

Metlink performance report



October 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.

October 2020 saw continued reduced passenger boardings under alert level 1. Prior to COVID-19 alert level 4 in late March 2020 we had been seeing record patronage growth for both bus & rail.

Bus Passenger boardings

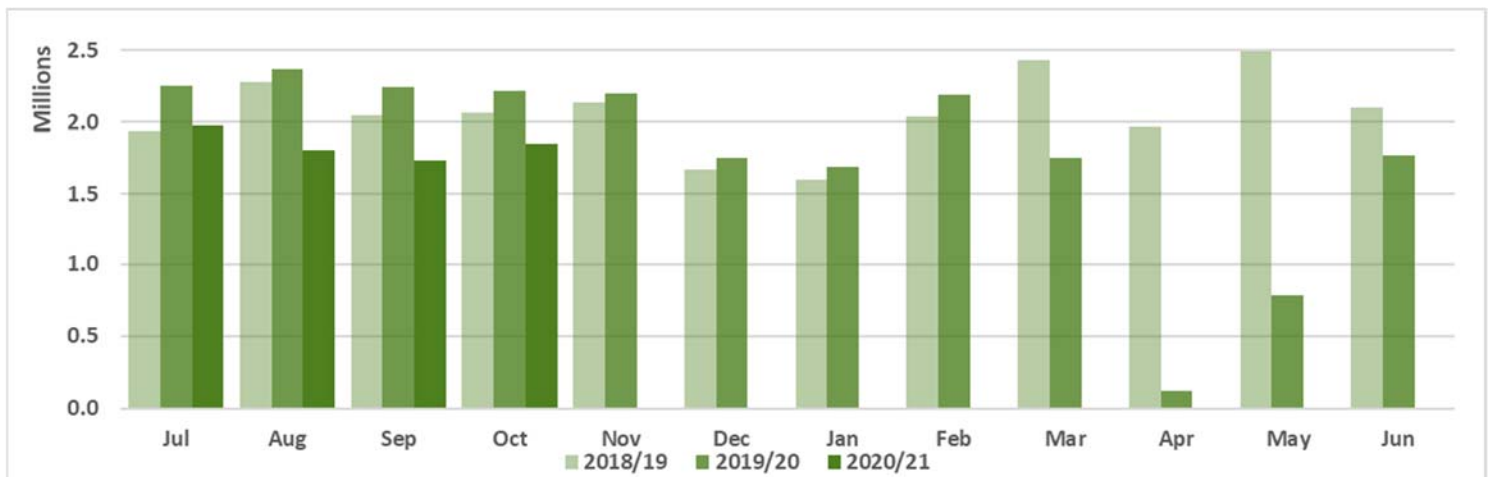
Under alert level 1, October passenger boardings were 16.5% lower than the same month last year, and 18.8% lower for the year to date. Prior to COVID-19, we were seeing increased growth of 7.3% (July 2019 to February 2020).

By area for Oct

	Oct-20	Oct-19	% Change
Wellington	1,348,003	1,640,221	-17.8%
Hutt Valley	368,772	423,435	-12.9%
Porirua	75,735	85,730	-11.7%
Kapiti	46,291	54,765	-15.5%
Wairarapa	13,604	14,149	-3.9%
Total	1,852,405	2,218,300	-16.5%

By area - year to date (Jul - Oct)

	2020/21	2019/20	% Change
Wellington	5,341,924	6,686,487	-20.1%
Hutt Valley	1,472,039	1,738,133	-15.3%
Porirua	312,295	360,627	-13.4%
Kapiti	189,287	233,691	-19.0%
Wairarapa	53,005	61,054	-13.2%
Total	7,368,550	9,079,992	-18.8%



Rail Passenger boardings

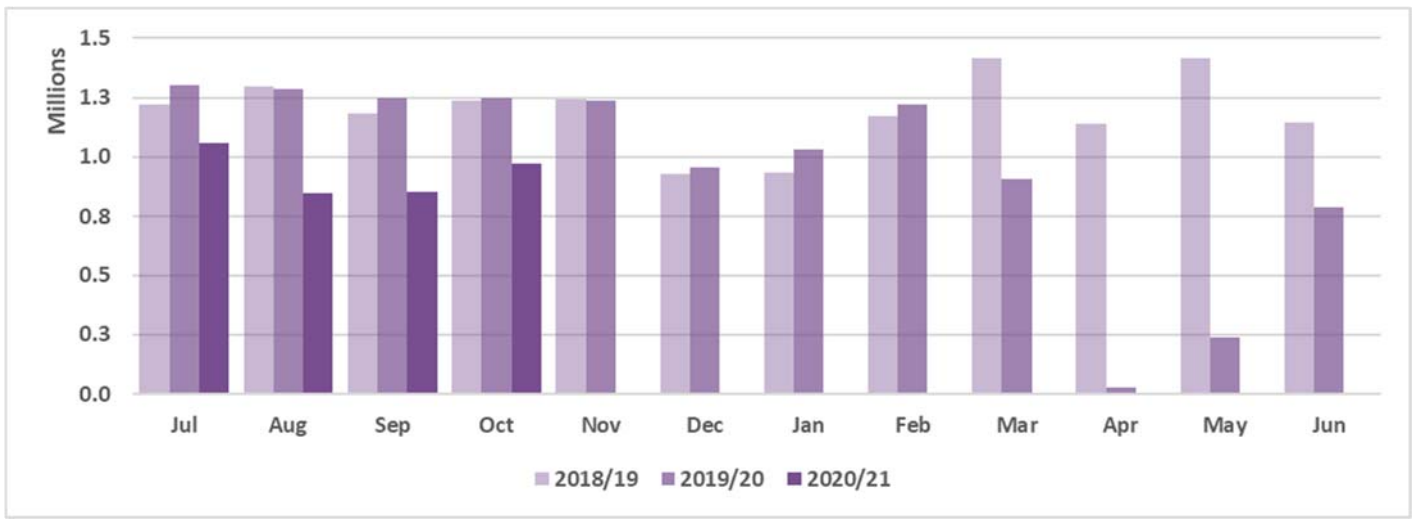
Under alert level 1, rail recorded a decrease in passenger boardings of 21.9% for the month, and 26.4% for the year to date. Prior to COVID-19, we were seeing increased growth of 3.5% (July 2019 to February 2020).

