, and the Wellington International Pride Parade.

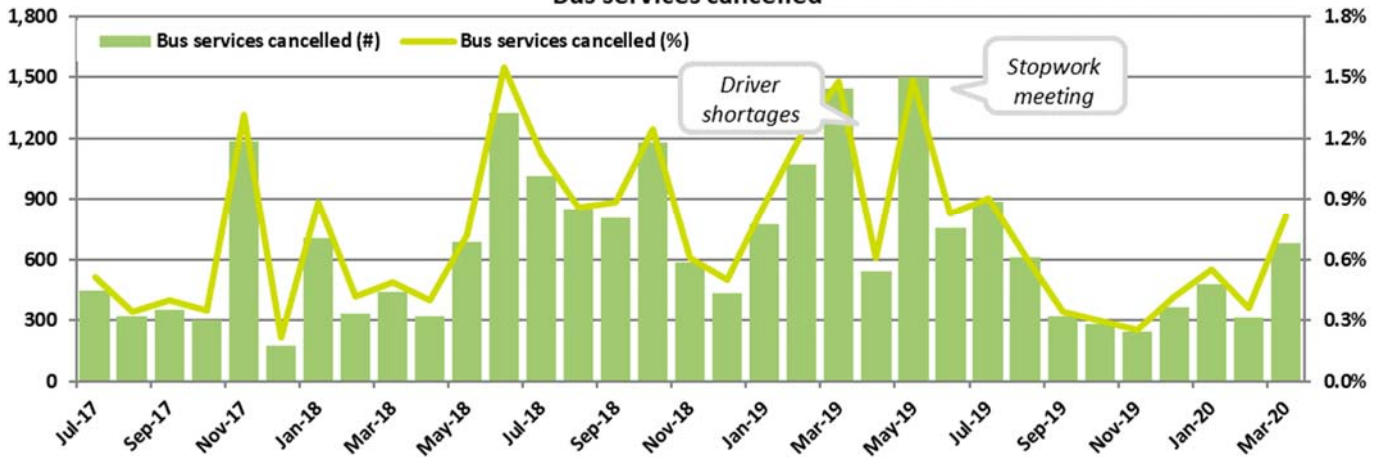
Reliability - current month

	Mar-20	Mar-19	% Change
Wellington City			
Newlands & Tawa	99.7%	99.1%	0.6%
East, West & City	96.0%	97.2%	-1.2%
North, South, Khandallah & Brooklyn	99.2%	98.8%	0.3%
Hutt Valley	99.2%	99.2%	0.0%
Porirua	99.0%	99.5%	-0.5%
Kapiti	99.8%	99.8%	0.0%
Wairarapa	97.5%	99.4%	-1.9%
Total	98.3%	98.6%	-0.3%

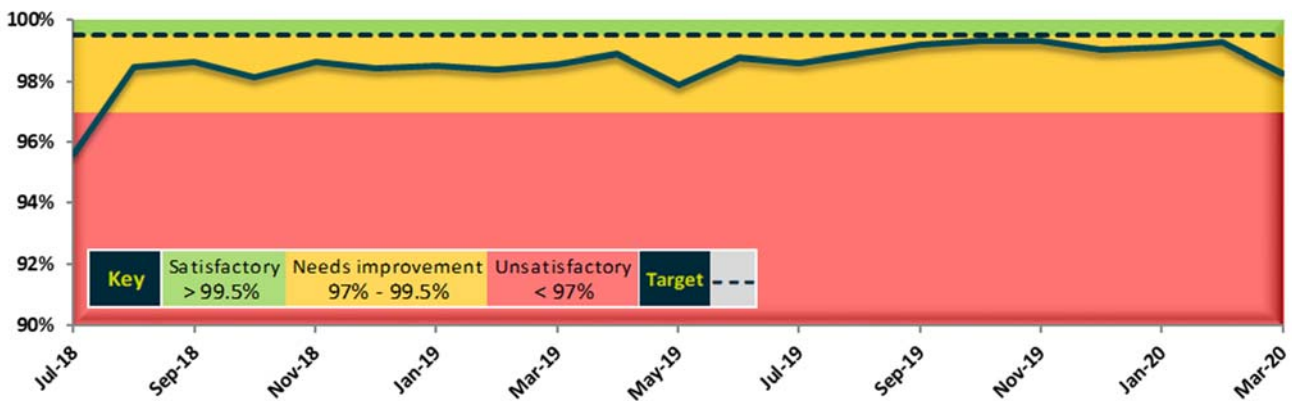
Reliability - year to date (Jul-Mar)

