

Metlink performance report



October 2021

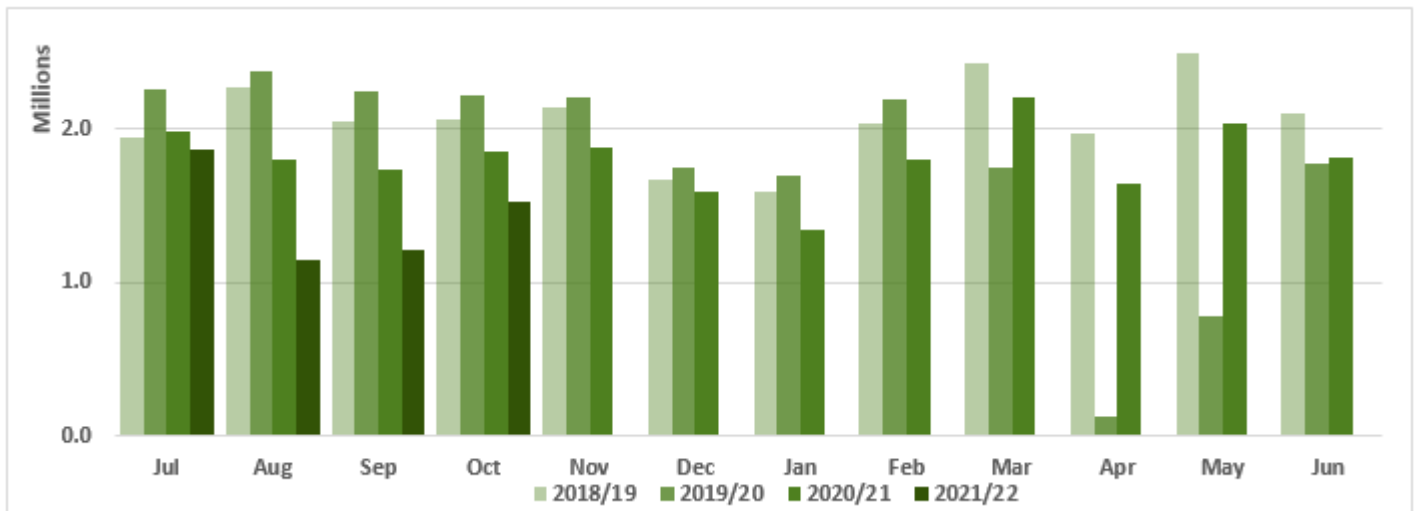
Patronage

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.

In October 2021, under Alert Level 2, we saw reduced passenger boardings when compared to last year. Prior to Covid-19 (in 2019/20) we had been seeing record patronage growth for both bus & rail.

Bus passenger boardings

Under Alert Level 2, October bus passenger boardings were 17.4% lower than the same month last year and 22.0% lower for the year to date. Prior to Covid-19 (in 2019/20), we were seeing increased growth of 7.3% (July 2019 to February 2020).



By area for Oct

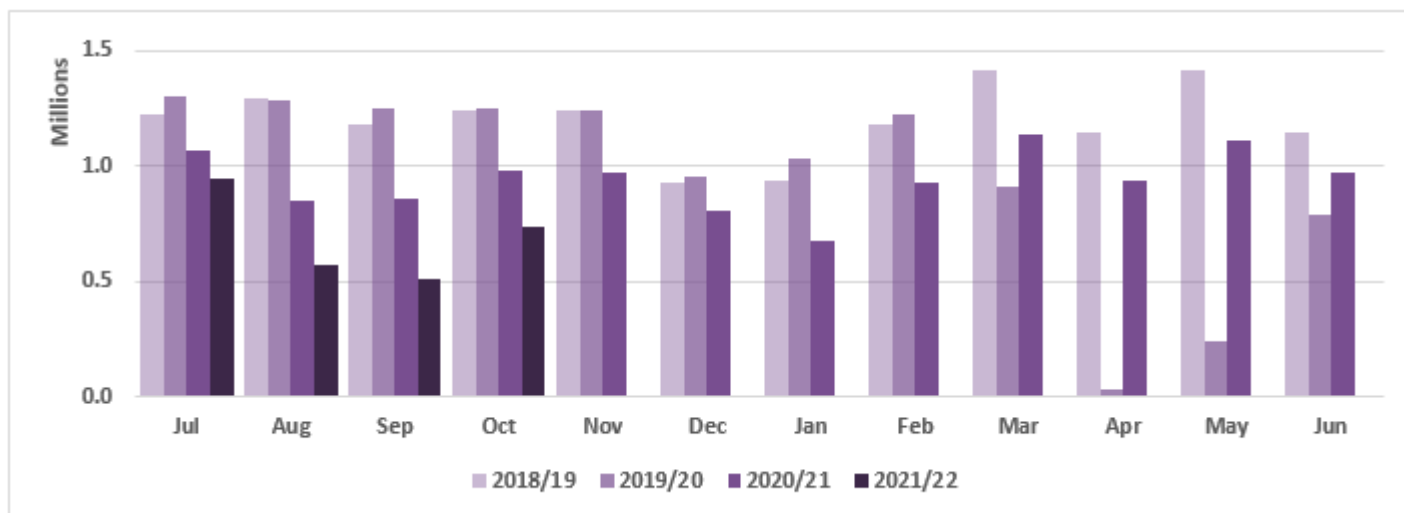
	Oct-21	Oct-20	% Change
Wellington	1,124,880	1,348,159	-16.6%
Hutt Valley	296,563	368,772	-19.6%
Porirua	60,962	75,746	-19.5%
Kapiti	37,140	46,291	-19.8%
Wairarapa	10,060	13,604	-26.1%
Total	1,529,605	1,852,572	-17.4%

