

Metlink performance report



May 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.

May 2020 saw continued lower passenger boardings under COVID-19 lockdown levels 3 & 2. Prior to COVID-19 lockdown in late March 2020 we had been seeing record patronage growth for both bus & rail.

Bus Passenger boardings

Under COVID-19 lockdown levels 3 & 2, May passenger boardings were 68.6% lower than the same month last year. Year-on-year growth now shows a decrease of 13.6% - prior to COVID-19 we were seeing increased growth year-to-date of 7.3% (to February 2020).

By area for May

	May-20	May-19	% Change
Wellington	514,167	1,834,239	-72.0%
Hutt Valley	197,701	471,509	-58.1%
Porirua	42,523	100,303	-57.6%
Kapiti	24,638	67,428	-63.5%
Wairarapa	4,203	18,138	-76.8%
Total	783,232	2,491,617	-68.6%

By area - year to date (Jul-May)

	2019/20	2018/19	% Change
Wellington	14,303,141	16,747,314	-14.6%
Hutt Valley	3,841,189	4,277,032	-10.2%
Porirua	792,258	895,516	-11.5%
Kapiti	500,045	567,996	-12.0%
Wairarapa	127,166	155,854	-18.4%
Total	19,563,799	22,643,712	-13.6%

Rail Passenger boardings

Under COVID-19 lockdown levels 3 & 2, rail recorded a decrease in passenger boardings of 83.2% for the month. Year-on-year growth now shows a decrease of 18.8% - compared to increased growth of 3.5% year-to-date pre-COVID-19 (to February 2020).

By line for May

	May-20	May-19	% Change
Hutt Valley	96,425	609,836	-84.2%
Kapiti	103,860	598,115	-82.6%
Johnsonville	27,050	135,691	-80.1%
Wairarapa	10,957	72,665	-84.9%
Total	238,292	1,416,307	-83.2%

By line - year to date (Jul-May)

	2019/20	2018/19	% Change
Hutt Valley	4,595,749	5,586,787	-17.7%
Kapiti	4,487,197	5,525,126	-18.8%
Johnsonville	1,041,793	1,348,095	-22.7%
Wairarapa	577,713	718,899	-19.6%
Total	10,702,452	13,178,907	-18.8%

Peak rail services recommenced early May. There is a year-to-date decrease in peak growth of 17.8%, compared to 5.4% increased growth year-to-date pre-COVID-19 (to February 2020).

Peak by line for May

	May-20	May-19	% Change
Hutt Valley	51,636	422,705	-87.8%
Kapiti	52,882	395,634	-86.6%
Johnsonville	14,017	88,102	-84.1%
Wairarapa	7,590	61,117	-87.6%
Total	126,125	967,558	-87.0%

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

	2019/20	2018/19	% Change
Hutt Valley	3,172,569	3,795,830	-16.4%
Kapiti	2,910,060	3,563,974	-18.3%
Johnsonville	653,847	834,144	-21.6%
Wairarapa	469,739	575,385	-18.4%
Total	7,206,215	8,769,333	-17.8%

Ferry Passenger boardings

Ferry services began operating again on 18th May. Year-to-date boardings show a decrease of 19.3%, compared to a decrease of 1.4% year-to-date pre-COVID-19 (to February 2020).

For May

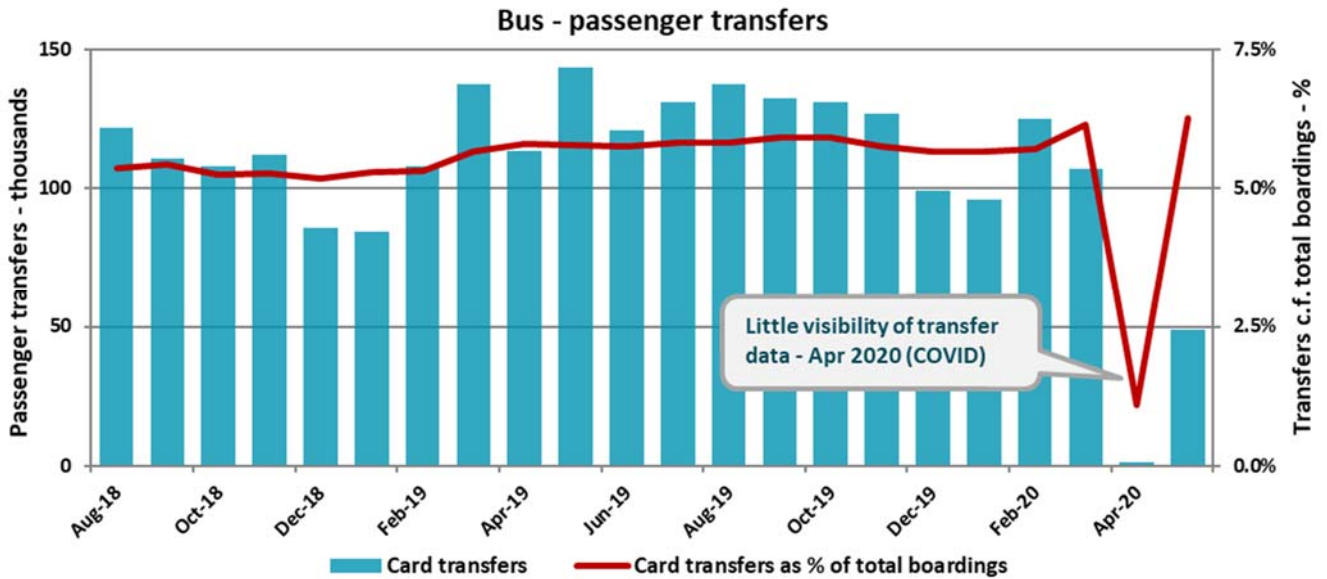
	May-20	May-19	% Change
Total	3,055	16,752	-81.8%

Year to date (Jul-May)