By line for Oct

	Oct-20	Oct-19	% Change
Hutt Valley	411,645	537,160	-23.4%
Kapiti	409,555	518,781	-21.1%
Johnsonville	98,314	121,642	-19.2%
Wairarapa	54,959	70,192	-21.7%
Total	974,473	1,247,775	-21.9%

By line - year to date (Jul - Oct)

	2020/21	2019/20	% Change
Hutt Valley	1,573,151	2,192,119	-28.2%
Kapiti	1,569,091	2,119,079	-26.0%
Johnsonville	389,188	494,428	-21.3%
Wairarapa	205,766	273,557	-24.8%
Total	3,737,196	5,079,183	-26.4%



Ferry Passenger boardings

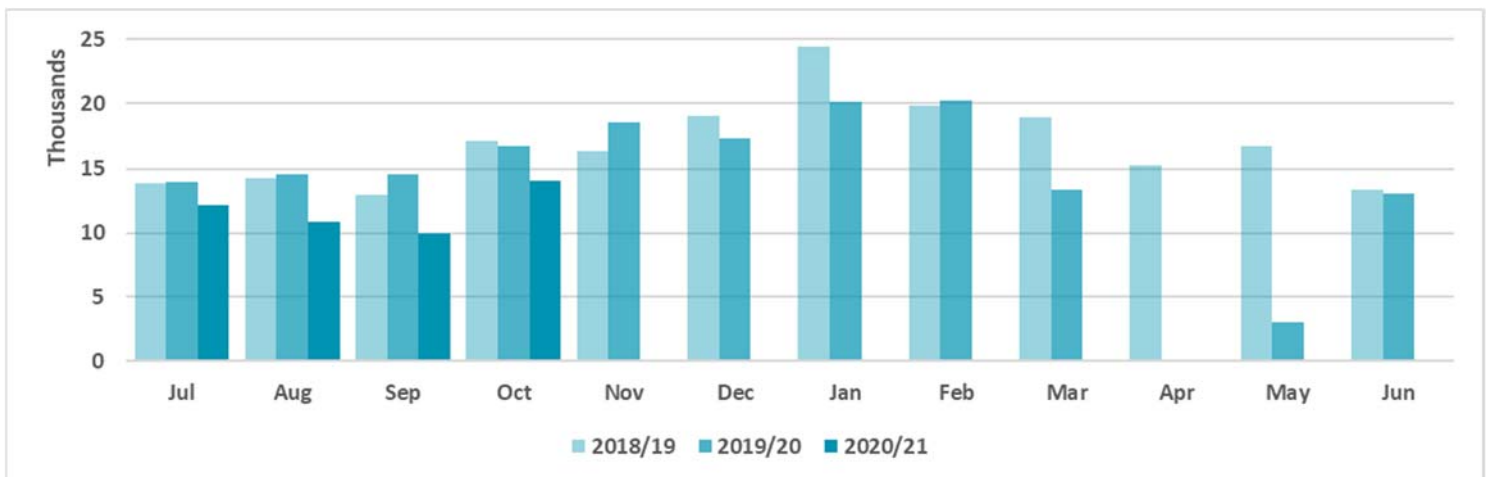
October boardings show a decrease of 16.1% on the same month last year. Year to date boardings show a decrease of 21.3% compared to a decrease of 1.4% pre-COVID-19 (July 2019 to February 2020).

For Oct

	Oct-20	Oct-19	% Change
Total	14,050	16,743	-16.1%

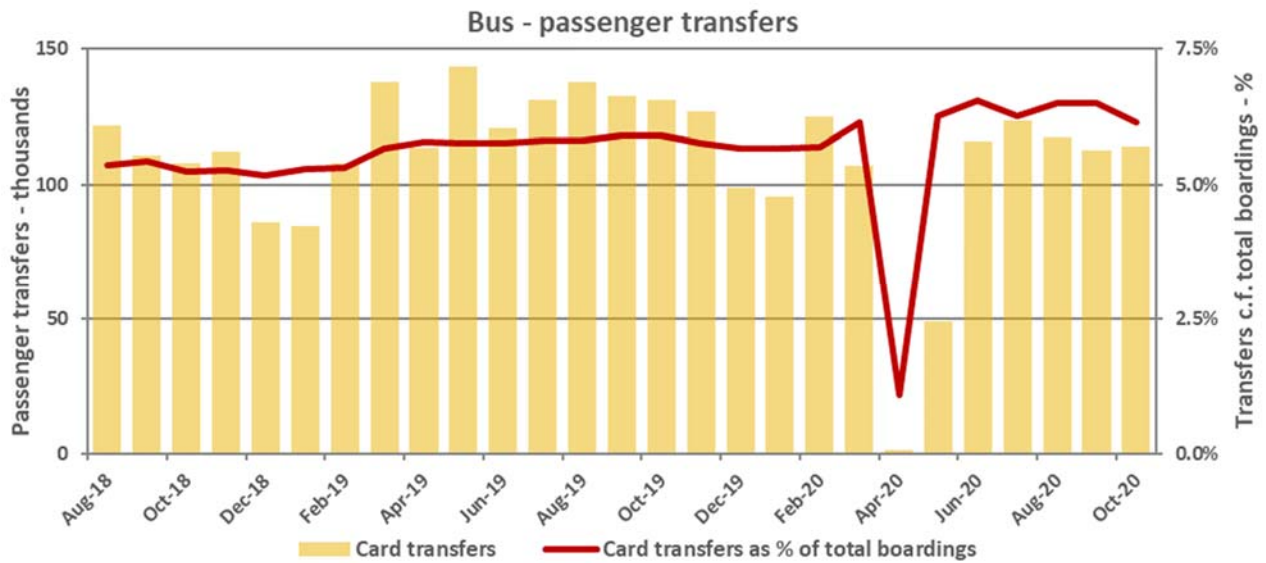
Year to date (Jul - Oct)

	2020/21	2019/20	% Change
Total	47,034	59,748	-21.3%



Bus Passenger transfers and Journeys

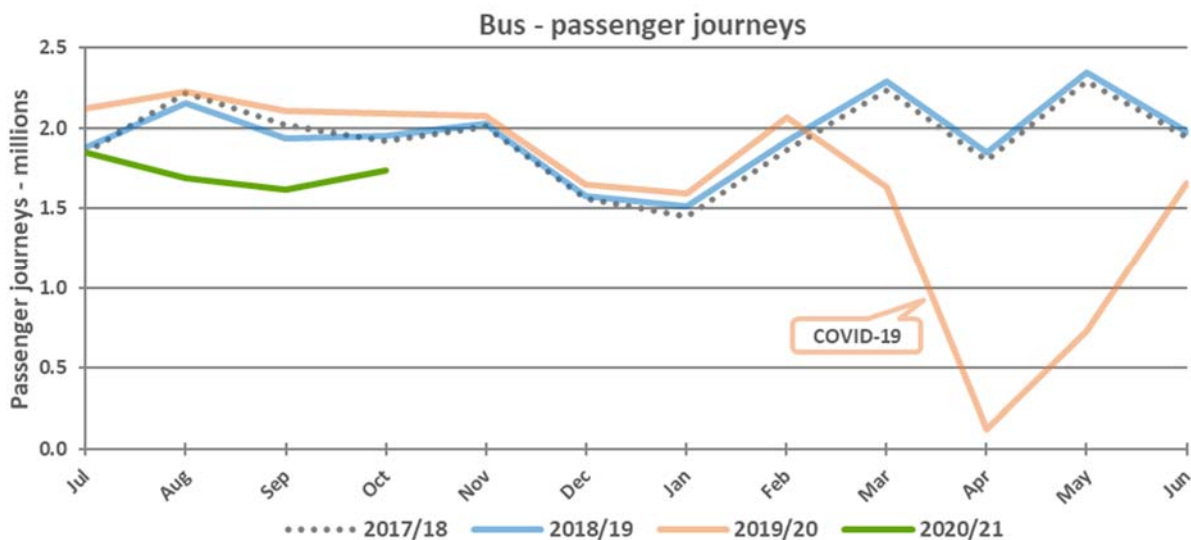
Metlink allows bus to bus transfers at no extra cost to passengers using a Snapper card, provided they tap on to the next bus within 30 minutes of tagging off the bus before. These card transfers accounted for 6.2% of passenger boardings for October.