By area - year to date (Jul - Oct)

	2021/22	2020/21	% Change
Wellington	4,217,303	5,342,082	-21.1%
Hutt Valley	1,113,540	1,472,039	-24.4%
Porirua	231,248	312,306	-26.0%
Kapiti	145,090	189,287	-23.3%
Wairarapa	39,641	53,005	-25.2%
Total	5,746,822	7,368,719	-22.0%

Rail passenger boardings

Under Alert Level 2, October rail passenger boardings were 24.5% lower than the same month last year, and 26.4% lower for the year to date. Prior to Covid-19 (in 2019/20), we were seeing increased growth of 3.5% (July 2019 to February 2020).



By line for Oct

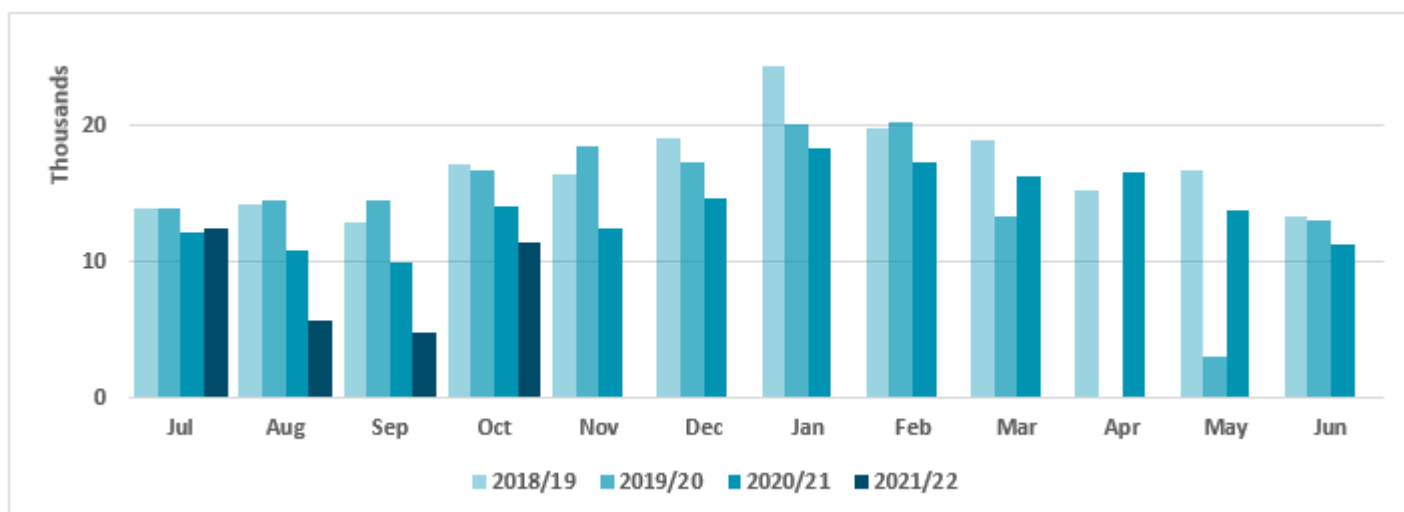
	Oct-21	Oct-20	% Change
Hutt Valley	314,932	411,645	-23.5%
Kapiti	307,269	409,555	-25.0%
Johnsonville	71,624	98,314	-27.1%
Wairarapa	42,318	54,959	-23.0%
Total	736,143	974,473	-24.5%

By line - year to date (Jul - Oct)

	2021/22	2020/21	% Change
Hutt Valley	1,213,482	1,573,151	-22.9%
Kapiti	1,102,678	1,569,091	-29.7%
Johnsonville	280,859	389,188	-27.8%
Wairarapa	154,728	205,766	-24.8%
Total	2,751,747	3,737,196	-26.4%

Ferry passenger boardings

Under Alert Level 2, October ferry boardings show a decrease of 18.8% on the same month last year, and a 27.2% decrease for the year to date. Weather conditions often affect ferry boardings. We were seeing a decrease of 1.4% prior to Covid-19 (July 2019 to February 2020).