	2019/20	2018/19	% Change
Wellington City			
Newlands & Tawa	99.6%	98.9%	0.7%
East, West & City	98.6%	97.9%	0.7%
North, South, Khandallah & Brooklyn	98.8%	97.7%	1.1%
Hutt Valley	99.3%	98.8%	0.5%
Porirua	99.1%	98.4%	0.7%
Kapiti	99.8%	99.6%	0.2%
Wairarapa	99.0%	98.7%	0.3%
Total	99.0%	98.3%	0.7%

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 March was 93.5%, with an improvement of 1.6% for the year to date.

Affecting punctuality this month were major roadworks (resurfacing Palliser Rd, Roseneath, and the continuing work on repairing wastewater pipes in the CBD), Newtown Festival, Martinborough Fair, Titahi Bay Festival, Wellington International Pride Parade, minor roadworks and accidents.

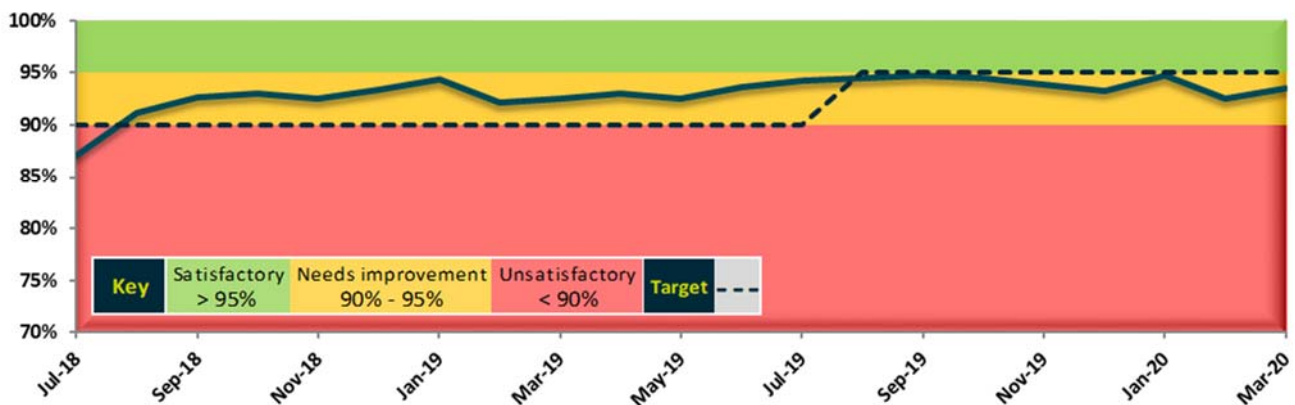
Punctuality - current month

	Mar-20	Mar-19	% Change
Wellington City			
Newlands & Tawa	92.2%	95.9%	-3.7%
East, West & City	93.5%	88.1%	5.4%
North, South, Khandallah & Brooklyn	90.4%	92.5%	-2.2%
Hutt Valley	94.8%	94.7%	0.0%
Porirua	94.0%	95.8%	-1.8%
Kapiti	98.8%	98.4%	0.5%
Wairarapa	95.1%	93.2%	1.9%
Total	93.5%	92.5%	1.0%

Punctuality - year to date (Jul-Mar)