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 October 2020 show a decrease of 16.7% on the same month last year. This compares to growth of 6.5% from July 2019 to February 2020 (pre-COVID).



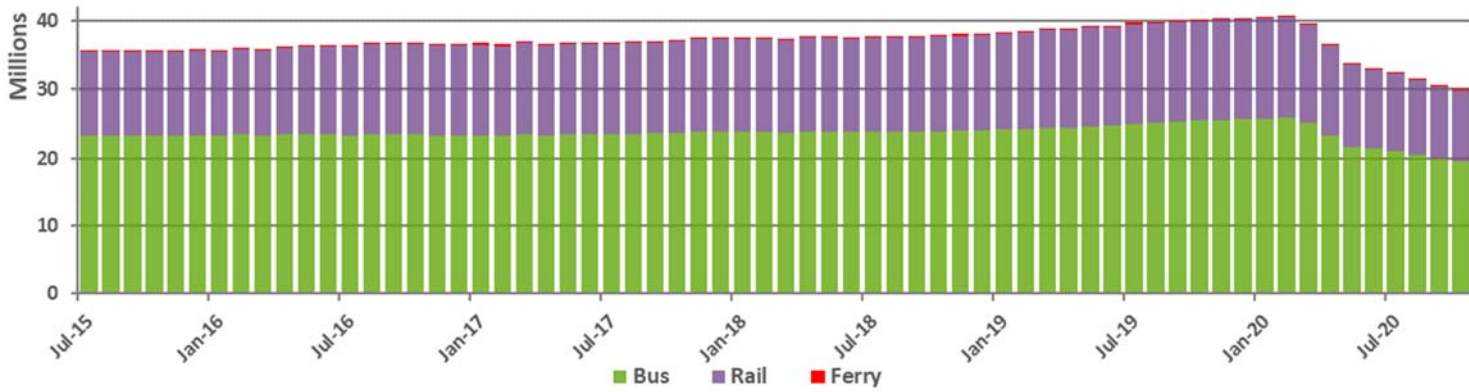
¹ Prior to the new Network, transfers accounted for c. 2.6 % based on 2014/15 data available to Metlink. This transfer rate has been assumed up until the new contracts were implemented between April and July 2018.

Passenger boardings trend

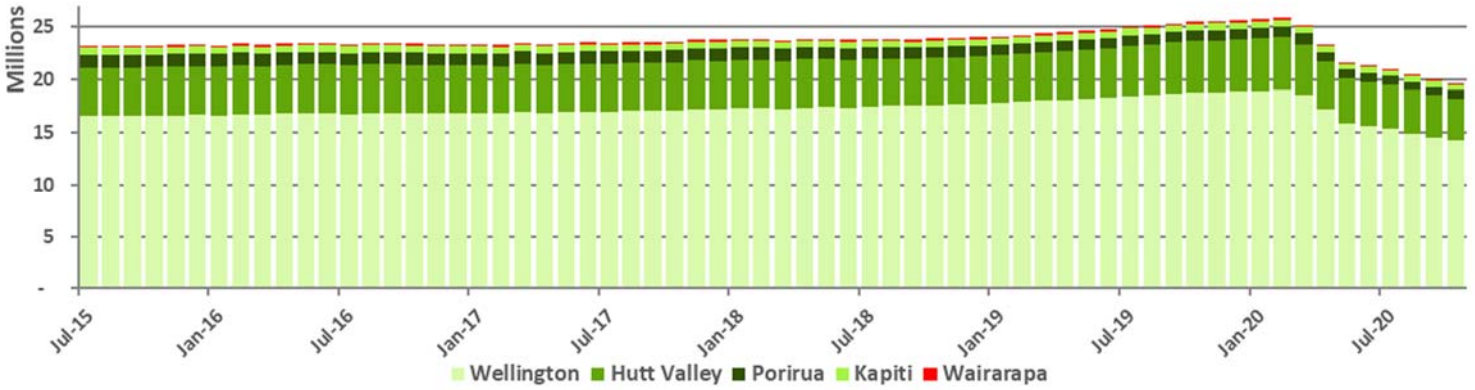
The following graphs show the number of passenger boardings using a 12-month rolling total.