	2019/20	2018/19	% Change
Total	152,307	188,831	-19.3%

Bus Passenger transfers and Journeys

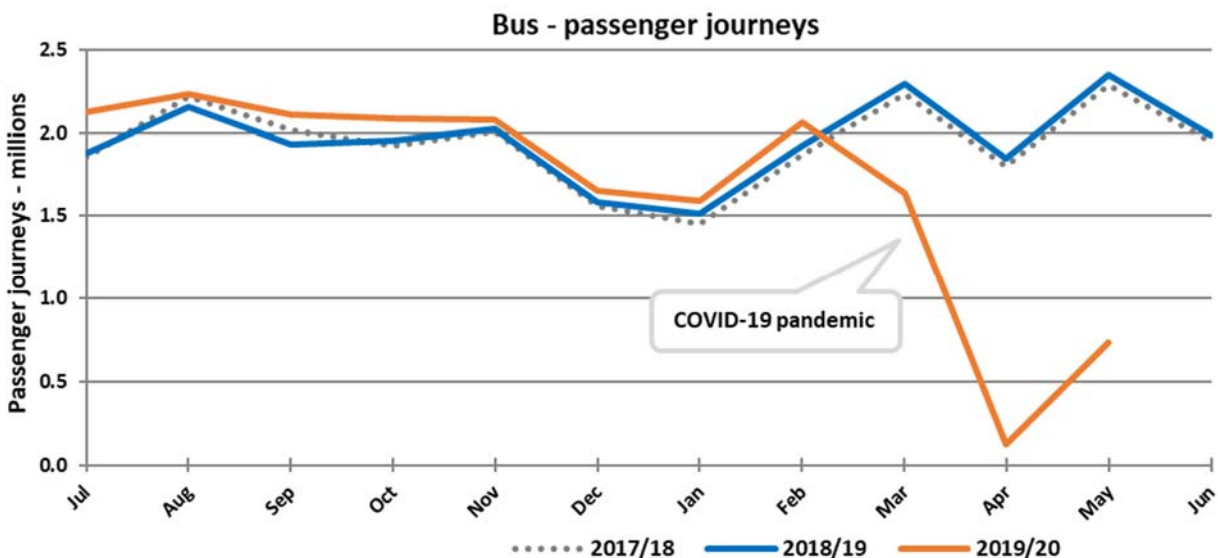
Metlink allows bus to bus transfers at no extra cost to passengers using a Snapper card, provided they tap on to the next bus within 30 minutes of tagging off the bus before. These card transfers account for 5.8% of year-to-date passenger boardings.



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 May 2020 saw a decrease of 14.1% year-to-date. This compares to year-to-date growth of 6.5% to February 2020 (pre-COVID).



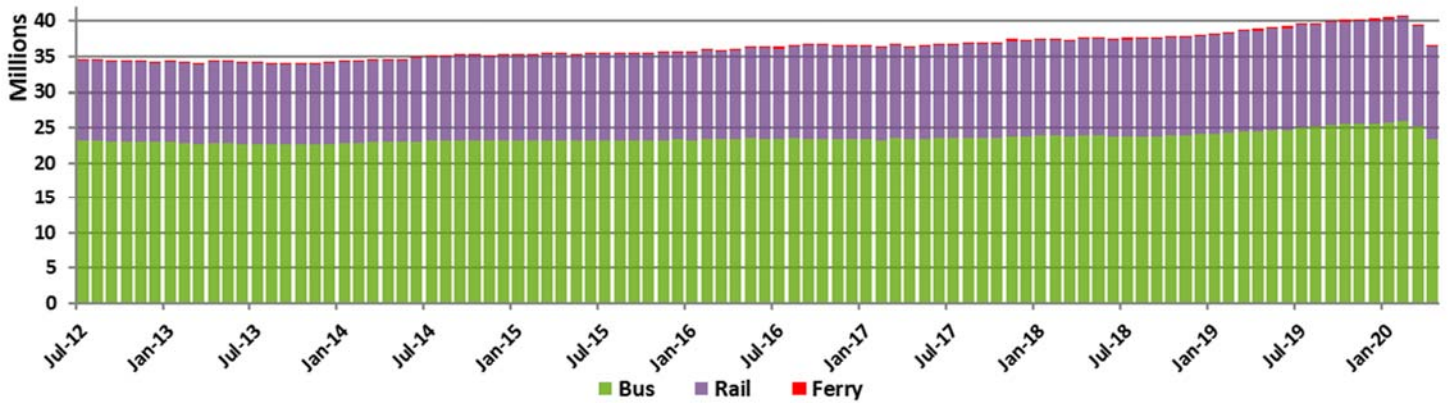
¹ Prior to the new Network, transfers accounted for c. 2.6 % based on 2014/15 data available to Metlink. This transfer rate has been assumed up until the new contracts were implemented between April and July 2018.

Passenger boardings trend

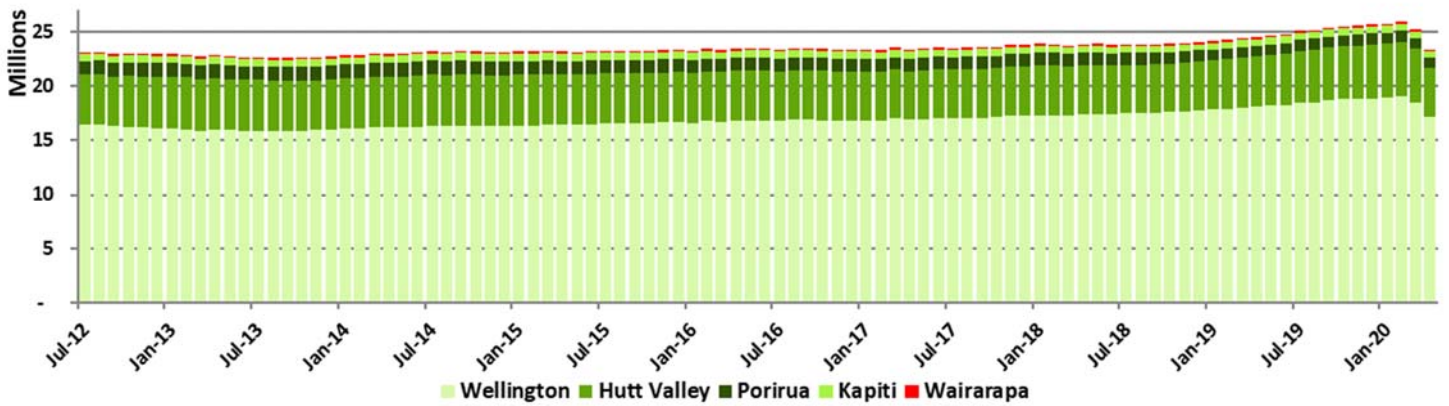
The following graphs show the number of passenger boardings using a 12-month rolling total.