	2019/20	2018/19	% Change
Wellington City			
Newlands & Tawa	95.1%	95.9%	-0.8%
East, West & City	93.3%	89.7%	3.6%
North, South, Khandallah & Brooklyn	92.2%	91.0%	1.2%
Hutt Valley	94.8%	93.7%	1.1%
Porirua	95.0%	95.4%	-0.4%
Kapiti	98.5%	97.8%	0.7%
Wairarapa	94.2%	93.0%	1.2%
Total	94.0%	92.4%	1.6%

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 March 98% of bus services were delivered using the contracted bus size, an improvement of 2.0% on the same month the previous year and a 13.0% improvement for the year to date. 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

	Mar-20	Mar-19	% Change
Wellington City			
Newlands & Tawa	99%	100%	-1.0%
East, West & City	97%	94%	3.0%
North, South, Khandallah & Brooklyn	97%	96%	1.0%
Hutt Valley	99%	94%	5.0%
Porirua	99%	100%	-1.0%
Kapiti	100%	100%	0.0%
Wairarapa	94%	100%	-6.0%
Total	98%	96%	2.0%

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

	2019/20	2018/19	% Change
Wellington City			
Newlands & Tawa	100%	98%	2.0%
East, West & City	99%	70%	29.0%
North, South, Khandallah & Brooklyn	96%	90%	6.0%
Hutt Valley	99%	92%	7.0%
Porirua	100%	98%	2.0%
Kapiti	100%	99%	1.0%
Wairarapa	98%	96%	2.0%
Total	99%	86%	13.0%



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 93.2% in March, and 96.1% for the year to date. Affecting reliability this month was a faulty GPS tracking unit, leading to a large number of reporting system defects. Wairarapa reliability continues to be affected by worksites.

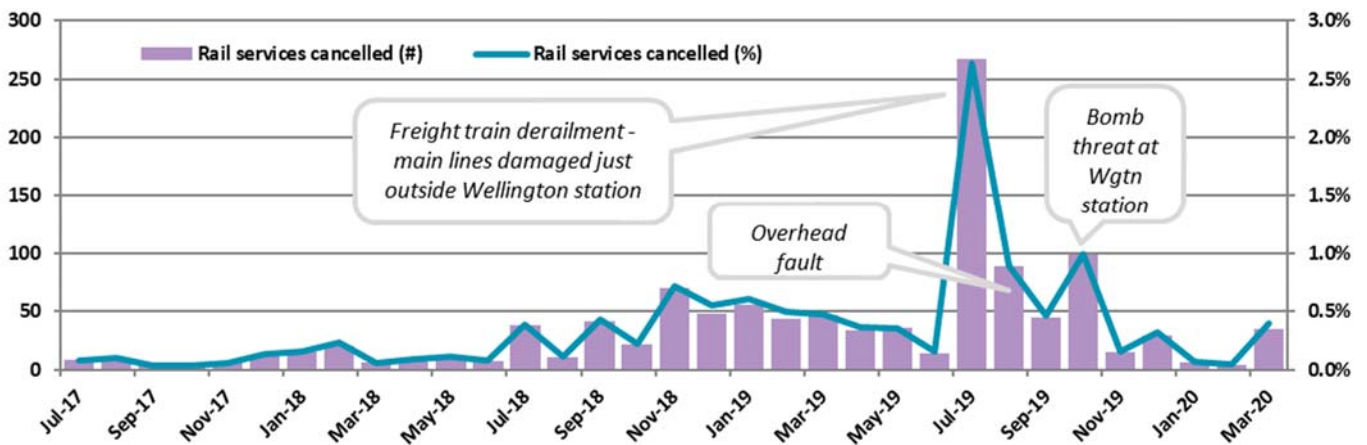
Reliability - current month

	Mar-20	Mar-19	% Change
Hutt Valley	92.9%	96.9%	-4.0%
Johnsonville	96.9%	88.9%	8.0%
Kapiti	91.4%	96.8%	-5.4%
Wairarapa	81.7%	96.2%	-14.5%
Total	93.2%	94.8%	-1.6%