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

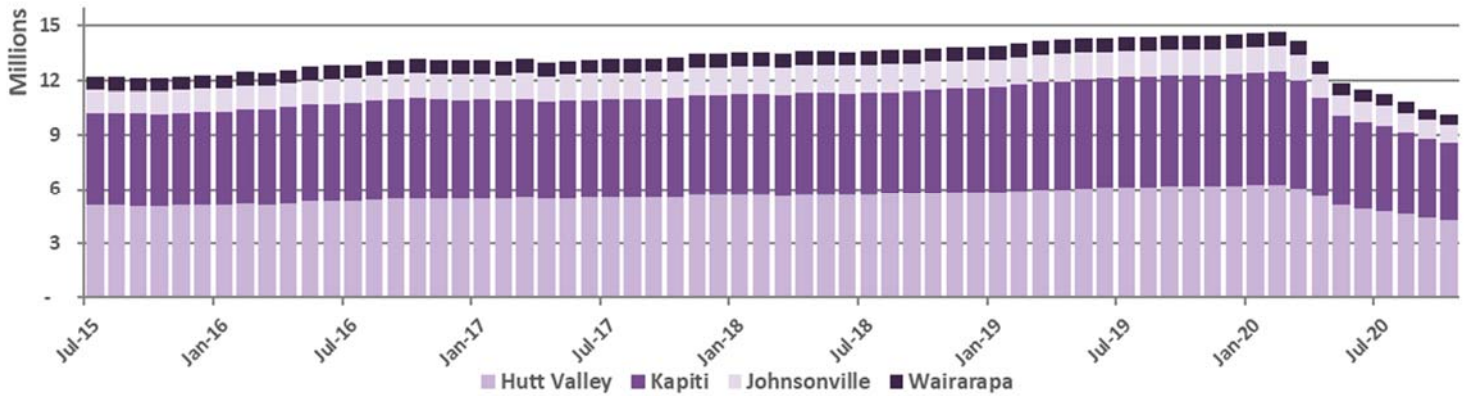
All modes



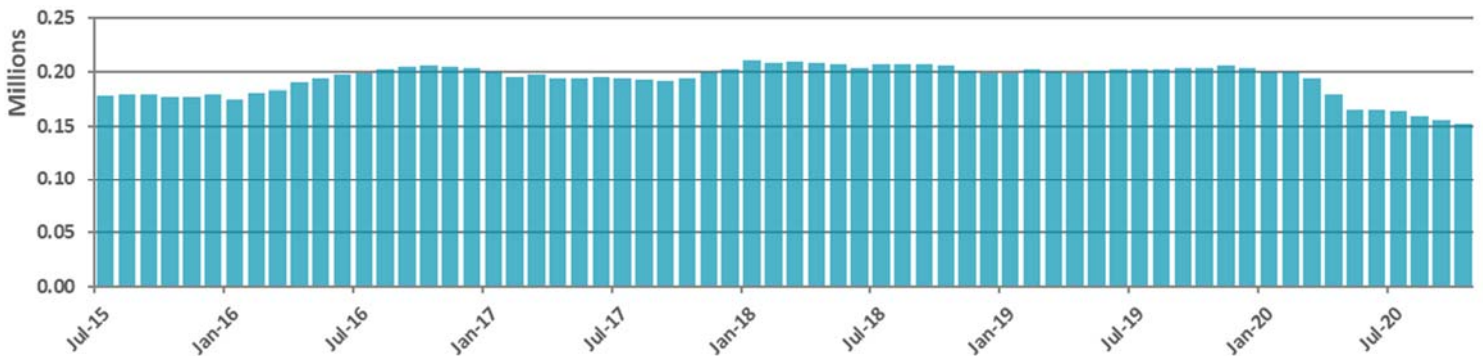
Bus



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.

99.4% of bus services were delivered reliably in October 2020. Reliability this month was impacted by service cancellations.

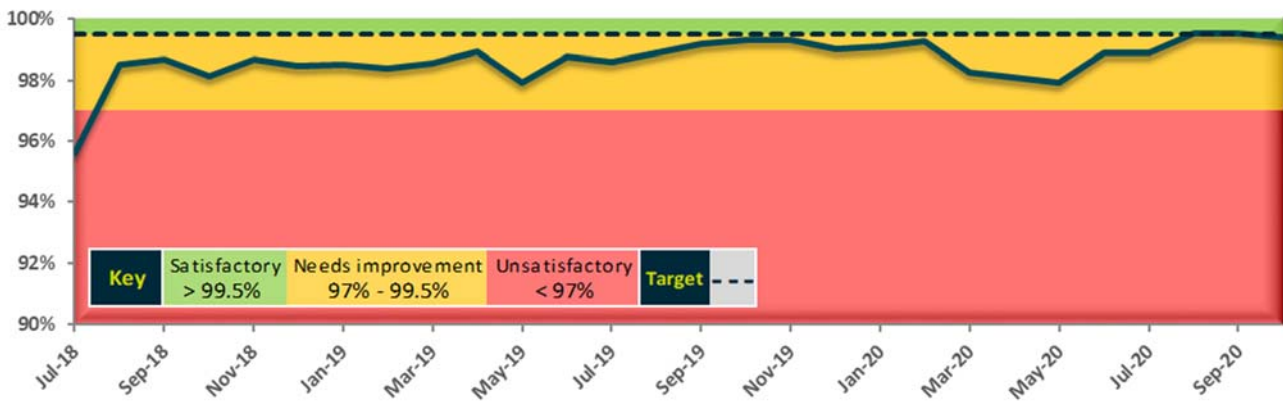
Reliability - current month

	Oct-20	Oct-19	% Change
Wellington City			
Newlands & Tawa	99.6%	99.7%	0.0%
East, West & City	99.3%	98.9%	0.4%
North, South, Khandallah & Brooklyn	99.4%	99.2%	0.1%
Hutt Valley	99.5%	99.5%	-0.1%
Porirua	99.5%	99.4%	0.1%
Kapiti	99.9%	99.8%	0.1%
Wairarapa	99.5%	99.7%	-0.2%
Total	99.4%	99.3%	0.1%

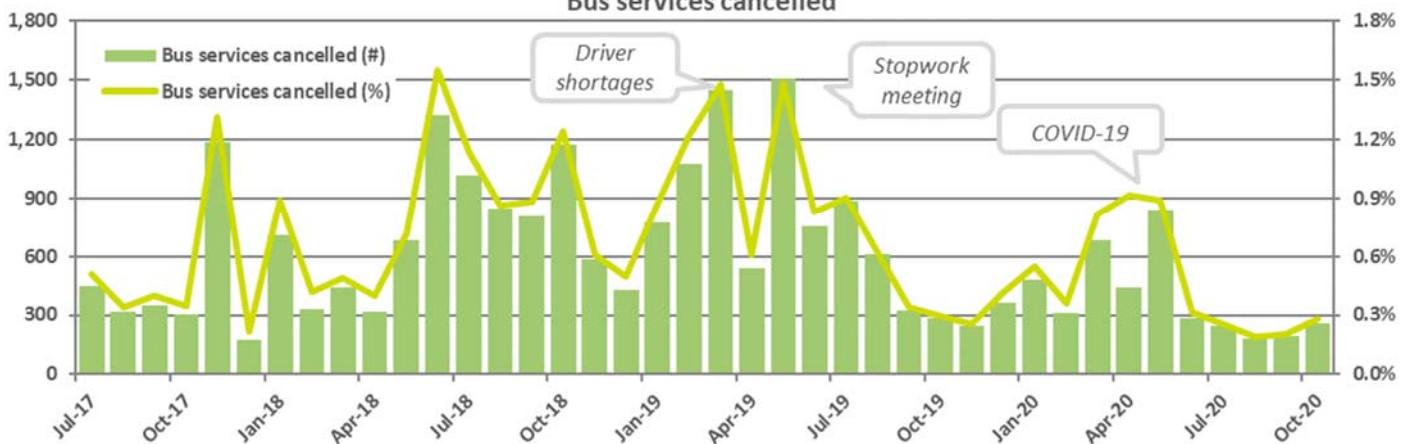
Reliability - year to date (Jul - Oct)

	2020/21	2019/20	% Change
Wellington City			
Newlands & Tawa	99.8%	99.7%	0.1%
East, West & City	98.7%	98.9%	-0.2%
North, South, Khandallah & Brooklyn	99.5%	98.4%	1.1%
Hutt Valley	99.6%	99.3%	0.3%
Porirua	99.6%	99.1%	0.5%
Kapiti	99.8%	99.8%	0.0%
Wairarapa	99.6%	99.5%	0.1%
Total	99.3%	99.0%	0.3%

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 October was 95.5%, with an improvement of 1.0% on the same month last year. During the month, punctuality was impacted by traffic and weather events.

