

Metlink performance report



May 2021

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.

Please note: due to reduced patronage in May 2020 (under Covid-19 alert levels 3 & 2), we are using May 2019 (and July 2018 to May 2019 for year to date) to compare passenger boardings in this report.

May 2021 saw reduced passenger boardings under alert level 1, compared to 2019. Prior to Covid-19 (in 2019/20) we had been seeing record patronage growth for both bus & rail.

Bus Passenger boardings

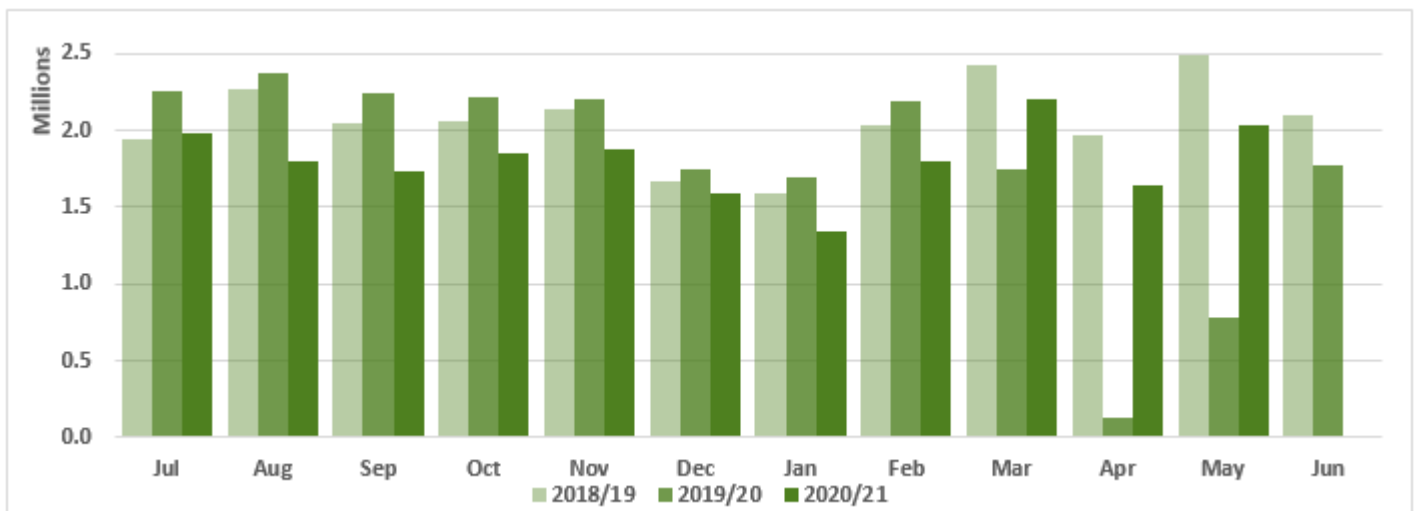
Under alert level 1, May passenger boardings were 18.4% lower than the same month in 2019, and 12.3% lower for the year to date (c.f. 2018/19). Prior to Covid-19 (in 2019/20), we were seeing increased growth of 7.3% (July 2019 to February 2020).

By area for May

	May-21	May-19	% Change
Wellington	1,491,235	1,834,239	-18.7%
Hutt Valley	386,878	471,509	-17.9%
Porirua	84,400	100,303	-15.9%
Kapiti	53,788	67,428	-20.2%
Wairarapa	15,874	18,138	-12.5%
Total	2,032,175	2,491,617	-18.4%

By area - year to date (Jul - May)

	2020/21	2018/19	% Change
Wellington	14,500,188	16,747,314	-13.4%
Hutt Valley	3,900,072	4,277,032	-8.8%
Porirua	813,771	895,516	-9.1%
Kapiti	497,453	567,996	-12.4%
Wairarapa	140,483	155,854	-9.9%
Total	19,851,967	22,643,712	-12.3%



Rail Passenger boardings

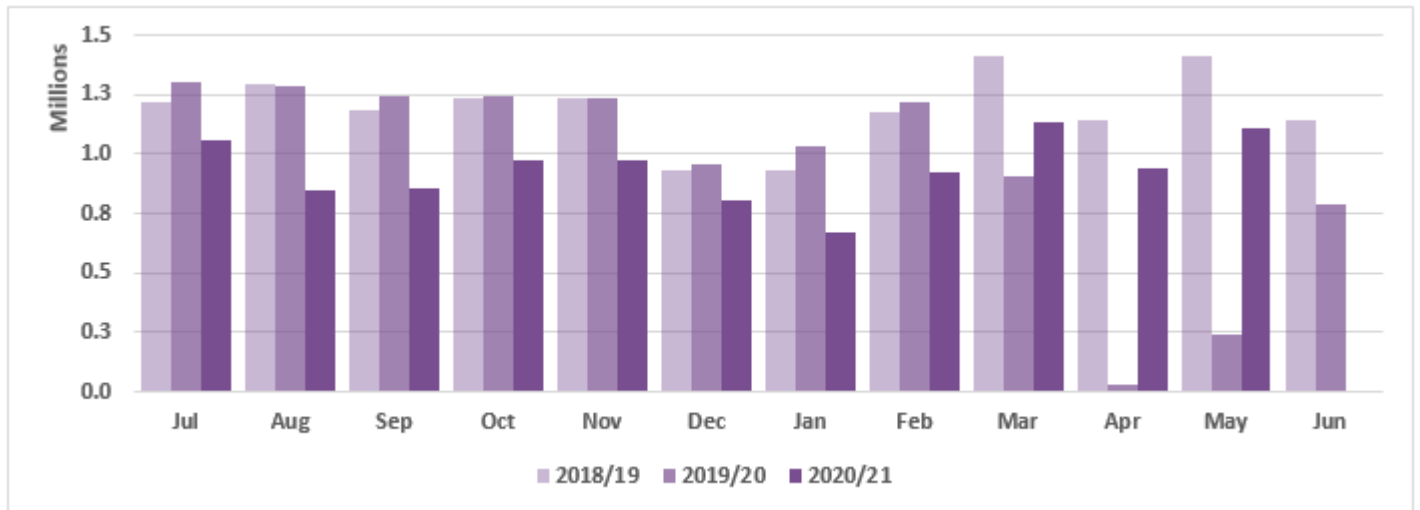
Under alert level 1, rail recorded a decrease in passenger boardings of 18.4% for the month (compared to 2019), and a decrease of 12.3% for the year to date (c.f. 2018/19). Prior to Covid-19 (in 2019/20), we were seeing increased growth of 3.5% (July 2019 to February 2020).