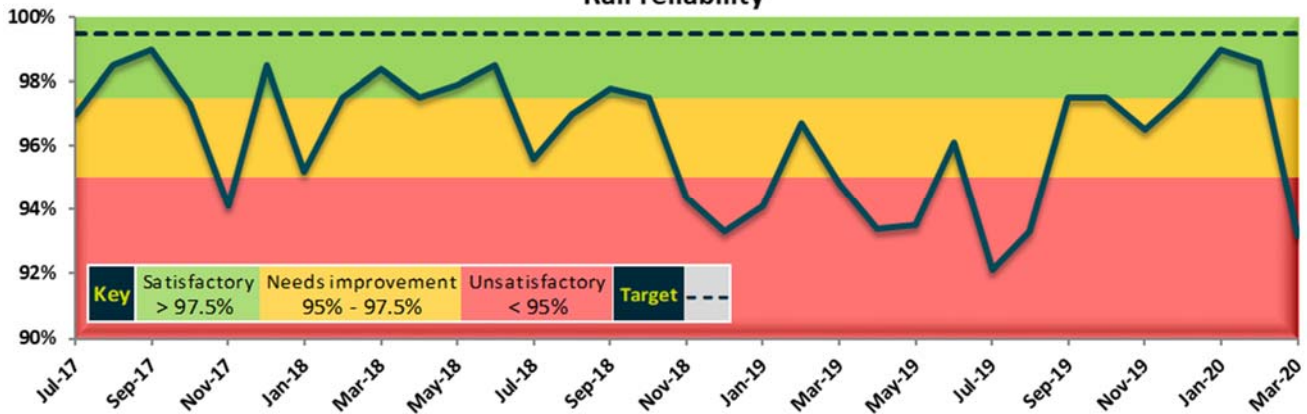
Reliability - year to date (Jul-Mar)

	2019/20	2018/19	% Change
Hutt Valley	96.1%	95.8%	0.3%
Johnsonville	97.3%	95.2%	2.1%
Kapiti	95.5%	96.3%	-0.8%
Wairarapa	91.1%	92.6%	-1.5%
Total	96.1%	95.7%	0.4%

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 for March was 91.0%, slightly more than the same month the previous year, but below target. If we remove network impacts, punctuality was 94.2%.

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.

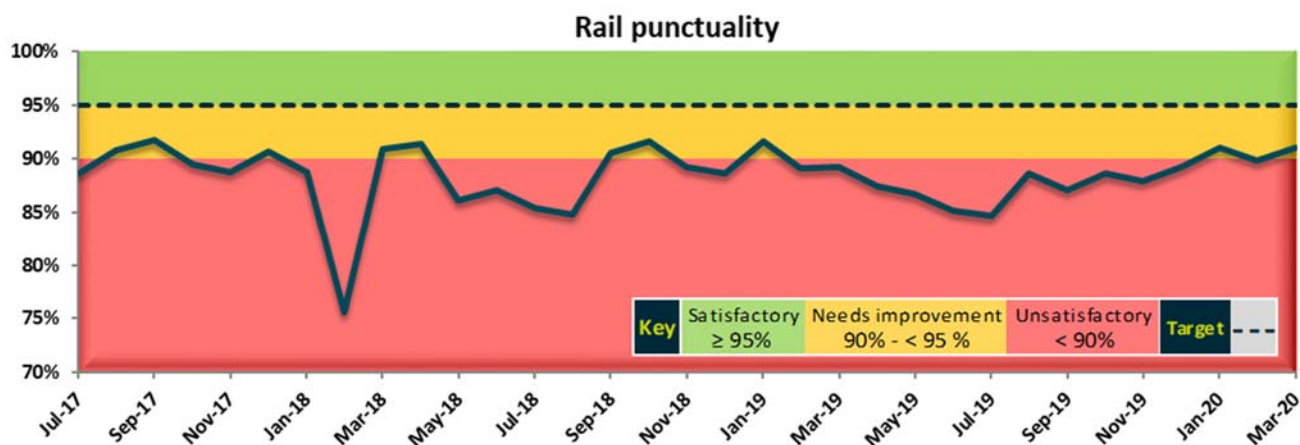
Also affecting punctuality this month was a faulty GPS tracking unit leading to a large number of reporting system defects, a substation power outage, overhead obstructions, speed restrictions and signals faults.