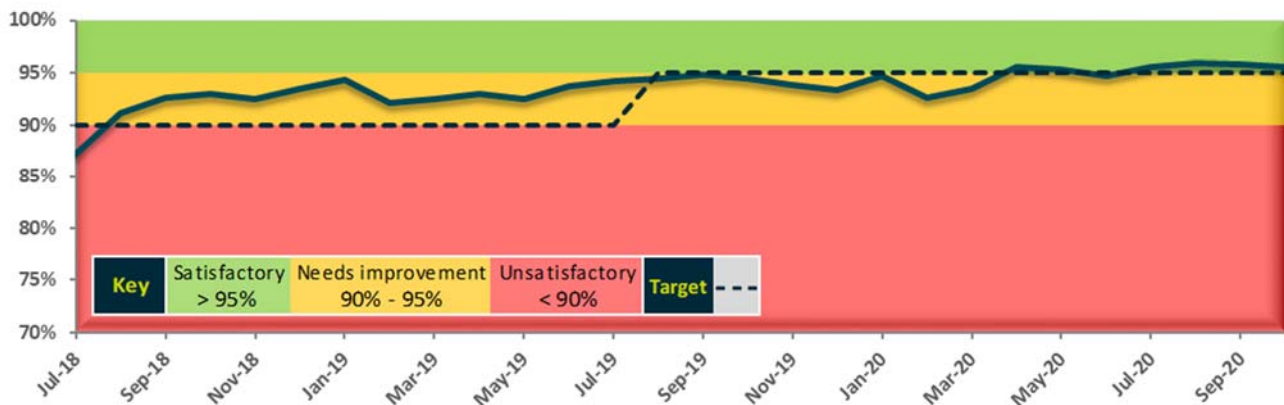
Punctuality - current month

	Oct-20	Oct-19	% Change
Wellington City			
Newlands & Tawa	94.4%	97.2%	-2.8%
East, West & City	95.8%	93.3%	2.5%
North, South, Khandallah & Brooklyn	94.1%	93.7%	0.4%
Hutt Valley	95.7%	95.1%	0.6%
Porirua	96.7%	95.0%	1.7%
Kapiti	97.7%	98.7%	-1.0%
Wairarapa	92.9%	94.0%	-1.1%
Total	95.5%	94.5%	1.0%

Punctuality - year to date (Jul - Oct)

	2020/21	2019/20	% Change
Wellington City			
Newlands & Tawa	94.2%	97.3%	-3.1%
East, West & City	96.0%	93.2%	2.8%
North, South, Khandallah & Brooklyn	93.9%	93.4%	0.5%
Hutt Valley	96.5%	95.3%	1.2%
Porirua	96.0%	95.2%	0.8%
Kapiti	98.4%	98.5%	-0.1%
Wairarapa	93.7%	94.1%	-0.4%
Total	95.7%	94.5%	1.2%

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 October 98% of bus services were delivered using the contracted bus size.

Correct bus used - current month

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

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

	2020/21	2019/20	% Change
Wellington City			
Newlands & Tawa	100%	100%	0.0%
East, West & City	97%	99%	-2.0%
North, South, Khandallah & Brooklyn	97%	97%	0.0%
Hutt Valley	99%	99%	0.0%
Porirua	100%	100%	0.0%
Kapiti	100%	100%	0.0%
Wairarapa	96%	100%	-4.0%
Total	98%	99%	-1.0%



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.

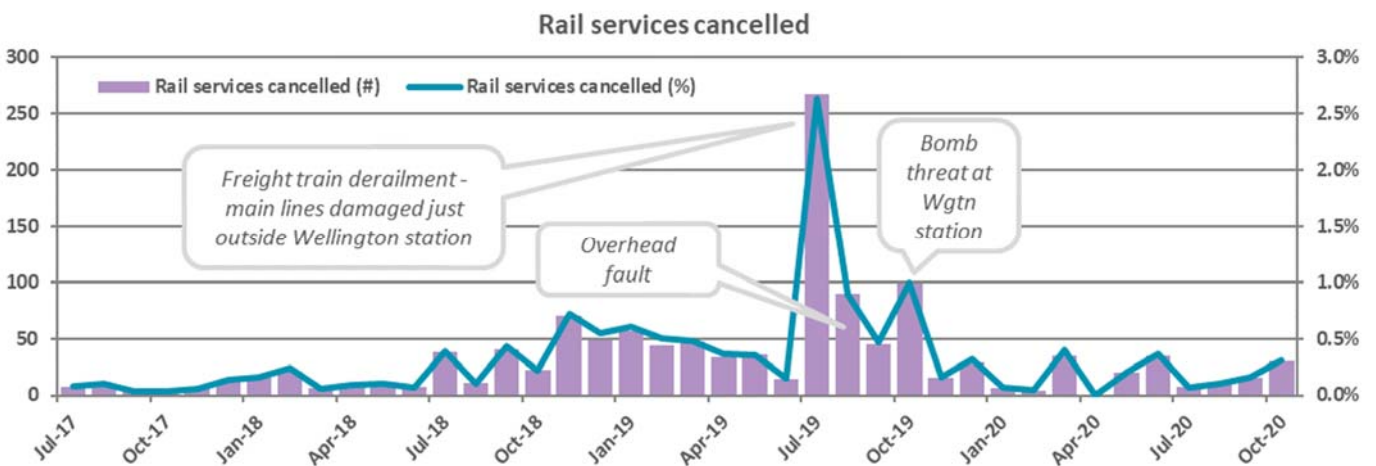
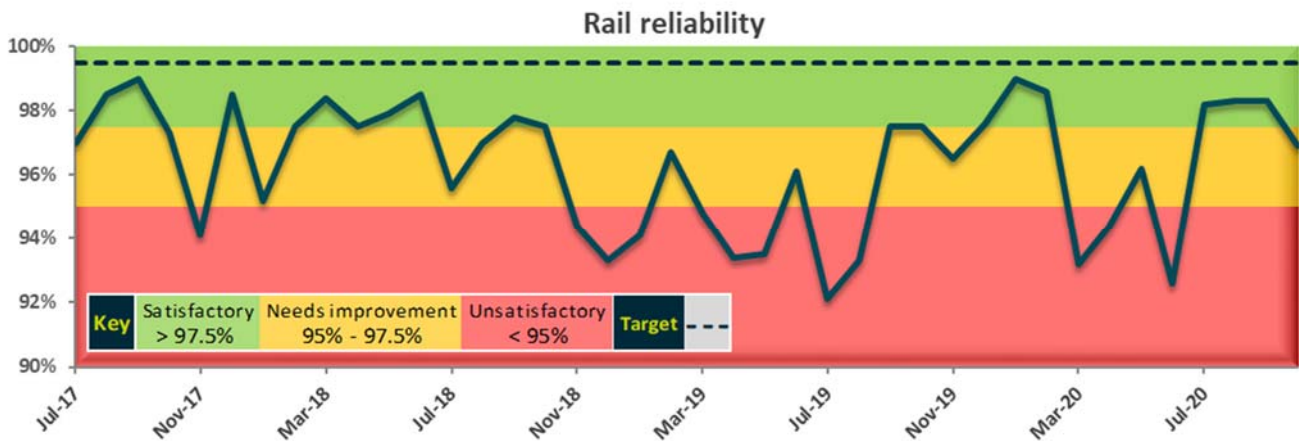
Rail service reliability was 96.9% in October, and 98.0% for the year to date. Weather related incidents affected services this month, with fallen trees leading to cancelled services on two separate occasions. There were also some disruptions due to mechanical faults on vehicles.