By line for May

	May-21	May-19	% Change
Hutt Valley	475,039	609,836	-22.1%
Kapiti	459,222	598,115	-23.2%
Johnsonville	112,692	135,691	-16.9%
Wairarapa	58,840	72,665	-19.0%
Total	1,105,793	1,416,307	-21.9%

By line - year to date (Jul - May)

	2020/21	2018/19	% Change
Hutt Valley	4,360,804	5,586,787	-21.9%
Kapiti	4,315,024	5,525,126	-21.9%
Johnsonville	1,051,092	1,348,095	-22.0%
Wairarapa	573,096	718,899	-20.3%
Total	10,300,016	13,178,907	-21.8%



Ferry Passenger boardings

May boardings show a decrease of 17.5%, on the same month in 2019. Year to date boardings show a decrease of 17.2% (c.f. 2018/19). We were seeing a decrease of 1.4% prior to Covid-19 (July 2019 to February 2020).

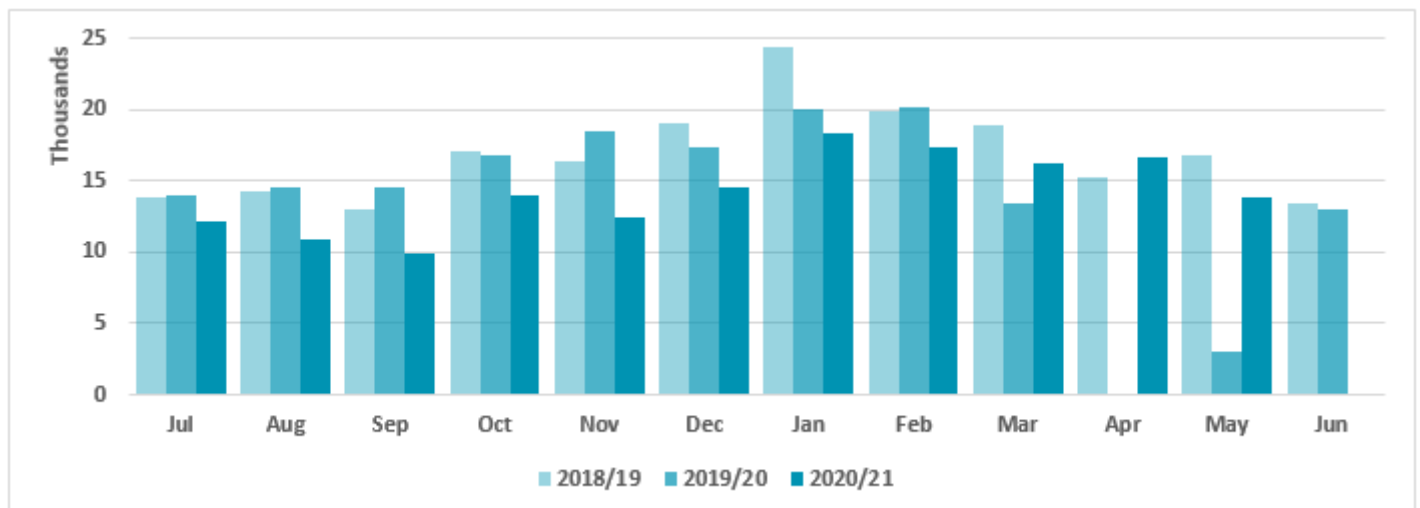
Ferry boardings are often affected by weather conditions.

For May

	May-21	May-19	% Change
Total	13,825	16,752	-17.5%

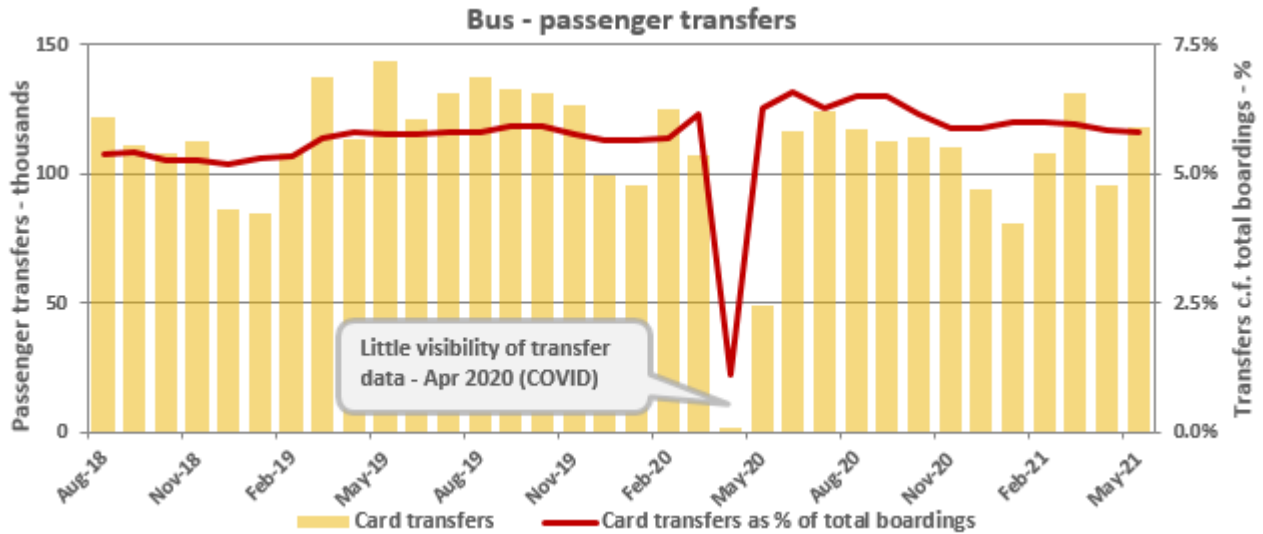
Year to date (Jul - May)