There had been continuing growth up to February 2020, but with the COVID-19 pandemic (mid-March onwards) we are seeing a decrease in boardings growth for all modes.

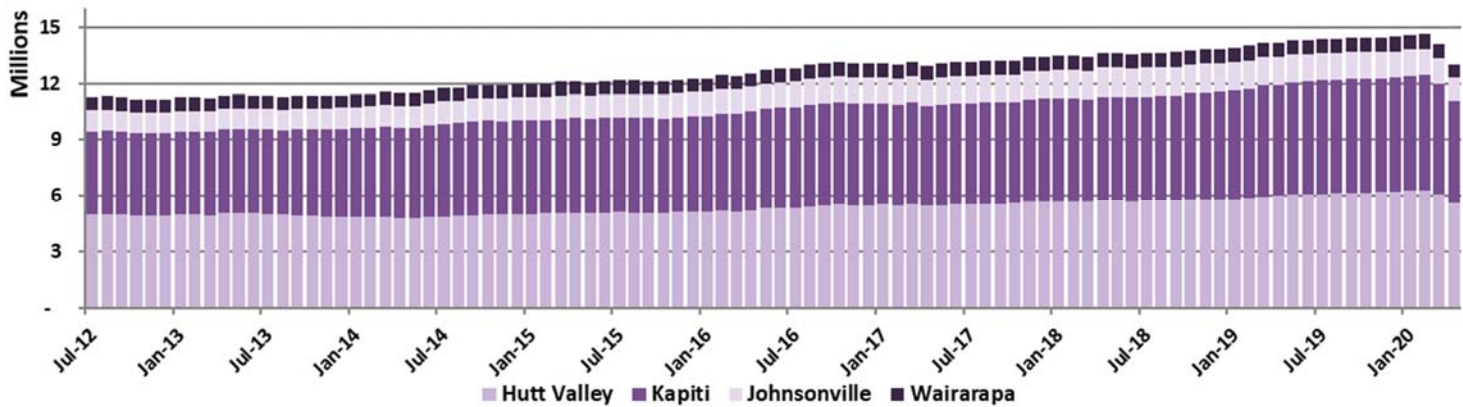
All modes



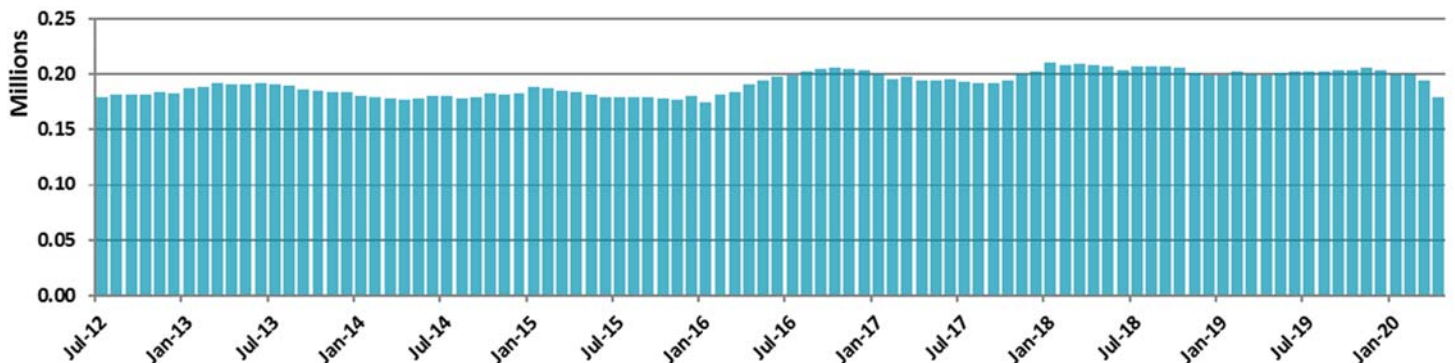
Bus



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 May 2020. During the month there was some driver unavailability due to COVID levels 2 and 3, route 20 had eight days of cancellations due to Palliser Road works closures (alternate shuttle van services were provided, but not to the closed section), and a tidal event affected a large number of Wellington south coast and Eastbourne services.

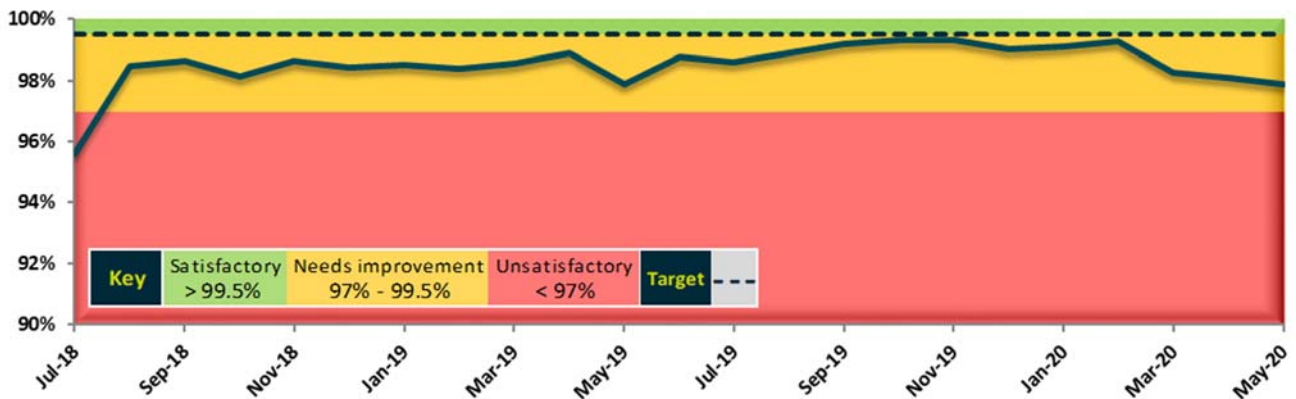
Reliability - current month

	May-20	May-19	% Change
Wellington City			
Newlands & Tawa	99.6%	99.7%	-0.1%
East, West & City	97.5%	96.7%	0.8%
North, South, Khandallah & Brooklyn	98.8%	97.3%	1.5%
Hutt Valley	98.8%	99.0%	-0.2%
Porirua	99.2%	98.5%	0.6%
Kapiti	97.0%	99.6%	-2.5%
Wairarapa	89.9%	98.9%	-9.0%
Total	98.3%	97.9%	0.4%