Reliability - current month

	Oct-20	Oct-19	% Change
Hutt Valley	96.5%	97.8%	-1.3%
Johnsonville	97.9%	98.8%	-0.9%
Kapiti	97.1%	96.3%	0.8%
Wairarapa	92.3%	94.3%	-2.0%
Total	96.9%	97.5%	-0.6%

Reliability - year to date (Jul - Oct)

	2020/21	2019/20	% Change
Hutt Valley	98.0%	95.1%	2.9%
Johnsonville	98.7%	96.1%	2.6%
Kapiti	97.9%	94.3%	3.6%
Wairarapa	93.5%	92.3%	1.2%
Total	98.0%	95.0%	3.0%



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 October was 89.3%, and 90.5% for the year to date. The overall improvement is still partly due to fewer passenger boardings, which reduces dwell times at stations.

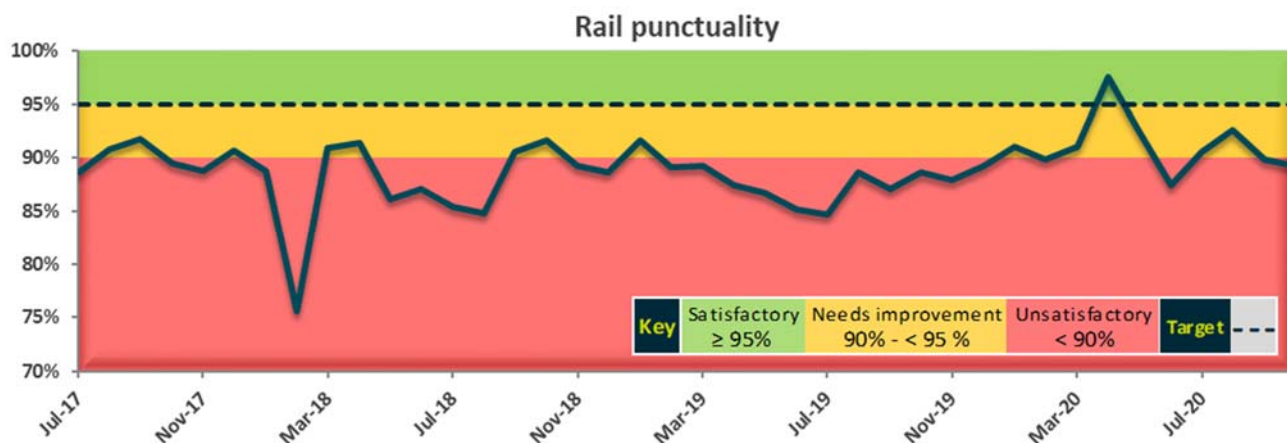
Services on the Kapiti line were significantly affected by a speed restriction near Pukerua Bay caused by a significant risk of a slip above the line – this problem was compounded by the fact that it was on a single track section on the line. The Wairarapa line remains a focus for service improvements - with delays due to network speed restrictions and worksites being in operation while services are running.

Punctuality - current month

	Oct-20	Oct-19	% Change
Hutt Valley	92.2%	88.1%	4.1%
Johnsonville	96.8%	95.4%	1.4%
Kapiti	81.6%	86.1%	-4.5%
Wairarapa	63.9%	65.0%	-1.1%
Total	89.3%	88.7%	0.6%

Punctuality - year to date (Jul - Oct)

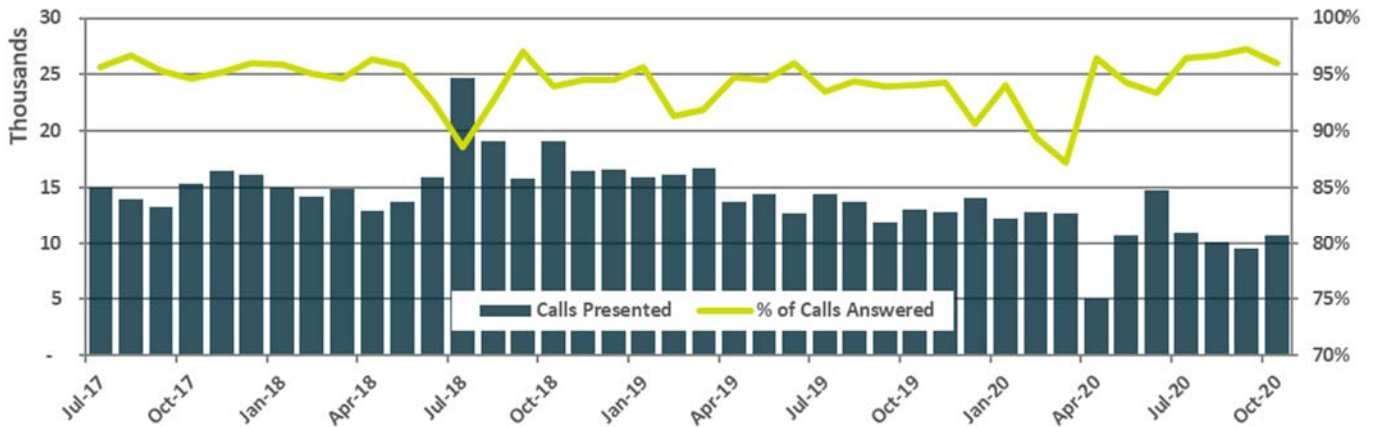
	2020/21	2019/20	% Change
Hutt Valley	90.0%	87.0%	3.0%
Johnsonville	97.5%	95.9%	1.6%
Kapiti	88.4%	83.1%	5.3%
Wairarapa	57.1%	57.3%	-0.2%
Total	90.5%	87.3%	3.2%