Punctuality - current month

	Mar-20	Mar-19	% Change
Hutt Valley	90.0%	88.2%	1.8%
Johnsonville	98.1%	96.6%	1.5%
Kapiti	89.3%	87.4%	1.9%
Wairarapa	56.7%	57.3%	-0.6%
Total	91.0%	89.3%	1.7%

Punctuality - year to date (Jul-Mar)

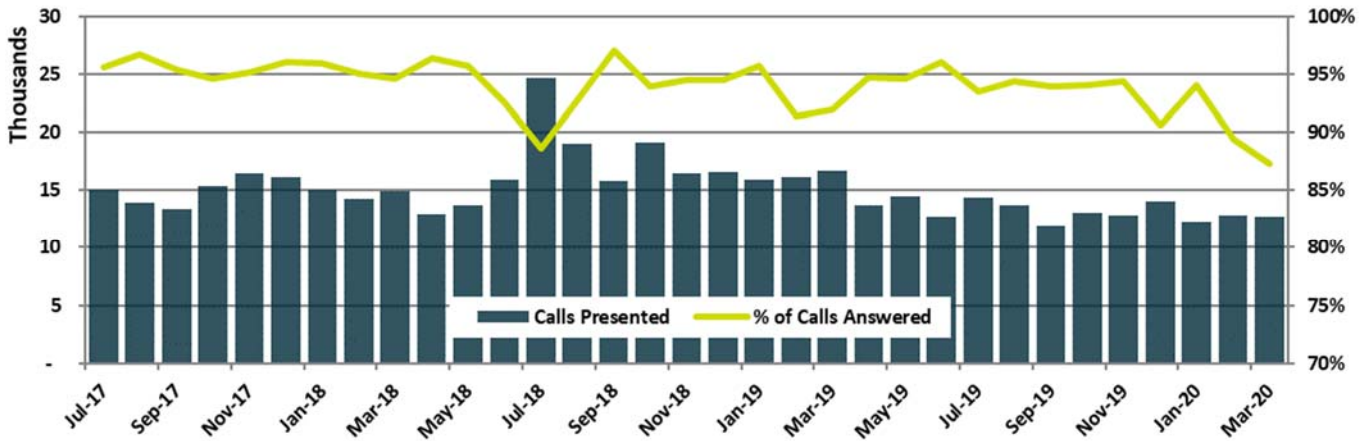
	2019/20	2018/19	% Change
Hutt Valley	88.6%	89.6%	-1.0%
Johnsonville	96.0%	97.2%	-1.2%
Kapiti	85.7%	83.7%	2.0%
Wairarapa	57.1%	58.5%	-1.4%
Total	88.7%	88.9%	-0.2%