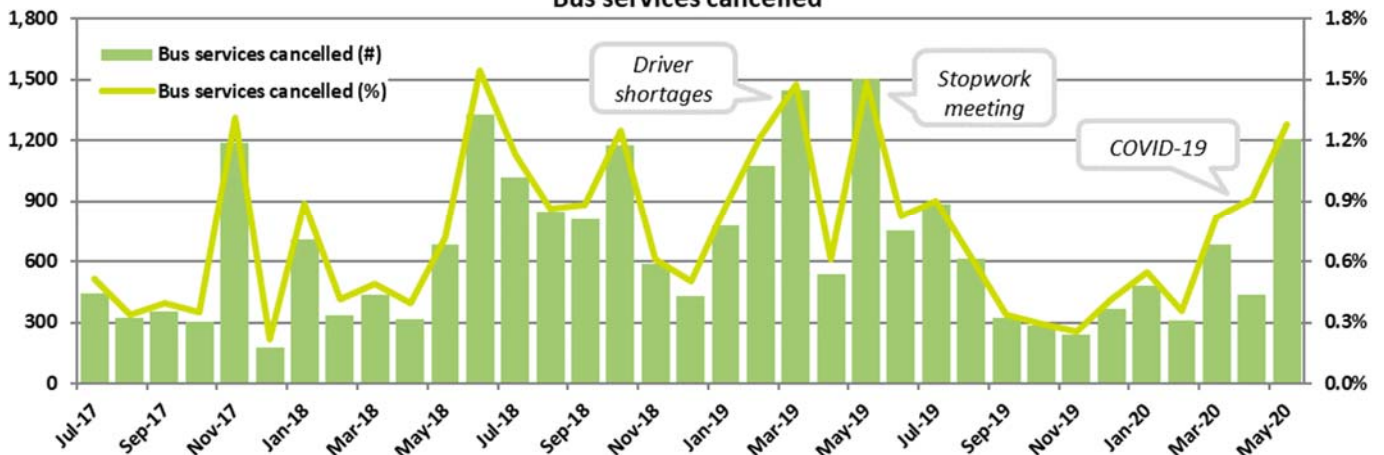
Reliability - year to date (Jul-May)

	2019/20	2018/19	% Change
Wellington City			
Newlands & Tawa	99.6%	99.0%	0.6%
East, West & City	98.5%	97.8%	0.7%
North, South, Khandallah & Brooklyn	98.8%	97.8%	1.0%
Hutt Valley	99.2%	98.9%	0.3%
Porirua	99.1%	98.5%	0.6%
Kapiti	99.5%	99.6%	-0.1%
Wairarapa	97.3%	98.8%	-1.5%
Total	98.9%	98.3%	0.6%

Bus reliability



Bus services cancelled



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 May was 95.3%, with an improvement of 1.8% for the year to date. Punctuality was higher this month with some trips running early due to significantly reduced traffic levels and patronage throughout COVID alert levels 2 and 3.

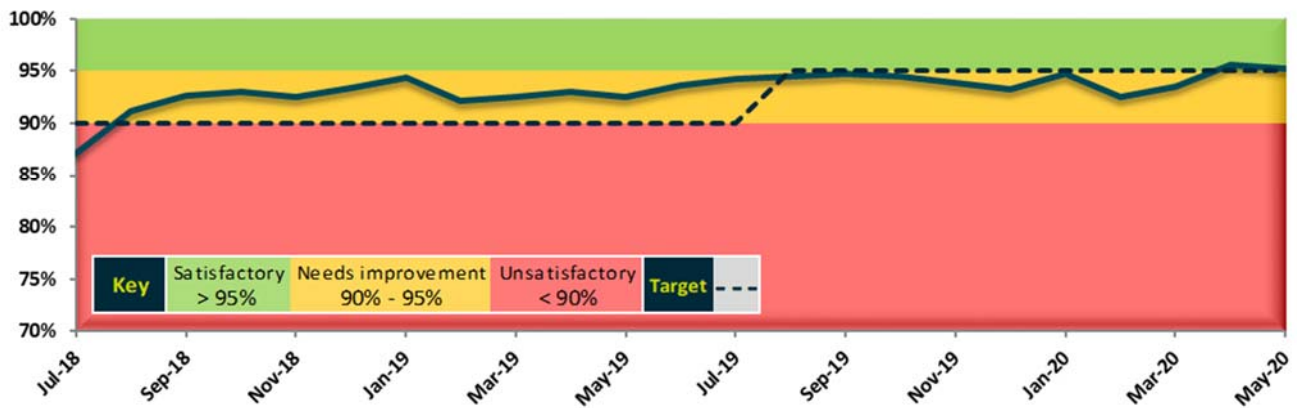
Punctuality - current month

	May-20	May-19	% Change
Wellington City			
Newlands & Tawa	92.9%	96.1%	-3.1%
East, West & City	95.6%	89.2%	6.4%
North, South, Khandallah & Brooklyn	92.9%	92.3%	0.6%
Hutt Valley	96.4%	94.0%	2.5%
Porirua	96.0%	94.5%	1.4%
Kapiti	98.8%	98.1%	0.7%
Wairarapa	95.5%	95.5%	0.0%
Total	95.3%	92.5%	2.8%

Punctuality - year to date (Jul-May)

	2019/20	2018/19	% Change
Wellington City			
Newlands & Tawa	94.9%	95.9%	-1.0%
East, West & City	93.6%	89.6%	4.0%
North, South, Khandallah & Brooklyn	92.3%	91.3%	1.0%
Hutt Valley	95.0%	93.8%	1.3%
Porirua	95.1%	95.3%	-0.2%
Kapiti	98.5%	97.9%	0.7%
Wairarapa	94.4%	93.1%	1.3%
Total	94.2%	92.4%	1.8%

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 May 97% of bus services were delivered using the contracted bus size, close to the same month the previous year, with an 10.0% improvement for the year to date.