Customer Contact

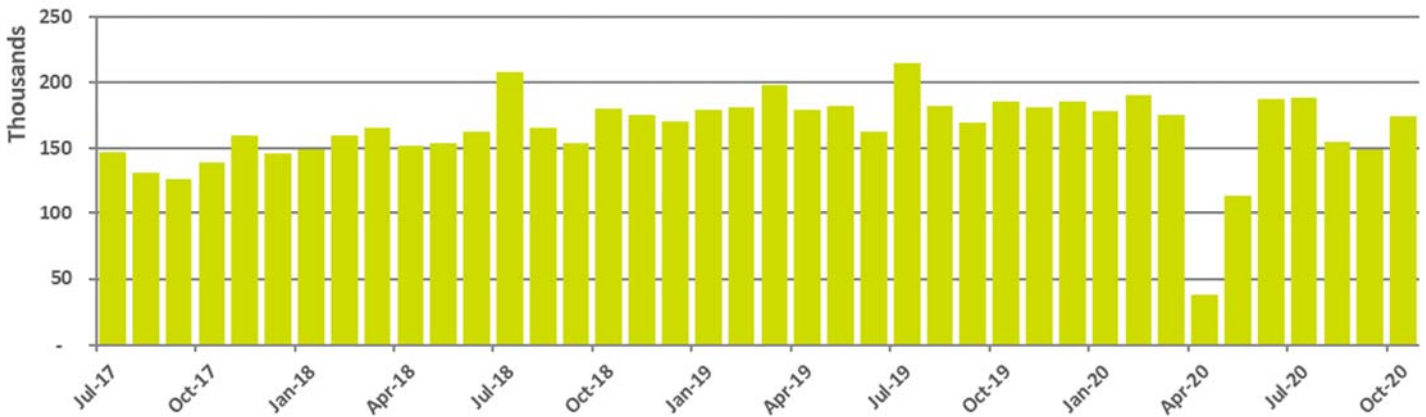
Call centre incoming calls

Metlink answered 96.1% of the 10,800 calls received in October.



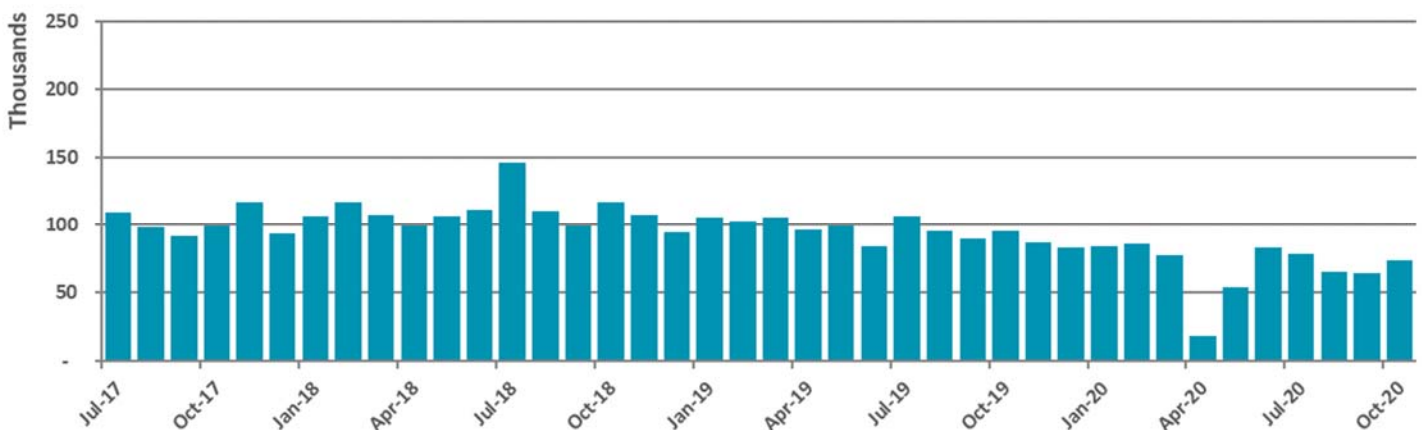
Metlink app – unique users

In October 2020 there were 175,000 unique users of the Metlink app, 5.9% less than the same month the previous year.



Metlink website – unique users

In October 2020 there were 74,000 unique users of the Metlink website, a decrease of 22.0% on the same month the previous year.