Customer Contact

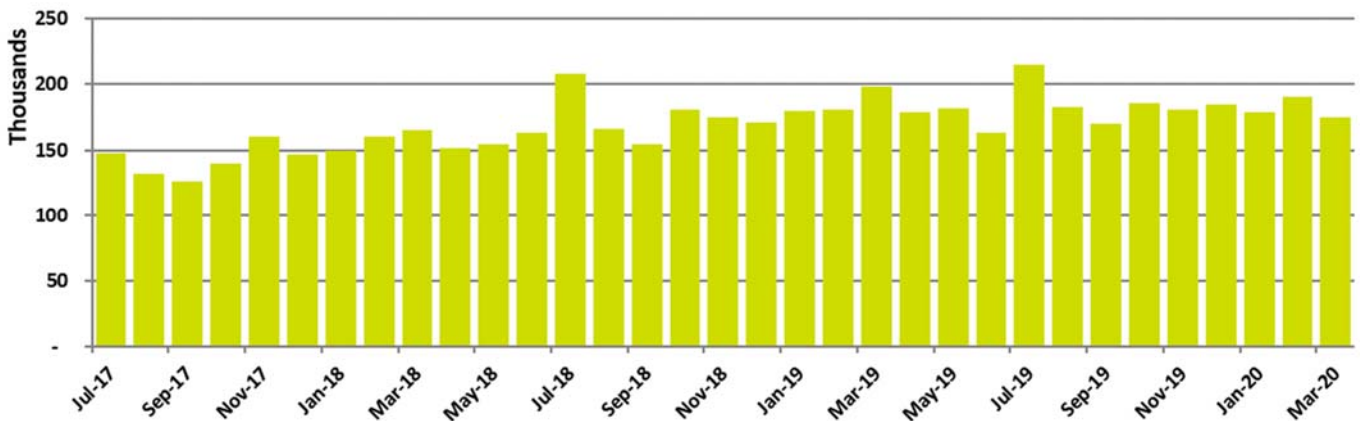
Call centre incoming calls

Metlink answered 87.3% of the 13,000 calls received in March, and has answered 92.4% of the 109,000 calls received for the year to date.



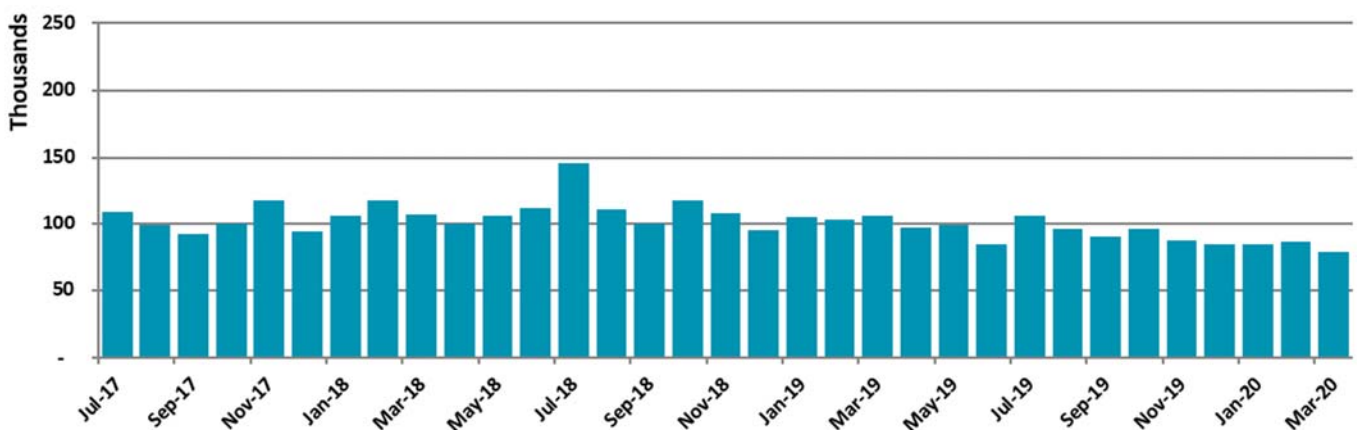
Metlink app – unique users

In March 2020 there were 174,000 unique users of the Metlink app, 11.7% less than the same month the previous year. There have been 1.7 million unique users of the app for the year to date, an increase of 3.1% on the same period last year.