Correct bus used - current month

	May-20	May-19	% Change
Wellington City			
Newlands & Tawa	100%	99%	1.0%
East, West & City	97%	99%	-2.0%
North, South, Khandallah & Brooklyn	96%	95%	1.0%
Hutt Valley	94%	97%	-3.0%
Porirua	99%	100%	-1.0%
Kapiti	100%	100%	0.0%
Wairarapa	97%	100%	-3.0%
Total	97%	98%	-1.0%

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

	2019/20	2018/19	% Change
Wellington City			
Newlands & Tawa	100%	98%	2.0%
East, West & City	99%	76%	23.0%
North, South, Khandallah & Brooklyn	95%	91%	4.0%
Hutt Valley	98%	93%	5.0%
Porirua	99%	99%	0.0%
Kapiti	100%	99%	1.0%
Wairarapa	98%	97%	1.0%
Total	98%	88%	10.0%



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.

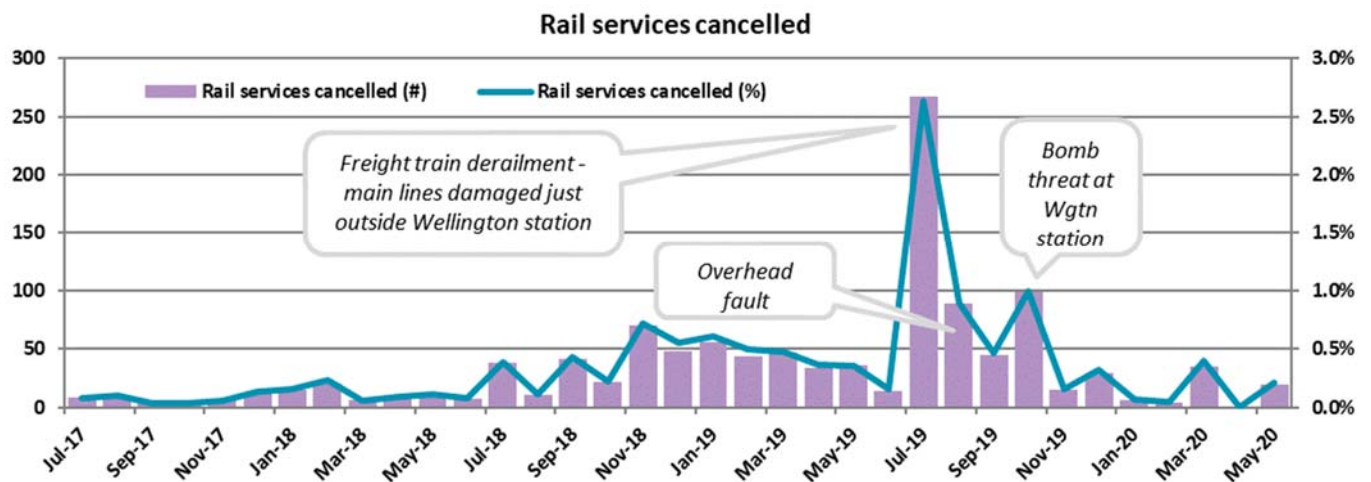
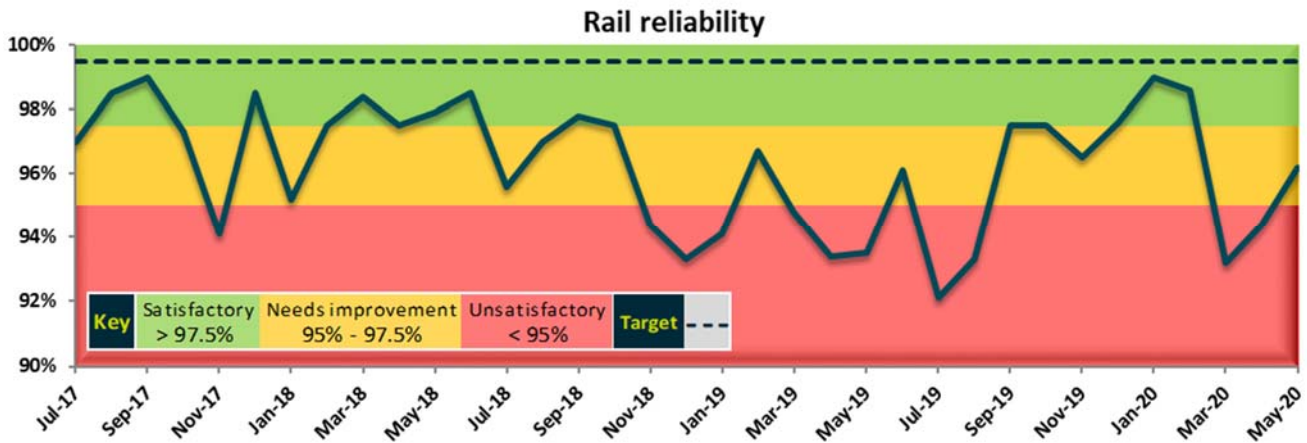
Rail service reliability was 96.2% in May, and 96.0% for the year to date. Reliability was affected this month when services were suspended following two earthquakes, and by the continuing issue with a faulty GPS tracking unit causing a large number of reporting system defects.