For Oct

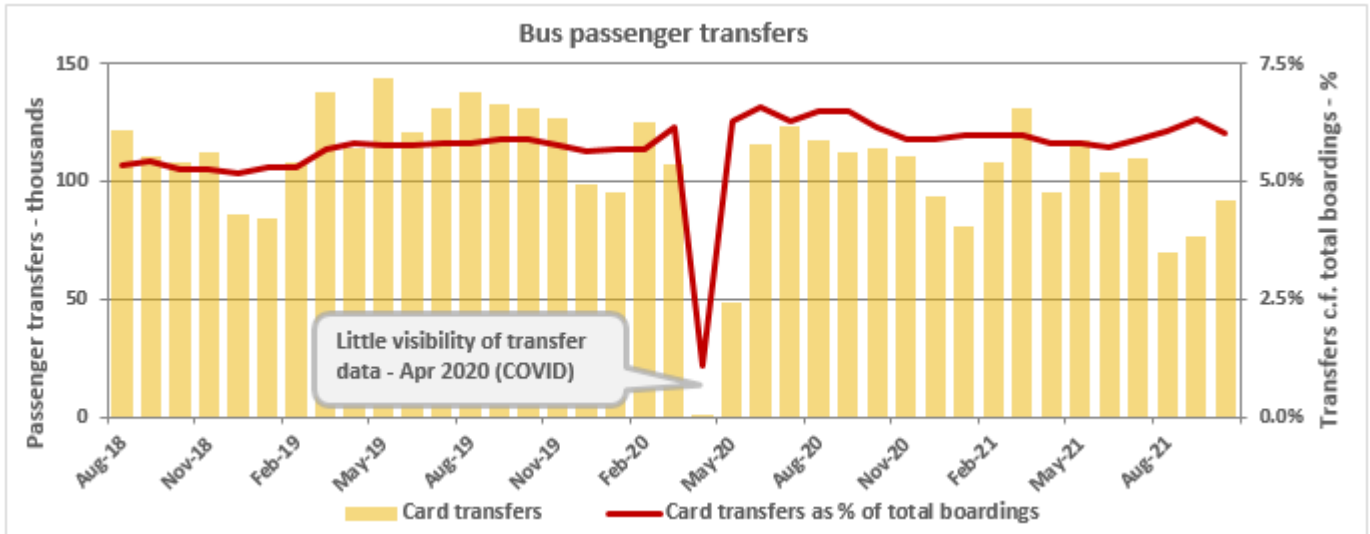
	Oct-21	Oct-20	% Change
Total	11,411	14,050	-18.8%

Year to date (Jul - Oct)

	2021/22	2020/21	% Change
Total	34,243	47,034	-27.2%

Bus passenger transfers and journeys

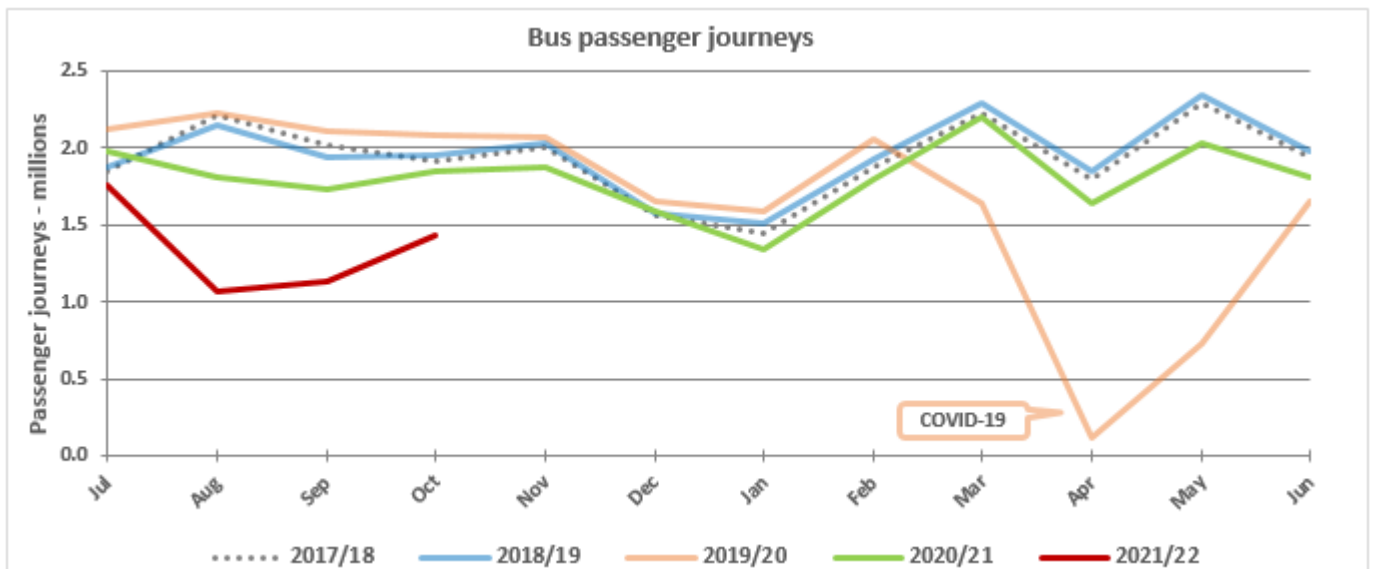
Metlink allows bus-to-bus transfers at no extra cost to passengers using a Snapper card, provided they tap on to the next bus within 30 minutes of tagging off the bus before. These card transfers accounted for 6.0% of passenger boardings for October.