	2020/21	2018/19	% Change
Total	156,427	188,831	-17.2%



Bus Passenger transfers and Journeys

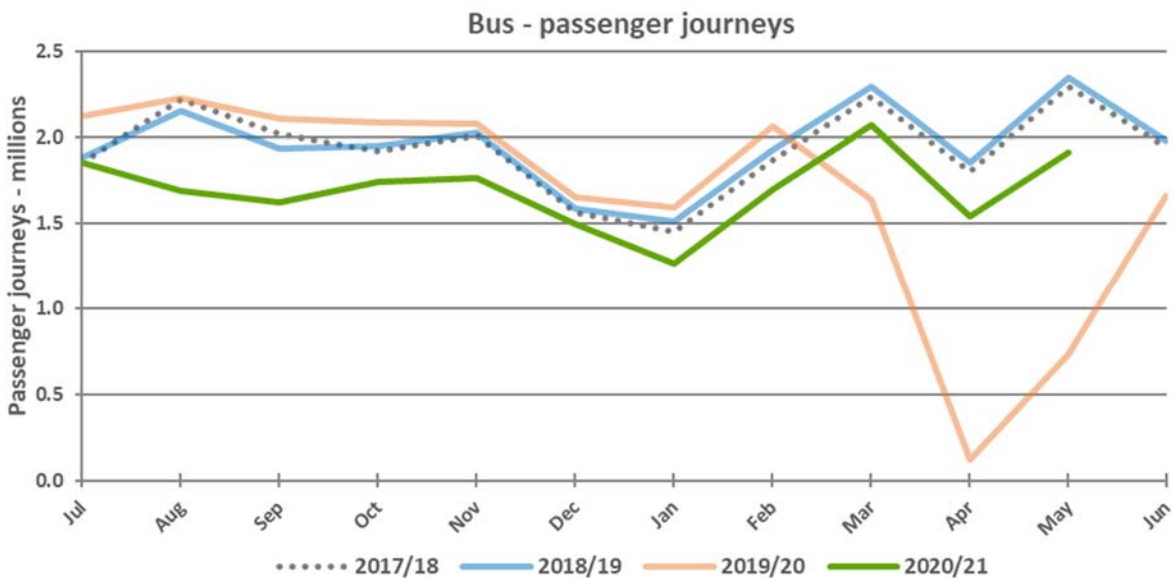
Metlink allows bus to bus transfers at no extra cost to passengers using a Snapper card, provided they tap on to the next bus within 30 minutes of tagging off the bus before. These card transfers accounted for 5.8% of passenger boardings for May.



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 journeys for May 2021 show a decrease of 18.5% on the same month in 2019. This compares to growth of 6.5% from July 2019 to February 2020 (prior to Covid-19).



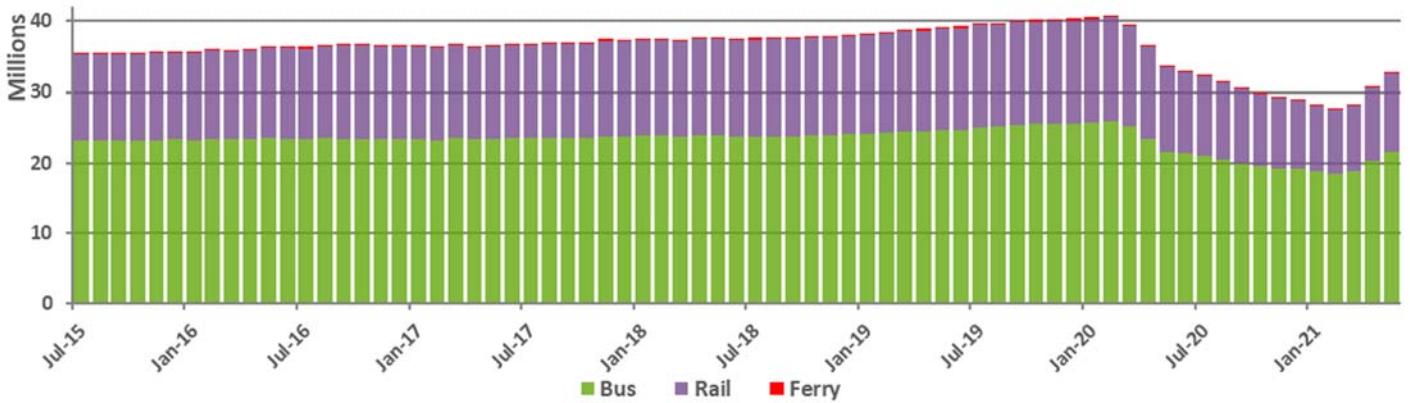
¹ Prior to the new Network, transfers accounted for c. 2.6 % based on 2014/15 data available to Metlink. This transfer rate has been assumed up until the new contracts were implemented between April and July 2018.

Passenger boardings trend

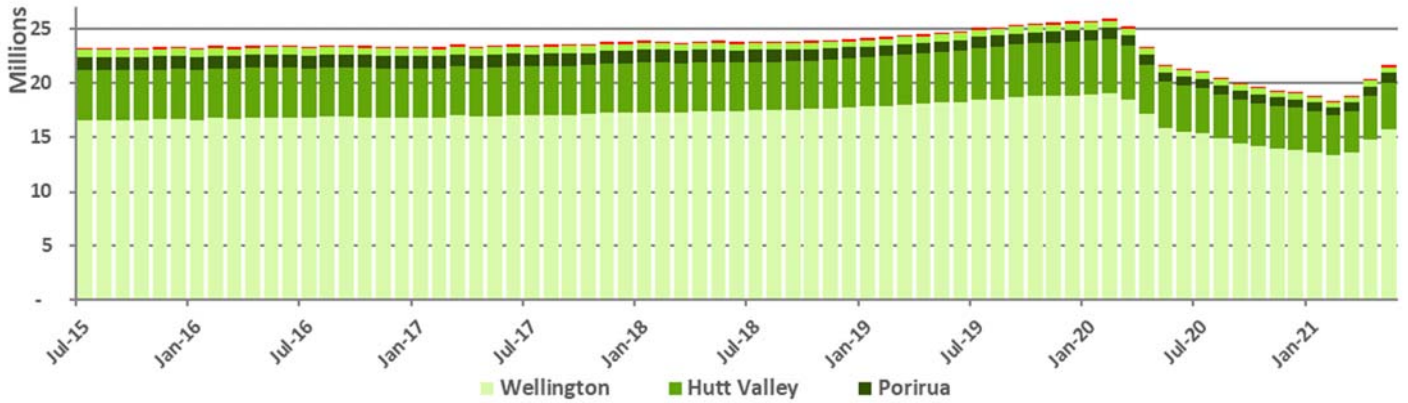
The following graphs show the number of passenger boardings using a 12-month rolling total.

There had been continuing growth up to February 2020, but with the Covid-19 pandemic (mid-March 2020 onwards) we can see decreased boardings growth for all modes.