Reliability - current month

	May-20	May-19	% Change
Hutt Valley	96.9%	95.7%	1.2%
Johnsonville	98.8%	88.0%	10.8%
Kapiti	94.9%	94.8%	0.1%
Wairarapa	72.7%	94.9%	-22.2%
Total	96.2%	93.5%	2.7%

Reliability - year to date (Jul-May)

	2019/20	2018/19	% Change
Hutt Valley	96.1%	95.7%	0.4%
Johnsonville	97.7%	93.8%	3.9%
Kapiti	95.4%	96.1%	-0.7%
Wairarapa	85.2%	93.0%	-7.8%
Total	96.0%	95.3%	0.7%



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.

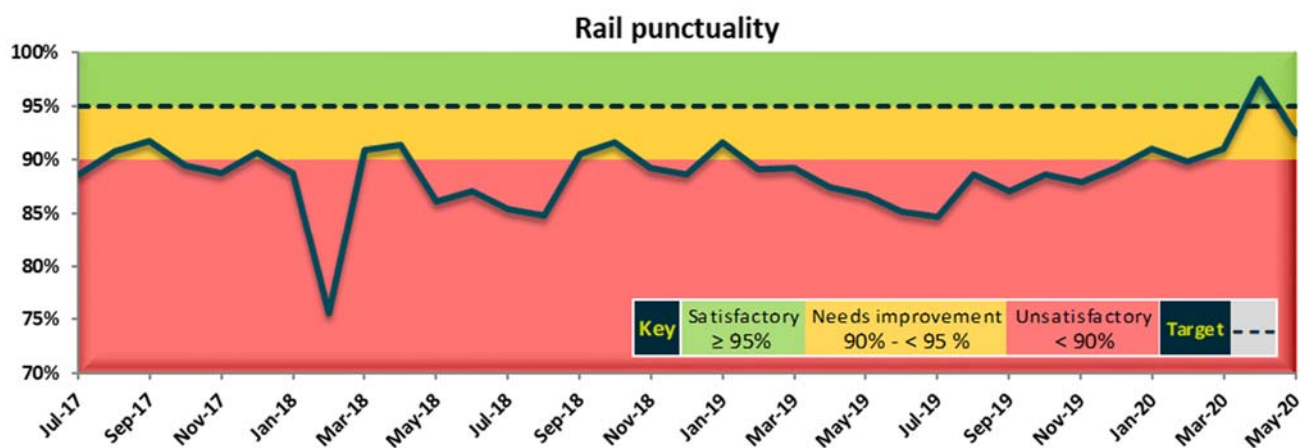
Punctuality for May was 92.5%, 5.8% higher than the same month the previous year, with lower than normal patronage reducing waiting times at stations. Network infrastructure accounted for 20% of delays, and this month also saw an increase in delays caused by weather, which is normal for this time of year.

Punctuality - current month

	May-20	May-19	% Change
Hutt Valley	91.7%	84.4%	7.3%
Johnsonville	98.6%	98.0%	0.6%
Kapiti	90.3%	82.9%	7.4%
Wairarapa	71.8%	58.4%	13.4%
Total	92.5%	86.7%	5.8%

Punctuality - year to date (Jul-May)

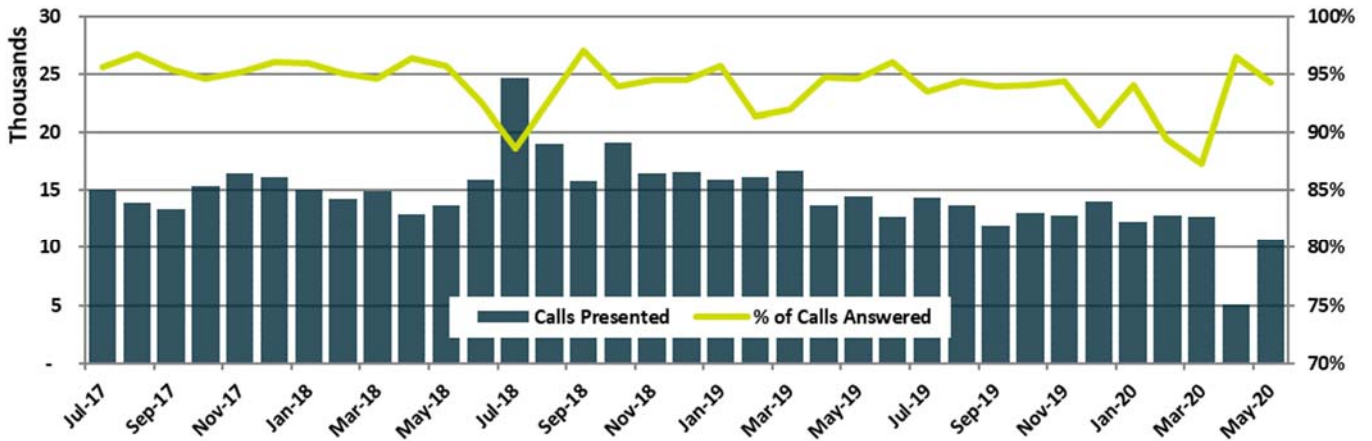
	2019/20	2018/19	% Change
Hutt Valley	89.3%	88.8%	0.5%
Johnsonville	96.5%	97.3%	-0.8%
Kapiti	86.7%	83.7%	3.0%
Wairarapa	60.5%	58.0%	2.5%
Total	89.6%	88.6%	1.0%