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 2021 show a decrease of 22.4% on the same month last year, and a decrease of 26.7% for the year to date. This compares to growth of 6.5% from July 2019 to February 2020 (prior to Covid-19).



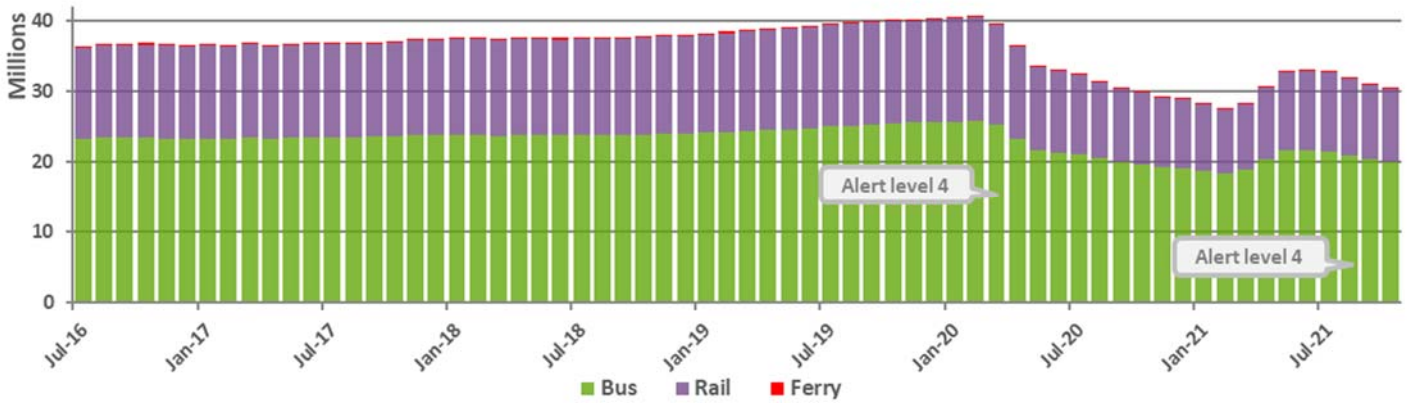
¹ Prior to the new Network, transfers accounted for c. 2.6% based on 2014/15 data available to Metlink. This transfer rate has been assumed up until the new contracts were implemented between April and July 2018.

Passenger boardings trend

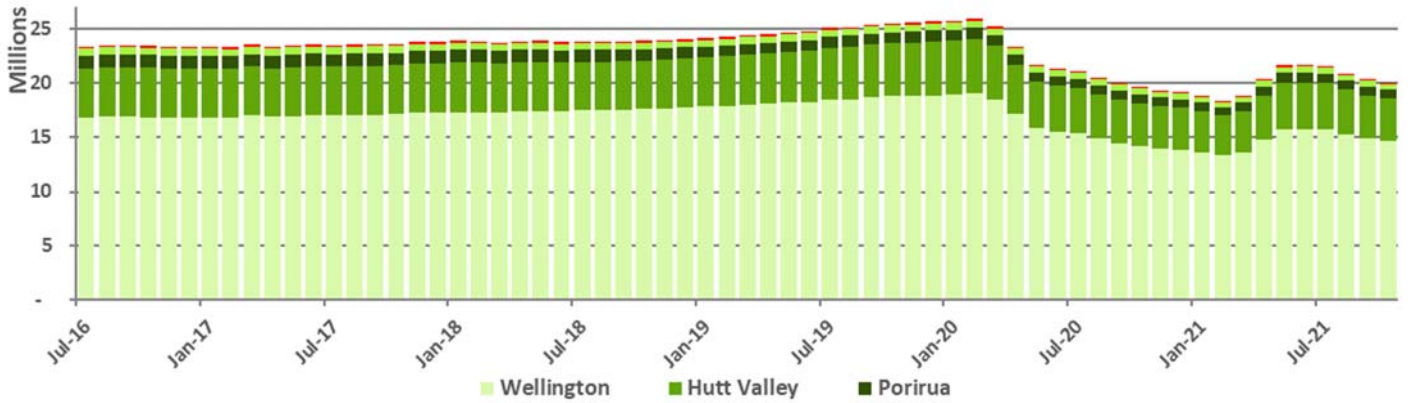
The following graphs show the number of passenger boardings using a 12-month rolling total.

There had been continuing growth up to February 2020, but with the Covid-19 pandemic (mid-March 2020 onwards, and with another move to level 4 in August 2021) we can see decreased boardings growth for all modes.