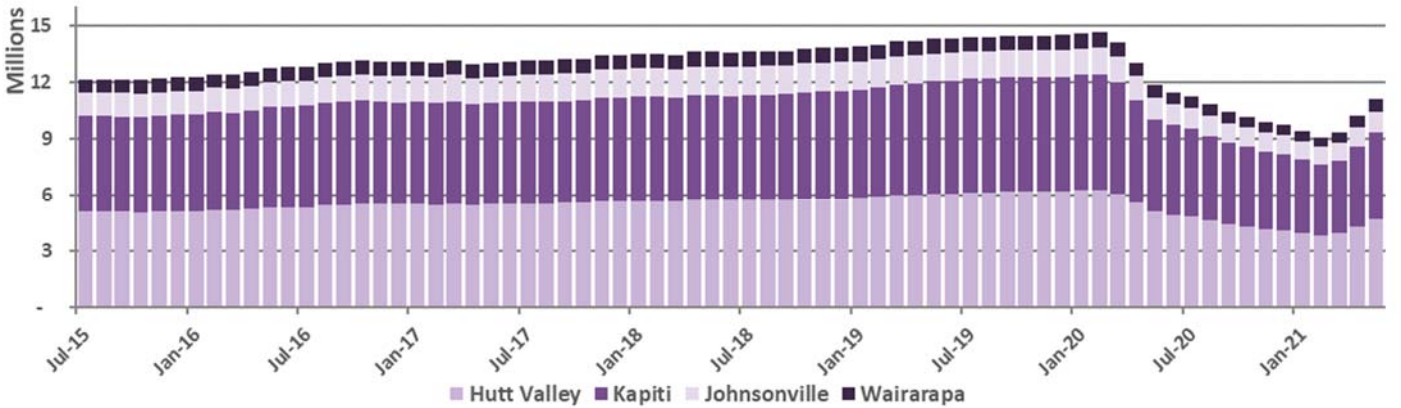
All modes



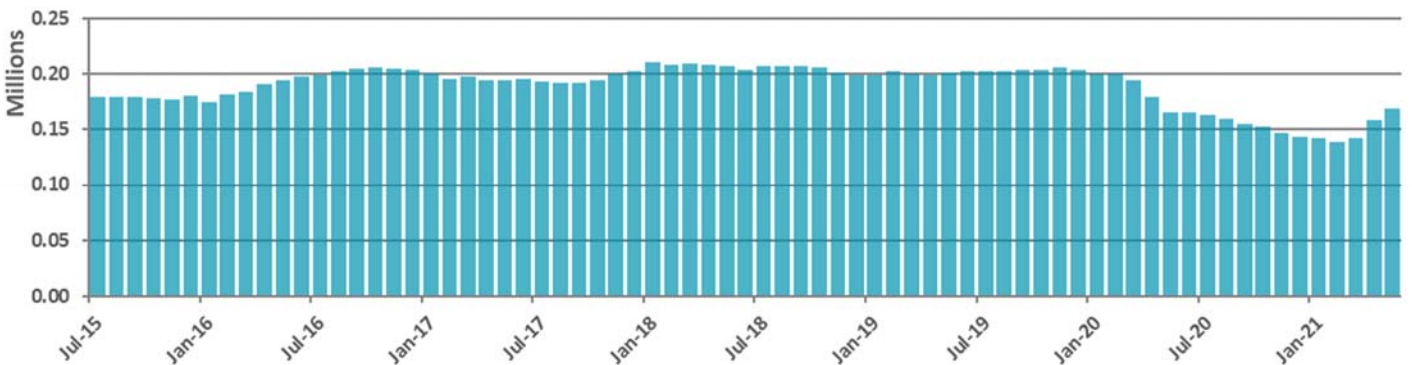
Bus



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.

96.3% of bus services were delivered reliably in May 2021. Reliability this month was affected multiple service cancellations generally due to staff shortages in Wellington, Porirua and the Hutt Valley and a union meeting.

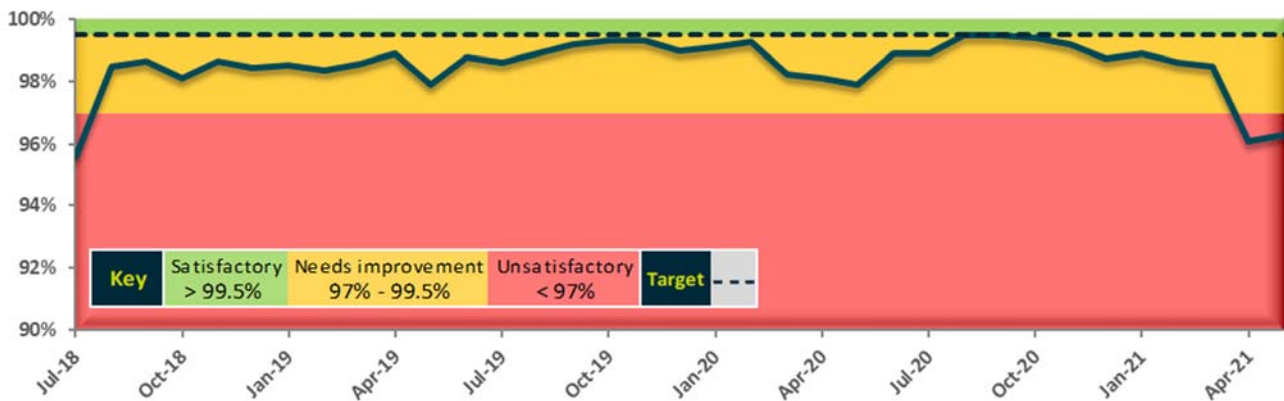
Reliability - current month

	May-21	May-20	% Change
Wellington City			
Newlands & Tawa	99.7%	99.6%	0.1%
East, West & City	96.4%	97.5%	-1.1%
North, South, Khandallah & Brooklyn	93.2%	98.8%	-5.6%
Hutt Valley	97.3%	98.8%	-1.5%
Porirua	96.3%	99.2%	-2.9%
Kapiti	99.8%	97.0%	2.7%
Wairarapa	99.1%	89.9%	9.2%
Total	96.3%	98.3%	-1.9%

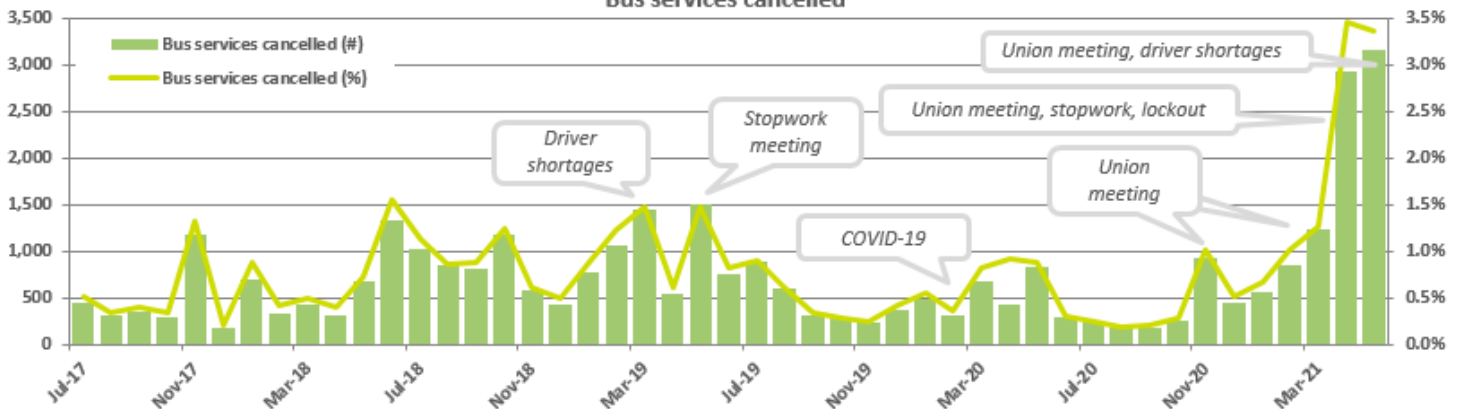
Reliability - year to date (Jul - May)