Metlink website – unique users

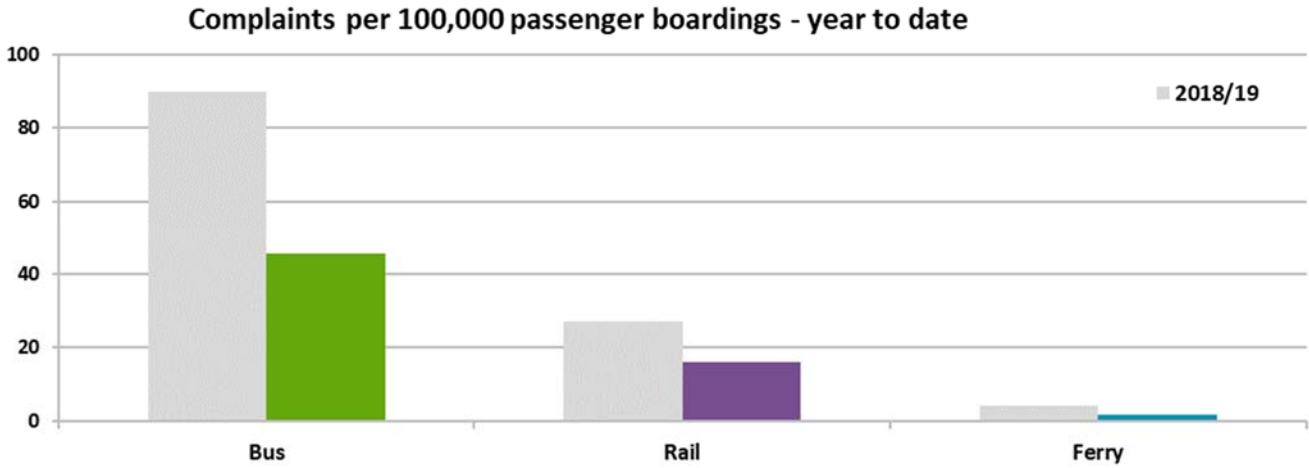
In March 2020 there were 78,000 unique users of the Metlink website, a decrease of 26.5% on the same month the previous year. There have been 807,000 unique users of the website for the year to date, a decrease of 18.6% on the same period last year.



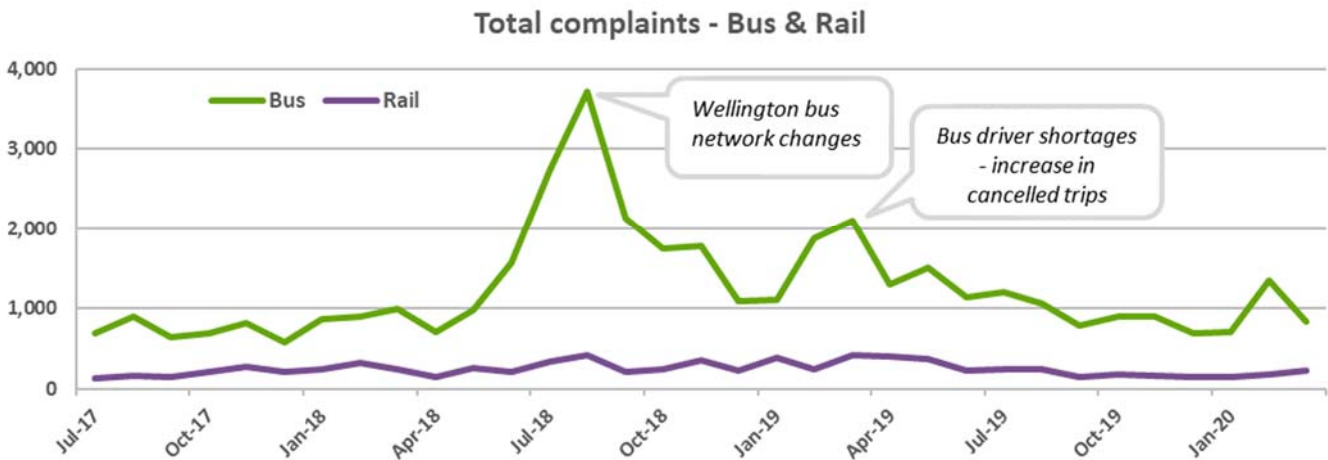
Complaints

Complaints volume

To compare complaint volumes, Metlink reports 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 54% for bus and 41% for rail for the year to date.



Complaints for both bus and rail have continued to trend downwards since the March 2019 peak.



Bus complaints

Bus complaints for the month were 60.1% lower than in March last year, and 53.7% lower for the year to date.