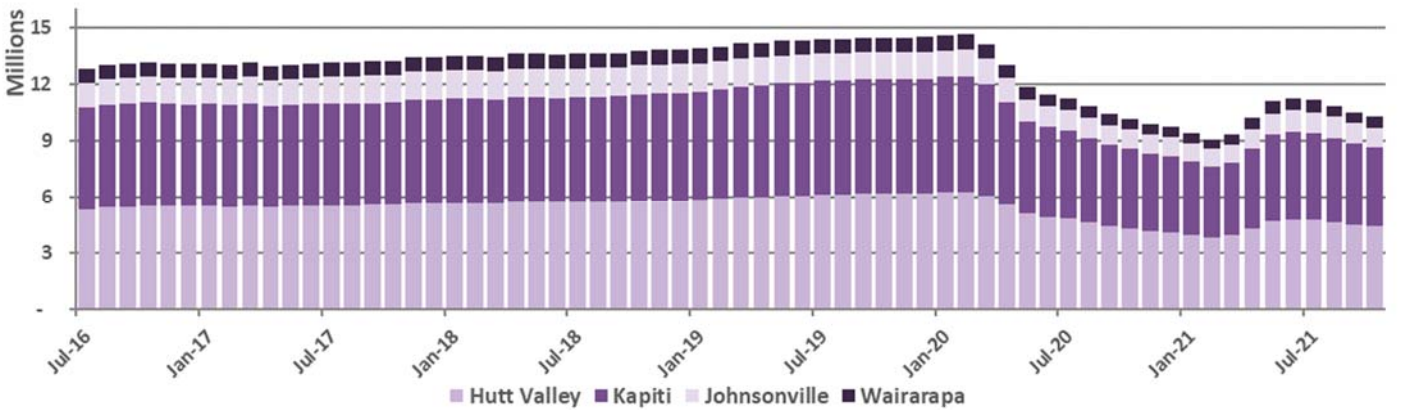
All modes



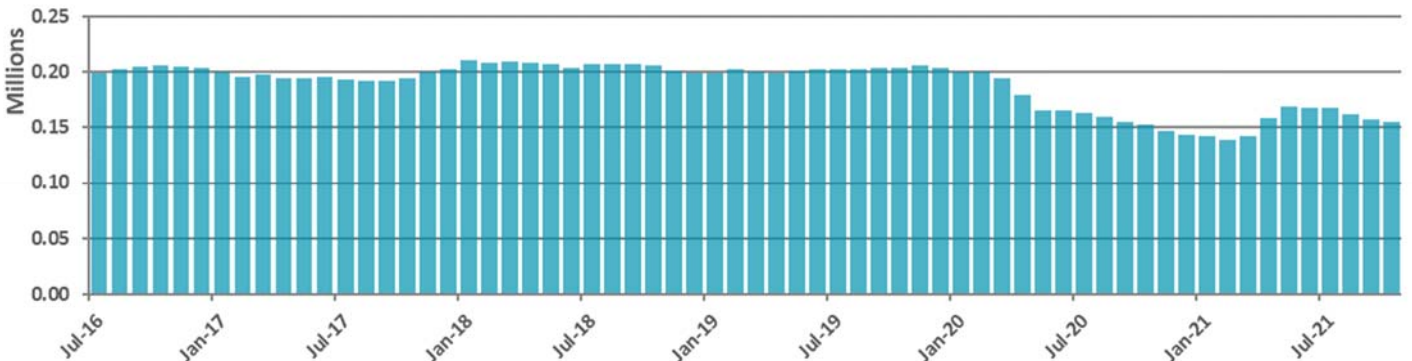
Bus



Rail



Ferry





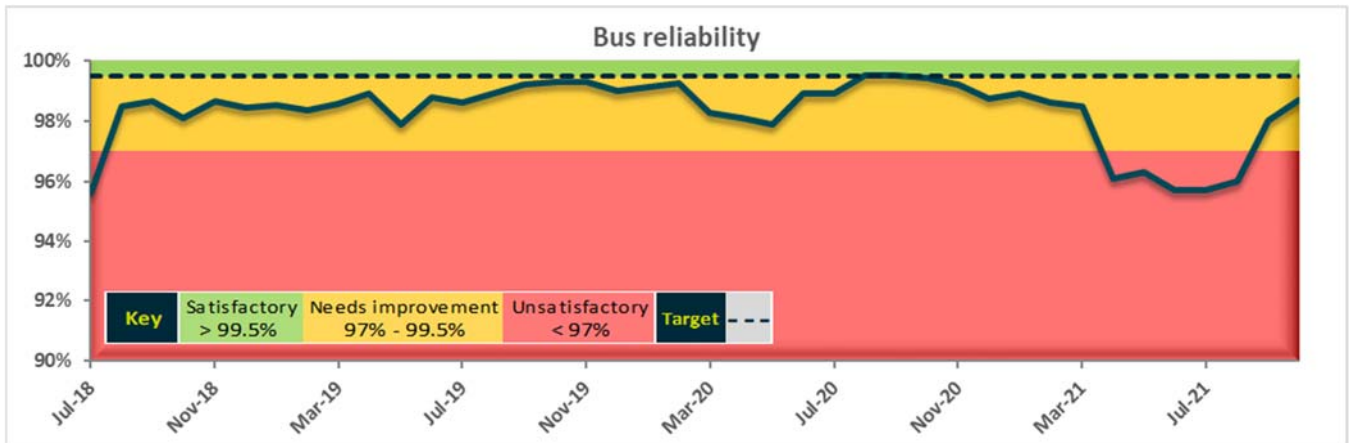
Bus service delivery

Reliability

The bus reliability measure shows the percentage of scheduled services that actually ran, as tracked by RTI and Snapper systems.