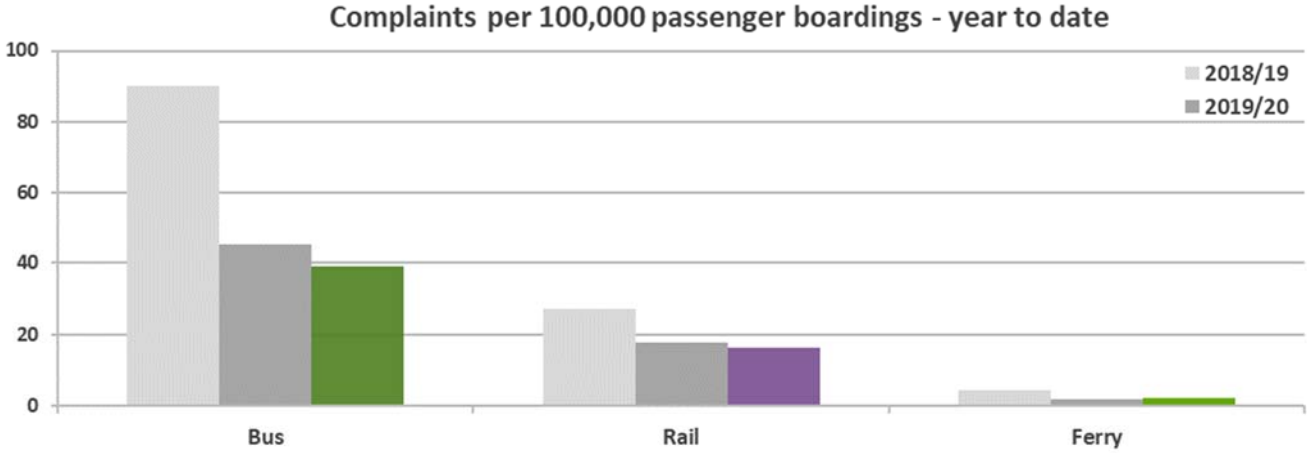


Complaints

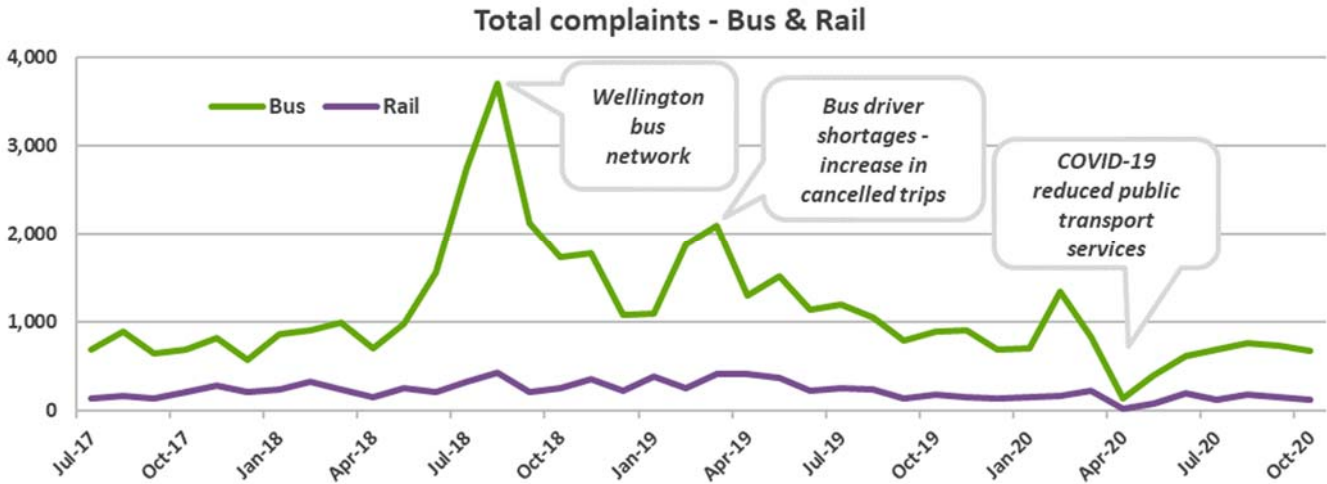
Complaints volume

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.

We continue to see an improvement for all modes against last year's results.



Complaints for both bus and rail continue to trend downwards.



Bus complaints

Bus complaints for the month were 25.1% lower than in October last year, and 27.7% lower for the year to date.

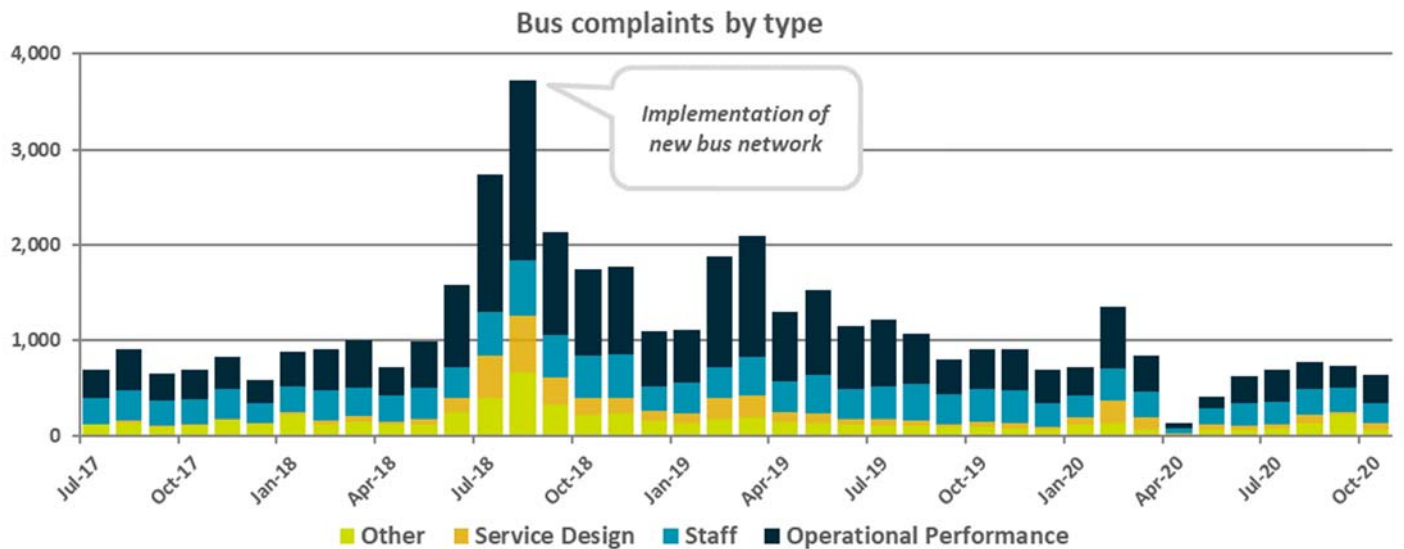
Bus complaints for current month

	Oct-20	Oct-19	% Change
Wellington			
Newlands, Tawa	24	27	-11.1%
East-West, City	242	293	-17.4%
North-south, Khandallah, Brooklyn	236	347	-32.0%
Hutt Valley	142	185	-23.2%
Porirua	23	40	-42.5%
Kapiti	6	12	-50.0%
Wairarapa	4	-	100%
Total	677	904	-25.1%

Bus complaints - year to date (Jul - Oct)

	2020/21	2019/20	% Change
Wellington			
Newlands, Tawa	134	111	20.7%
East-West, City	1,121	1,247	-10.1%
North-south, Khandallah, Brooklyn	877	1,581	-44.5%
Hutt Valley	574	775	-25.9%
Porirua	122	181	-32.6%
Kapiti	30	71	-57.7%
Wairarapa	13	5	160.0%
Total	2,871	3,971	-27.7%

Operational performance and staff related complaints were 73% of all bus complaints in October.



Rail complaints

Rail complaints for October were 28.1% lower than the same month last year, and 27.1% lower for the year to date.

Rail complaints current month

	Oct-20	Oct-19	% Change
Hutt Valley	52	41	26.8%
Kapiti	44	82	-46.3%
Johnsonville	8	8	0.0%
Wairarapa	10	16	-37.5%
General	19	38	-50.0%
Total	133	185	-28.1%

Rail complaints - year to date (Jul - Oct)

	2020/21	2019/20	% Change
Hutt Valley	214	252	-15.1%
Kapiti	188	301	-37.5%
Johnsonville	30	41	-26.8%
Wairarapa	70	75	-6.7%
General	102	159	-35.8%
Total	604	828	-27.1%

Operational performance and staff related complaints were 55% of all rail complaints in October.

Rail complaints by type