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

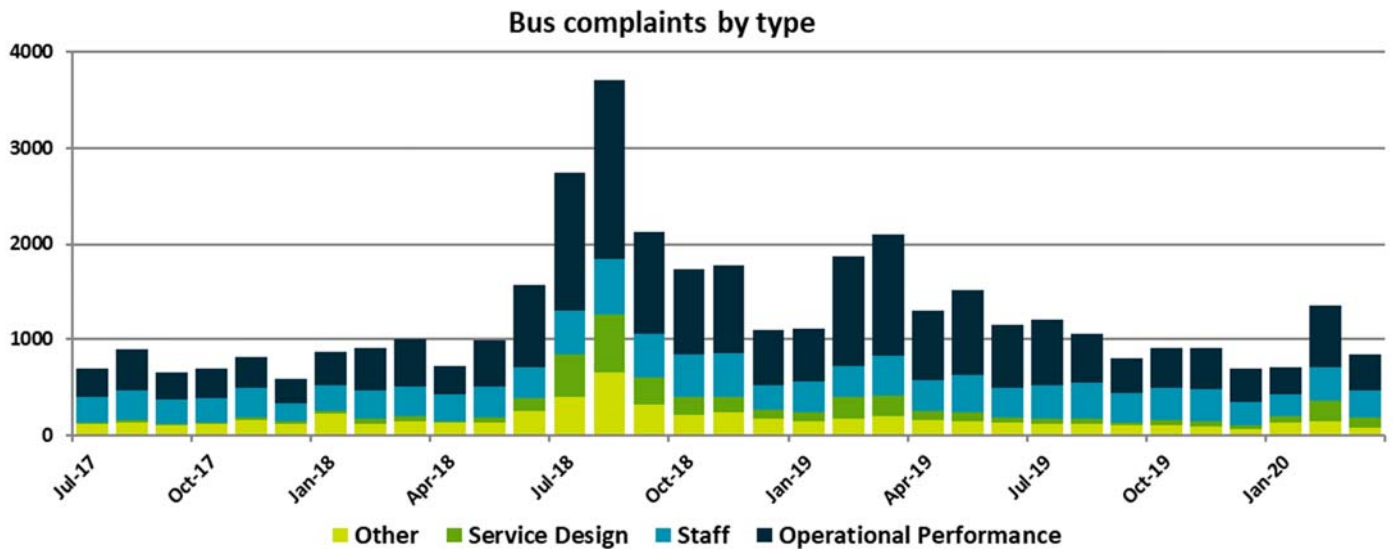
Bus complaints for current month

	Mar-20	Mar-19	% Change
Wellington			
Newlands, Tawa	30	58	-48.3%
East-West, City	284	1,101	-74.2%
North-south, Khandallah, Brooklyn	307	569	-46.0%
Hutt Valley	149	292	-49.0%
Porirua	49	59	-16.9%
Kapiti	15	15	0.0%
Wairarapa	3	2	50.0%
Total	837	2,096	-60.1%

Bus complaints - year to date (Jul-Mar)

	2019/20	2018/19	% Change
Wellington			
Newlands, Tawa	282	383	-26.4%
East-West, City	2,795	7,272	-61.6%
North-south, Khandallah, Brooklyn	3,185	6,973	-54.3%
Hutt Valley	1,661	2,514	-33.9%
Porirua	382	844	-54.7%
Kapiti	137	267	-48.7%
Wairarapa	23	34	-32.4%
Total	8,465	18,287	-53.7%

Operational performance and staff related complaints made up 78% of all bus complaints in March.



Rail complaints

Rail complaints for March were 44.2% lower than the same month last year, and 40.8% lower for the year to date.

Rail complaints current month

	Mar-20	Mar-19	% Change
Hutt Valley	63	150	-58.0%
Kapiti	81	72	12.5%
Johnsonville	10	135	-92.6%
Wairarapa	15	24	-37.5%
General	66	40	65.0%
Total	235	421	-44.2%

Rail complaints - year to date (Jul-Mar)

	2019/20	2018/19	% Change
Hutt Valley	520	933	-44.3%
Kapiti	577	1,028	-43.9%
Johnsonville	103	269	-61.7%
Wairarapa	160	235	-31.9%
General	341	409	-16.6%
Total	1,701	2,874	-40.8%

Operational performance and staff related complaints make up 37% of all rail complaints in March.

Rail complaints by type