In October, 98.7% of bus services were delivered, and 97.2% for the year to date.

Reliability this month has improved due to a reduction in the number cancelled services, following timetable adjustments and a reduction in requirements during school holidays. Those cancellations that did occur were generally due to staff shortages in Wellington, Porirua, and the Hutt Valley.

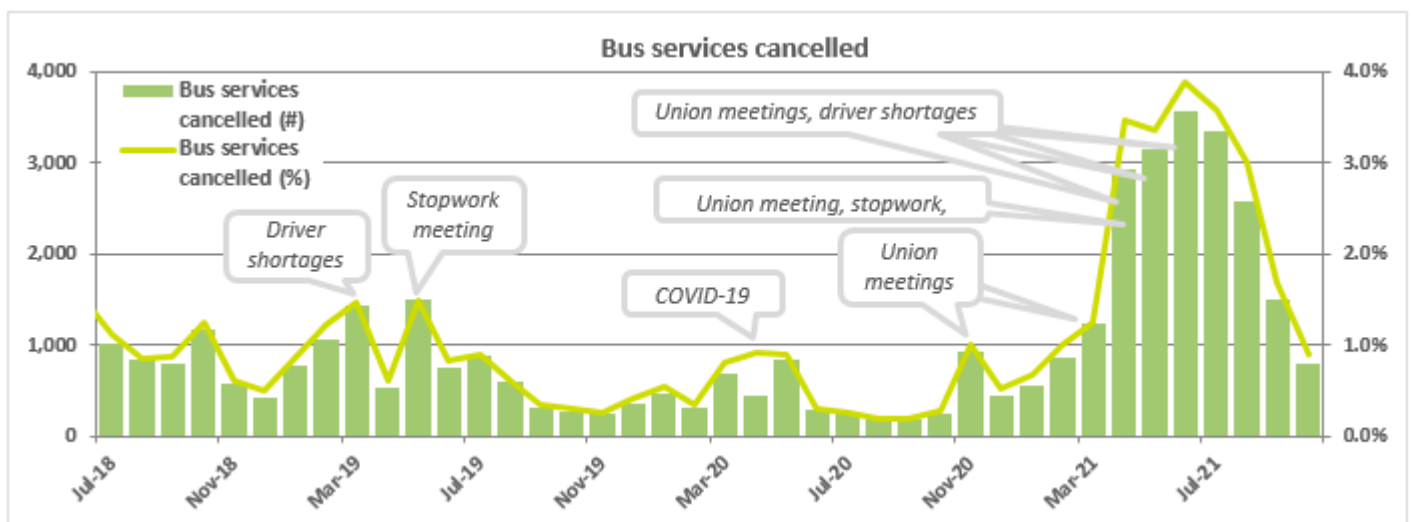


Reliability - current month

	Oct-21	Oct-20	% Change
Wellington City			
Newlands & Tawa	99.6%	99.6%	-0.1%
East, West & City	98.9%	99.3%	-0.4%
North, South, Khandallah & Brooklyn	98.1%	99.4%	-1.2%
Hutt Valley	98.4%	99.5%	-1.1%
Porirua	98.7%	99.5%	-0.9%
Kapiti	99.9%	99.9%	0.0%
Wairarapa	99.6%	99.5%	0.1%
Total	98.7%	99.4%	-0.7%

Reliability - year to date (Jul - Oct)

	2021/22	2020/21	% Change
Wellington City			
Newlands & Tawa	99.6%	99.8%	-0.2%
East, West & City	97.2%	98.7%	-1.5%
North, South, Khandallah & Brooklyn	96.1%	99.5%	-3.4%
Hutt Valley	96.6%	99.6%	-3.0%
Porirua	97.5%	99.6%	-2.1%
Kapiti	99.8%	99.8%	0.0%
Wairarapa	99.5%	99.6%	-0.1%
Total	97.2%	99.3%	-2.1%