	2020/21	2019/20	% Change
Wellington City			
Newlands & Tawa	99.7%	99.6%	0.1%
East, West & City	97.3%	98.5%	-1.2%
North, South, Khandallah & Brooklyn	98.4%	98.8%	-0.4%
Hutt Valley	99.1%	99.2%	-0.1%
Porirua	99.0%	99.1%	-0.1%
Kapiti	99.8%	99.5%	0.3%
Wairarapa	99.2%	97.3%	1.9%
Total	98.5%	98.9%	-0.4%

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 94.2%, close to the same month last year. This month, punctuality was impacted by roadworks in Tawa as well as smaller roadwork events across the network, and two university graduation parades through the CBD. Wairarapa punctuality continues to be affected by late train arrivals.

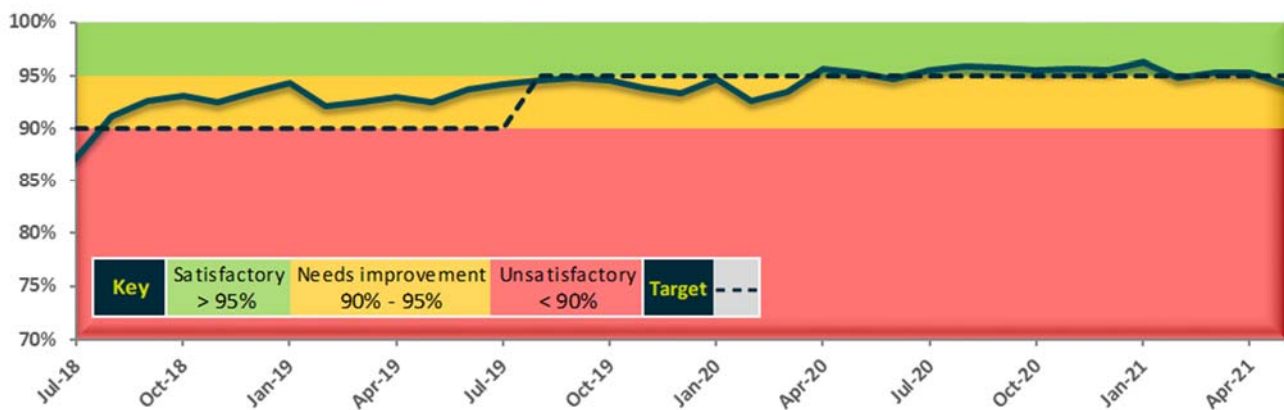
Punctuality - current month

	May-21	May-20	% Change
Wellington City			
Newlands & Tawa	91.3%	92.9%	-1.7%
East, West & City	95.1%	95.6%	-0.5%
North, South, Khandallah & Brooklyn	91.9%	92.9%	-1.0%
Hutt Valley	94.1%	96.4%	-2.4%
Porirua	95.5%	96.0%	-0.4%
Kapiti	98.3%	98.8%	-0.5%
Wairarapa	93.3%	95.5%	-2.2%
Total	94.2%	95.3%	-1.1%

Punctuality - year to date (Jul - May)

	2020/21	2019/20	% Change
Wellington City			
Newlands & Tawa	93.7%	94.9%	-1.1%
East, West & City	95.9%	93.6%	2.3%
North, South, Khandallah & Brooklyn	93.8%	92.3%	1.6%
Hutt Valley	95.6%	95.0%	0.6%
Porirua	96.1%	95.1%	0.9%
Kapiti	98.3%	98.5%	-0.3%
Wairarapa	93.3%	94.4%	-1.1%
Total	95.4%	94.2%	1.2%

Bus punctuality



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 98.5% in May, and 98.3% for the year to date. There were no major issues in May - a small number of track issues and flooding on the Johnsonville line had the biggest impact on reliability. Ongoing work around the gas issues in the Remutaka tunnel led to two weeks of testing and reduced capacity on some morning Wairarapa services. The Wairarapa line upgrade work started on Queen's birthday weekend, this work will solve some of the long-term issues we have seen with the infrastructure on the line and means that inter-peak services from Monday to Friday are bus replaced.

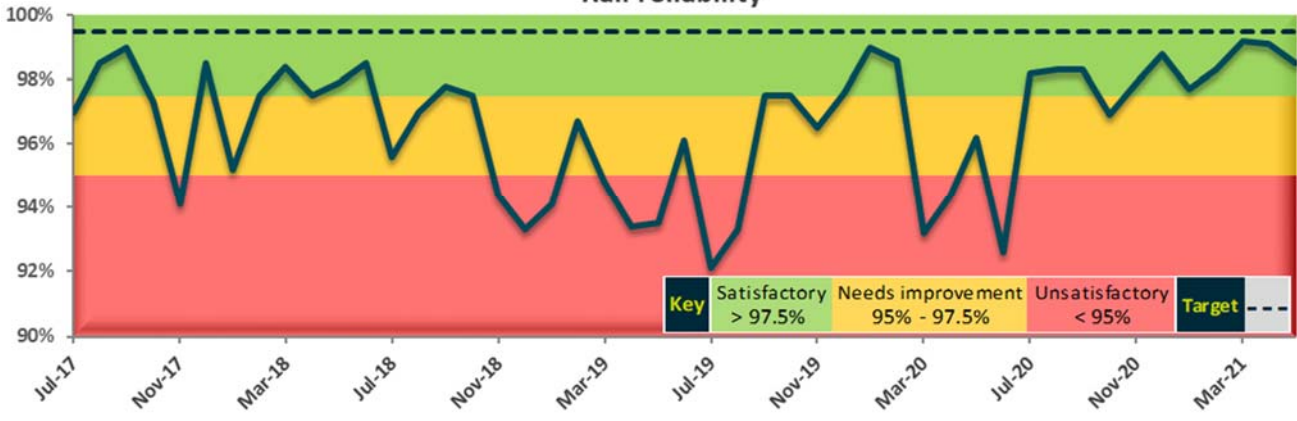
Reliability - current month

	May-21	May-20	% Change
Hutt Valley	98.5%	96.9%	1.6%
Johnsonville	99.4%	98.8%	0.6%
Kapiti	98.2%	94.9%	3.3%
Wairarapa	95.3%	72.7%	22.6%
Total	98.5%	96.2%	2.3%

Reliability - year to date (Jul - May)

	2020/21	2019/20	% Change
Hutt Valley	98.3%	96.1%	2.2%
Johnsonville	99.1%	97.7%	1.4%
Kapiti	98.2%	95.4%	2.8%
Wairarapa	93.1%	85.2%	7.9%
Total	98.3%	96.0%	2.3%

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 May was 90.1% and 90.3% for the year to date. There were small number of track issues and mechanical faults that affected punctuality, Wairarapa line performance is still low, however track work on the line has now started.