Customer Contact

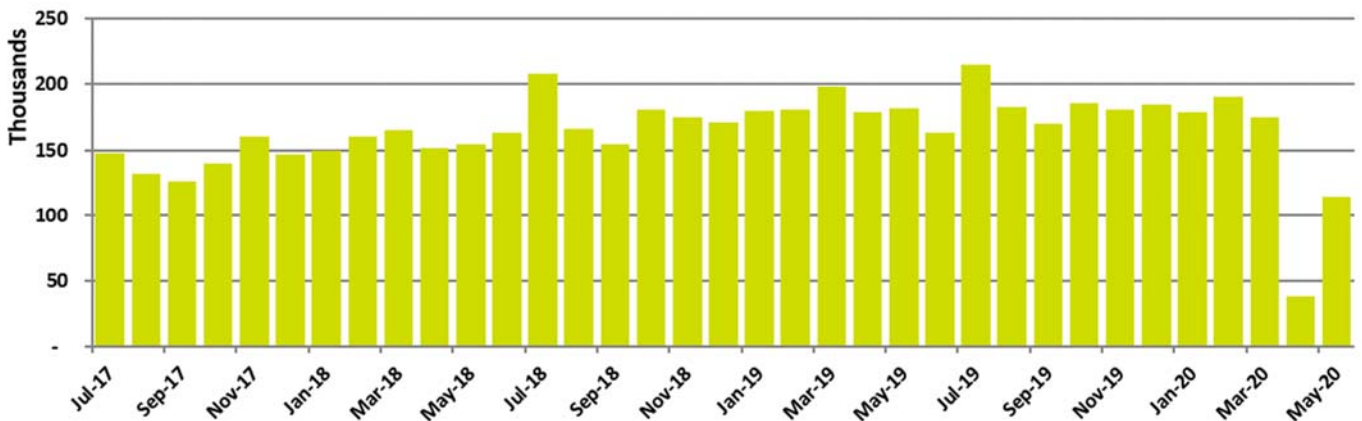
Call centre incoming calls

Metlink answered 94.3% of the 10,700 calls received in May, and has answered 92.7% of the 124,000 calls received for the year to date.



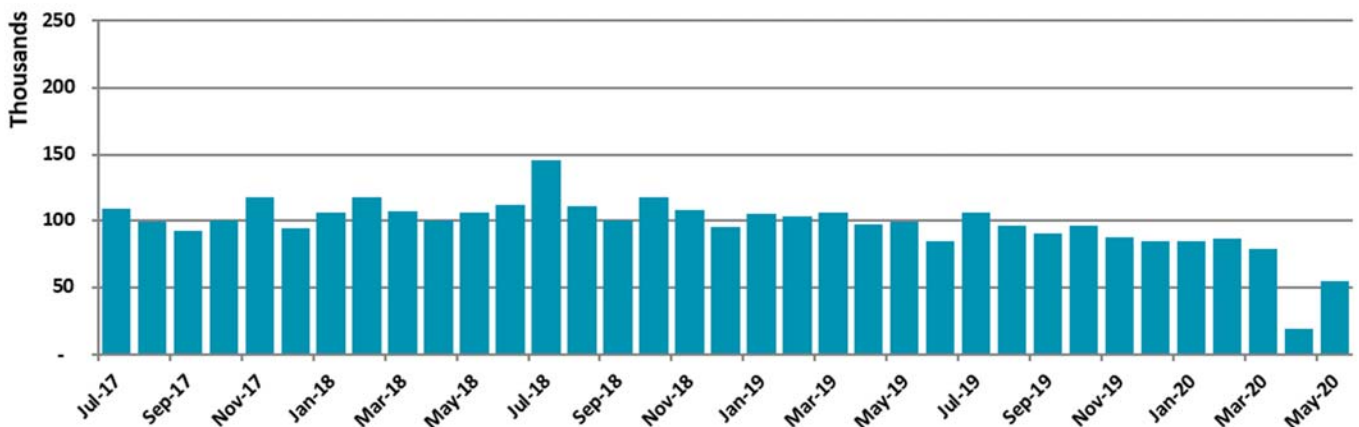
Metlink app – unique users

In May 2020 there were 114,000 unique users of the Metlink app, 37.3% less than the same month the previous year. There have been 1.8 million unique users of the app for the year to date, a decrease of 8.1% on the same period last year.



Metlink website – unique users

In May 2020 there were 54,000 unique users of the Metlink website, a decrease of 45.4% on the same month the previous year. There have been 879,000 unique users of the website for the year to date, a decrease of 25.9% on the same period last year.