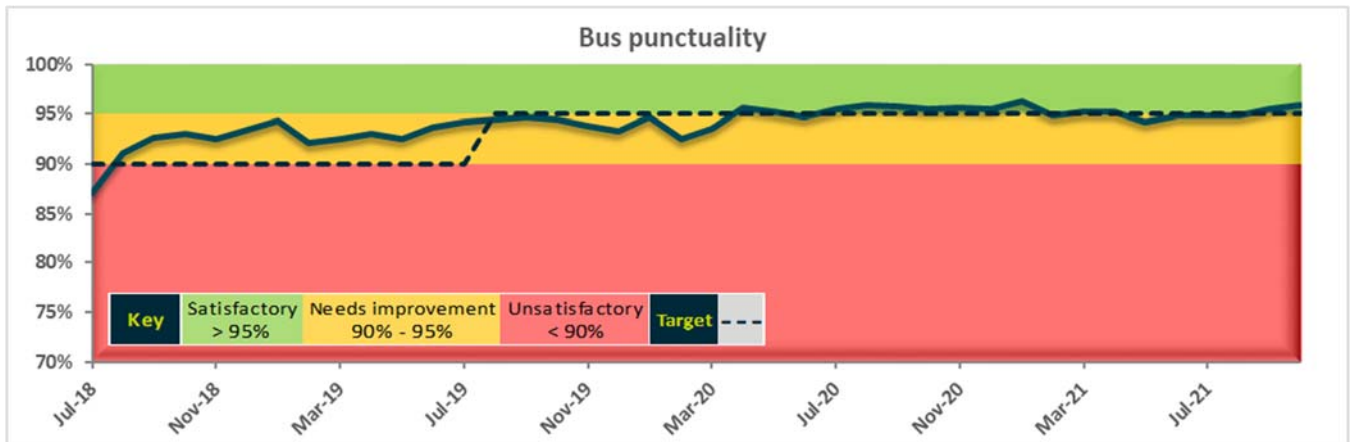


Punctuality

We measure bus punctuality by recording the bus departure from origin, leaving between one minute early and five minutes late.

Bus service punctuality was 95.8% in October, and 95.3% for the year to date.

Punctuality has remained stable this month, still affected by roadworks at Kenepuru, smaller roadwork events across the network, and general traffic delays. Late trains and bus replacement arrivals continue to affect punctuality in the Wairarapa.



Punctuality - current month

	Oct-21	Oct-20	% Change
Wellington City			
Newlands & Tawa	95.5%	94.4%	1.1%
East, West & City	96.7%	95.8%	0.9%
North, South, Khandallah & Brooklyn	92.8%	94.1%	-1.3%
Hutt Valley	96.6%	95.7%	0.9%
Porirua	96.1%	96.7%	-0.6%
Kapiti	98.4%	97.7%	0.7%
Wairarapa	91.0%	92.9%	-1.9%
Total	95.8%	95.5%	0.3%

Punctuality - year to date (Jul - Oct)

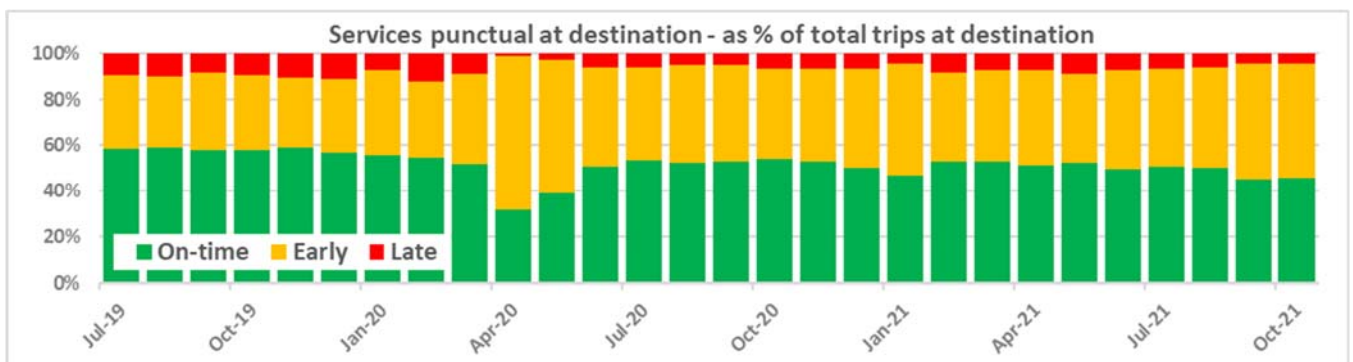
	2021/22	2020/21	% Change
Wellington City			
Newlands & Tawa	94.3%	94.2%	0.1%
East, West & City	96.1%	96.0%	0.1%
North, South, Khandallah & Brooklyn	92.6%	93.9%	-1.3%
Hutt Valley	95.9%	96.5%	-0.6%
Porirua	95.5%	96.0%	-0.5%
Kapiti	98.3%	98.4%	-0.1%
Wairarapa	91.8%	93.7%	-1.9%
Total	95.3%	95.7%	-0.4%

Punctuality at destination

Bus punctuality at destination is not a contractual measure, but is included here at the request of our auditors. We have used the same criteria as for punctuality at origin as a proxy, recording the bus arrival at destination between one minute early and five minutes late.

We have little influence over punctuality once a bus has departed from origin, with factors such as traffic, passenger volumes and behaviour, accidents and roadworks all affecting the punctuality of services.

In October, 45.8% of bus services recorded at destination arrived on time, with a further 49.8% arriving more than one minute early. Only 4.3% of services arrived more than five minutes late.