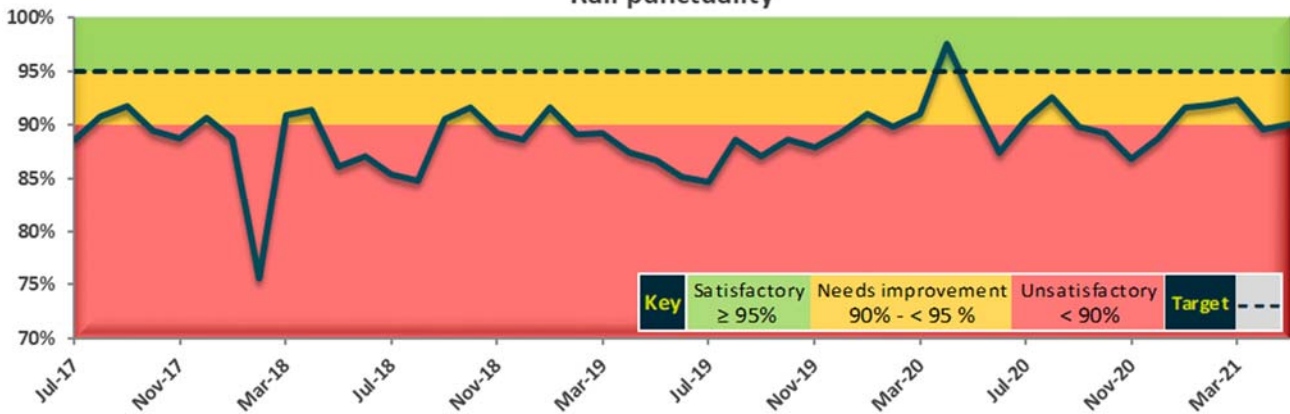
Punctuality - current month

	May-21	May-20	% Change
Hutt Valley	89.6%	91.7%	-2.1%
Johnsonville	95.9%	98.6%	-2.7%
Kapiti	89.7%	90.3%	-0.6%
Wairarapa	45.3%	71.8%	-26.5%
Total	90.1%	92.5%	-2.4%

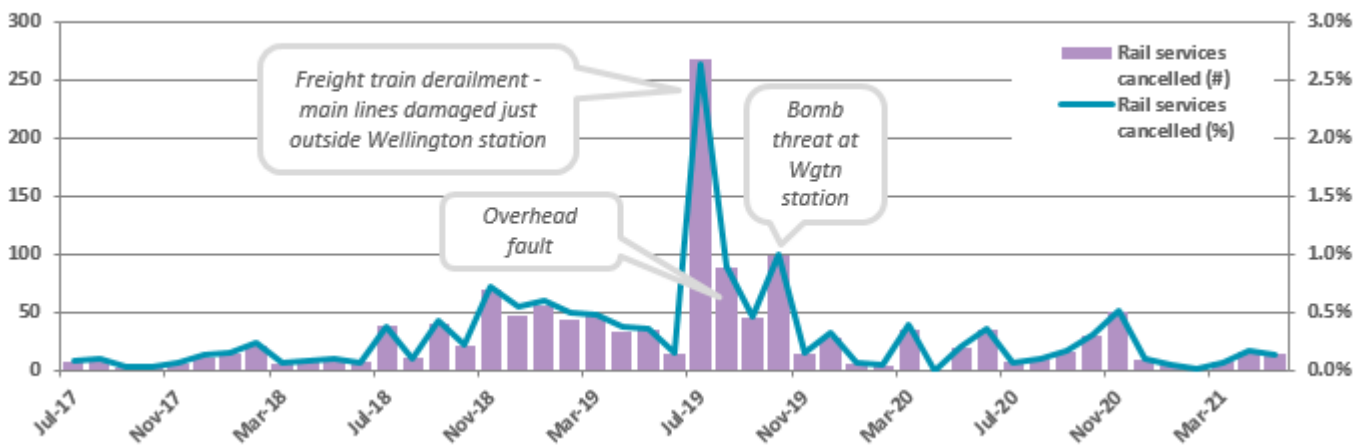
Punctuality - year to date (Jul - May)

	2020/21	2019/20	% Change
Hutt Valley	90.9%	89.3%	1.6%
Johnsonville	96.7%	96.5%	0.2%
Kapiti	87.1%	86.7%	0.4%
Wairarapa	57.2%	60.5%	-3.3%
Total	90.3%	89.6%	0.7%