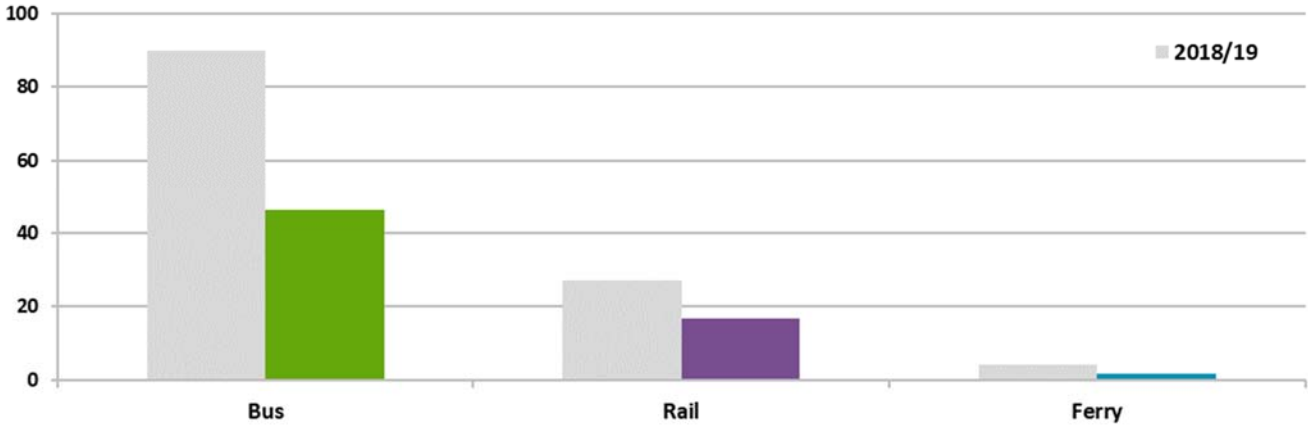


Complaints

Complaints volume

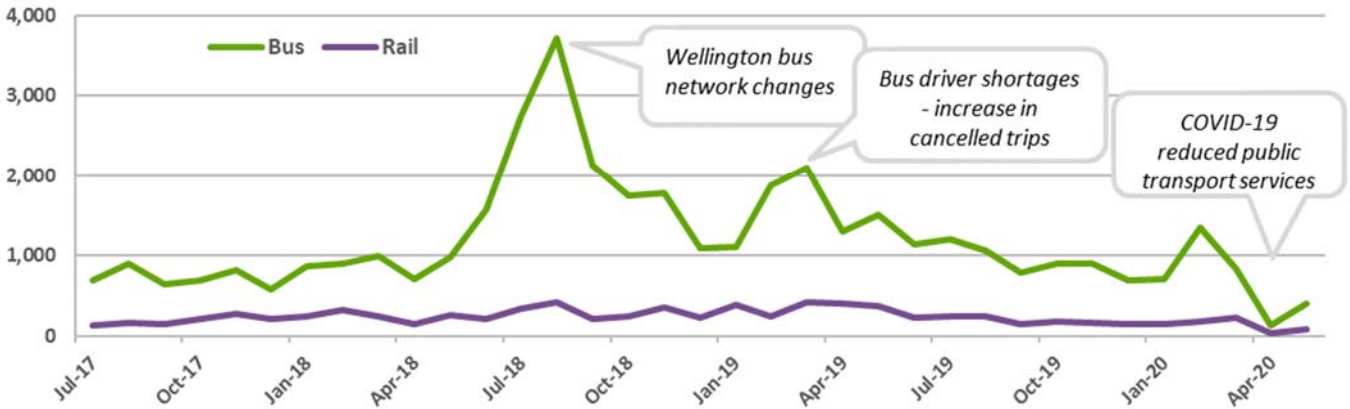
To compare complaint volumes, Metlink reports the number of complaints per 100,000 passenger boardings. This shows that complaint volumes relative to passenger boardings are higher for bus than any other mode, however there is an improvement against 2018/19 results for all modes, including improvements of 57% for bus and 50% for rail for the year to date.

Complaints per 100,000 passenger boardings - year to date



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

Total complaints - Bus & Rail



Bus complaints

There were a reduced number of passengers using bus services in May, due to COVID-19. Bus complaints for the month were 72.9% lower than in May last year, and 57.3% 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

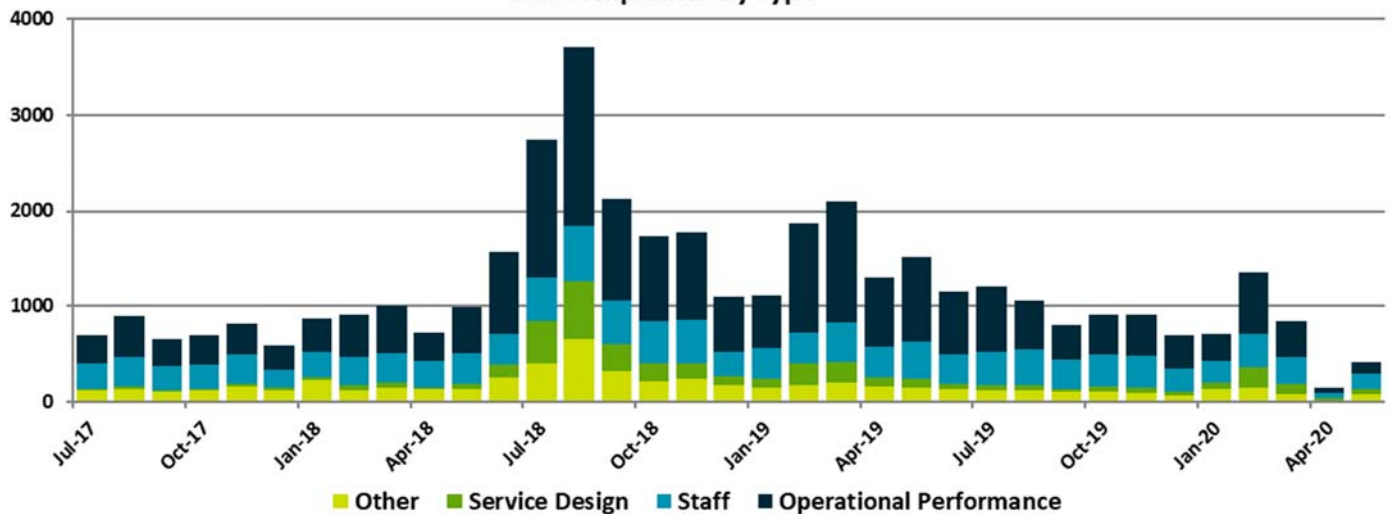
	May-20	May-19	% Change
Wellington			
Newlands, Tawa	21	29	-27.6%
East-West, City	12	622	-98.1%
North-south, Khandallah, Brooklyn	128	510	-74.9%
Hutt Valley	115	259	-55.6%
Porirua	129	69	87.0%
Kapiti	5	23	-78.3%
Wairarapa	-	3	-100.0%
Total	410	1,515	-72.9%

Bus complaints - year to date (Jul-May)

	2019/20	2018/19	% Change
Wellington			
Newlands, Tawa	307	445	-31.0%
East-West, City	2,842	8,501	-66.6%
North-south, Khandallah, Brooklyn	3,352	7,889	-57.5%
Hutt Valley	1,817	2,958	-38.6%
Porirua	529	964	-45.1%
Kapiti	145	302	-52.0%
Wairarapa	25	40	-37.5%
Total	9,017	21,099	-57.3%

Operational performance and staff related complaints made up 69% of all bus complaints in May.

Bus complaints by type



Rail complaints

There were a reduced number of passengers using rail services in May, due to COVID-19. Rail complaints for May were 78.5% lower than the same month last year, and 50.4% lower for the year to date.

Rail complaints current month

	May-20	May-19	% Change
Hutt Valley	33	166	-80.1%
Kapiti	26	94	-72.3%
Johnsonville	2	29	-93.1%
Wairarapa	11	26	-57.7%
General	8	57	-86.0%
Total	80	372	-78.5%

Rail complaints - year to date (Jul-May)

	2019/20	2018/19	% Change
Hutt Valley	560	1,290	-56.6%
Kapiti	616	1,251	-50.8%
Johnsonville	107	328	-67.4%
Wairarapa	172	284	-39.4%
General	359	507	-29.2%
Total	1,814	3,660	-50.4%

Operational performance and staff related complaints make up 44% of all rail complaints in May.

Rail complaints by type