Rail punctuality



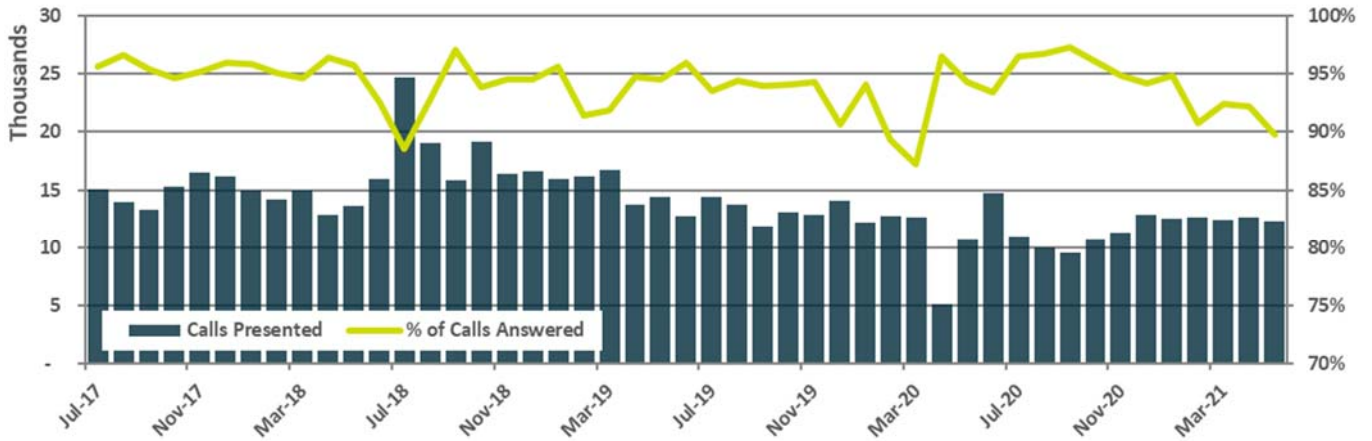
Rail services cancelled



Customer Contact

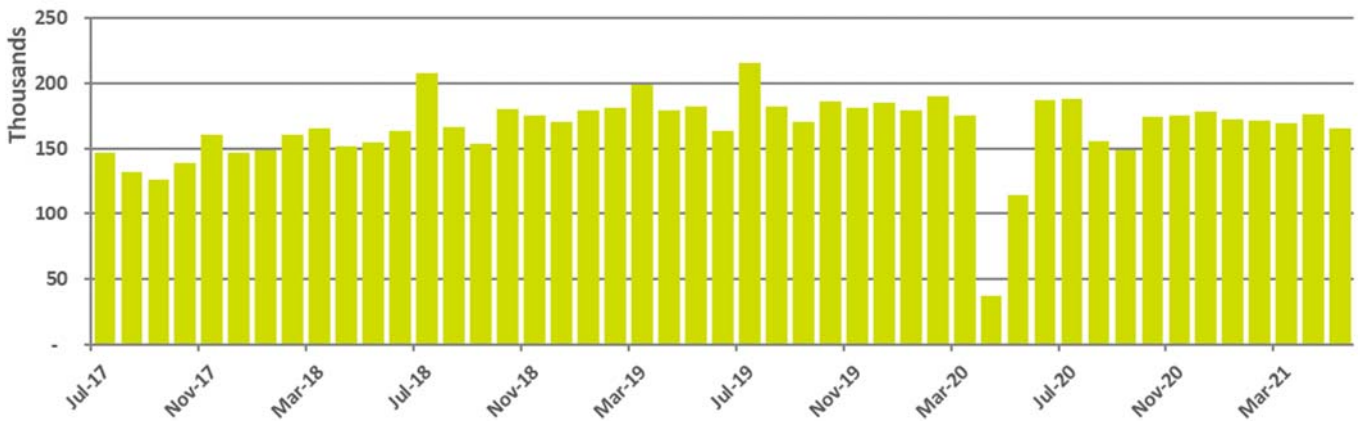
Call centre incoming calls

Metlink answered 89.8% of the 12,300 calls received in May.



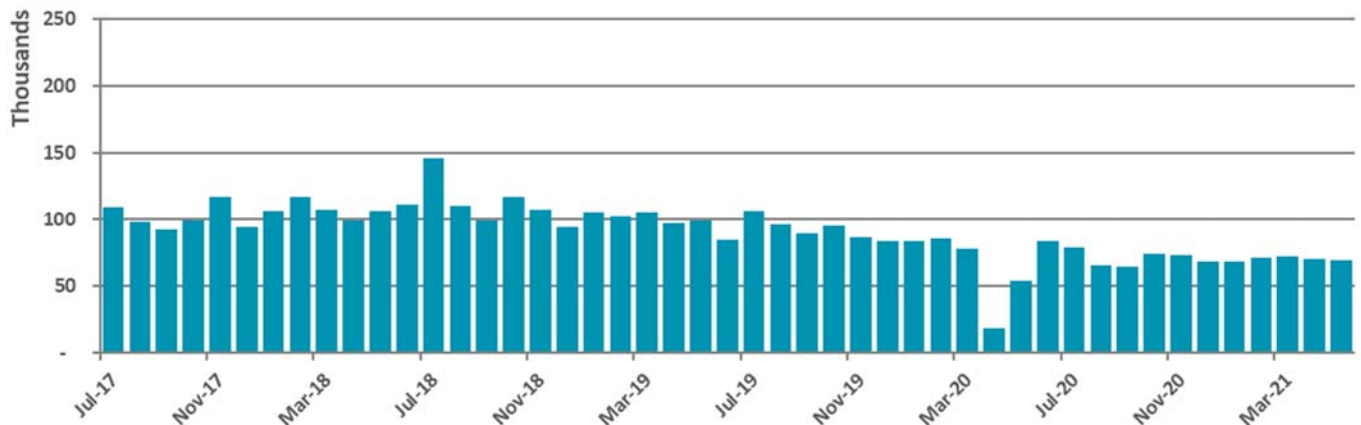
Metlink app – unique users

In May 2021 there were 165,000 unique users of the Metlink app, 9.4% less than the same month in 2018/19.



Metlink website – unique users

In May 2021 there were 70,000 unique users of the Metlink website, a decrease of 29.7% on the same month in 2018/19.

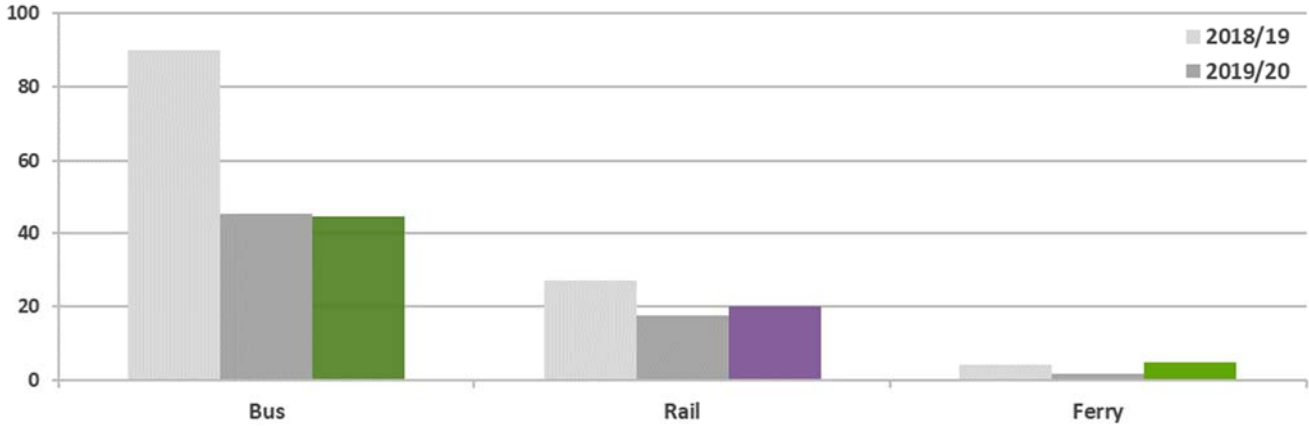


Complaints

Complaints volume

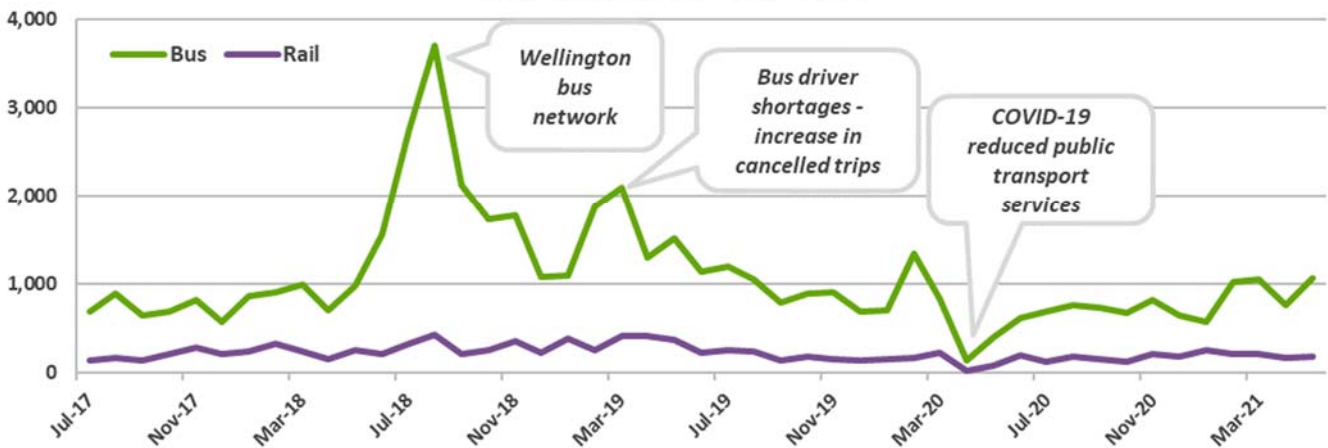
To compare complaint volumes, Metlink reports the number of complaints per 100,000 passenger boardings. This shows that complaint volumes relative to passenger boardings are higher for bus than any other mode.

Complaints per 100,000 passenger boardings - year to date



Complaints for both bus and rail continue to trend downwards overall.

Total complaints - Bus & Rail



Bus complaints

Bus complaints for the month were 161.2% higher than in May last year, and 1.7% lower year to date. Last year there were fewer services running during May under Covid-19 alert levels 3 and 2.

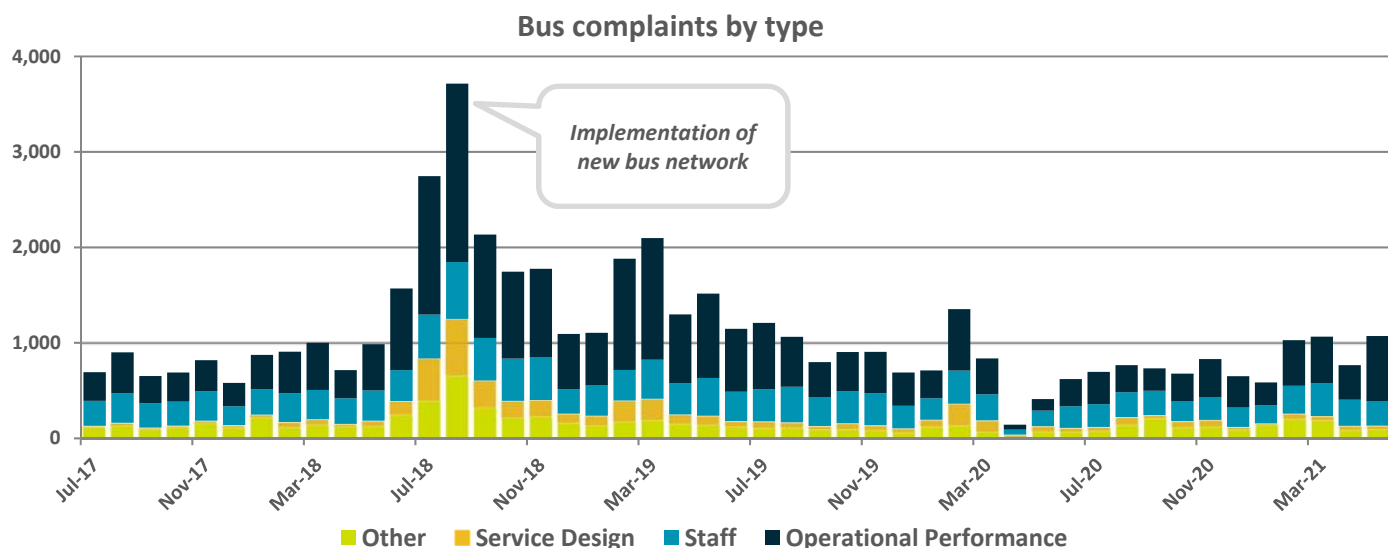
Bus complaints for current month

	May-21	May-20	% Change
Wellington			
Newlands, Tawa	44	21	109.5%
East-West, City	251	12	1991.7%
North-south, Khandallah, Brooklyn	508	128	296.9%
Hutt Valley	199	115	73.0%
Porirua	53	129	-58.9%
Kapiti	13	5	160.0%
Wairarapa	3	-	100%
Total	1,071	410	161.2%

Bus complaints - year to date (Jul - May)

	2020/21	2019/20	% Change
Wellington			
Newlands, Tawa	365	307	18.9%
East-West, City	3,024	2,842	6.4%
North-south, Khandallah, Brooklyn	3,027	3,352	-9.7%
Hutt Valley	1,917	1,817	5.5%
Porirua	376	529	-28.9%
Kapiti	121	145	-16.6%
Wairarapa	33	25	32.0%
Total	8,863	9,017	-1.7%

Operational performance and staff related complaints were 88% of all bus complaints in May.



Rail complaints

Rail complaints for May were 135.0% higher than the same month last year and 13.0% higher for the year to date. Last year there were fewer services running during May under Covid-19 alert levels 3 and 2.

Rail complaints current month

	May-21	May-20	% Change
Hutt Valley	62	33	87.9%
Kapiti	60	26	130.8%
Johnsonville	8	2	300.0%
Wairarapa	29	11	163.6%
General	29	8	262.5%
Total	188	80	135.0%

Rail complaints - year to date (Jul - May)

	2020/21	2019/20	% Change
Hutt Valley	693	560	23.8%
Kapiti	620	616	0.6%
Johnsonville	116	107	8.4%
Wairarapa	259	172	50.6%
General	361	359	0.6%
Total	2,049	1,814	13.0%

Operational performance and staff related complaints were 46% of all rail complaints in May.