Punctuality at destination - current month

	Oct-21	Oct-20	% Change
On-time	45.8%	54.1%	-8.2%
Early	49.8%	39.3%	10.5%
Late	4.3%	6.7%	-2.3%

Punctuality at destination - year to date (Jul - Oct)

	2021/22	2020/21	% Change
On-time	47.9%	53.2%	-5.2%
Early	46.5%	41.0%	5.5%
Late	5.6%	5.8%	-0.3%

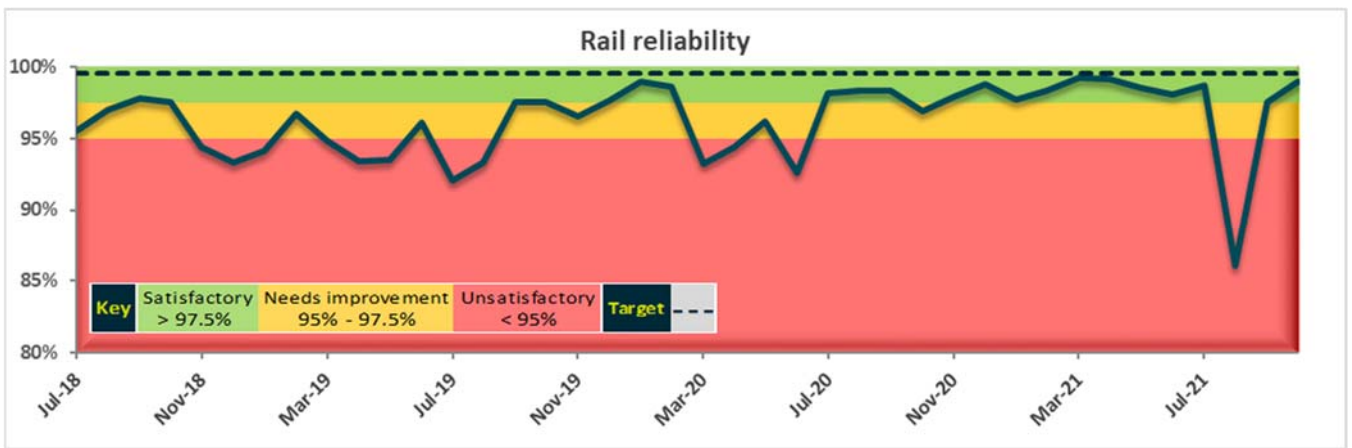
Rail service delivery

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 99.0% in October and 95.7% for the year to date.

This month Ngauranga Station was closed on the 13th due to weather.

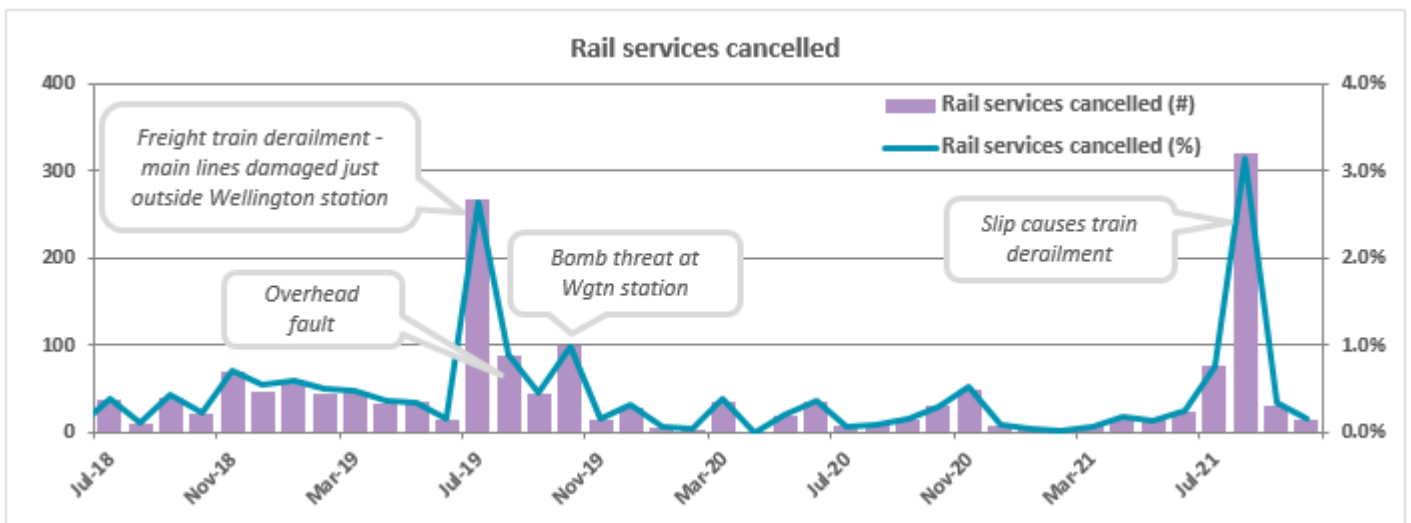


Reliability - current month

	Oct-21	Oct-20	% Change
Hutt Valley	98.9%	96.5%	2.4%
Johnsonville	99.6%	97.9%	1.7%
Kapiti	98.8%	97.1%	1.7%
Wairarapa	98.0%	92.3%	5.7%
Total	99.0%	96.9%	2.1%

Reliability - year to date (Jul - Oct)

	2021/22	2020/21	% Change
Hutt Valley	96.7%	98.0%	-1.3%
Johnsonville	95.8%	98.7%	-2.9%
Kapiti	95.0%	97.9%	-2.9%
Wairarapa	87.9%	93.5%	-5.6%
Total	95.7%	98.0%	-2.3%

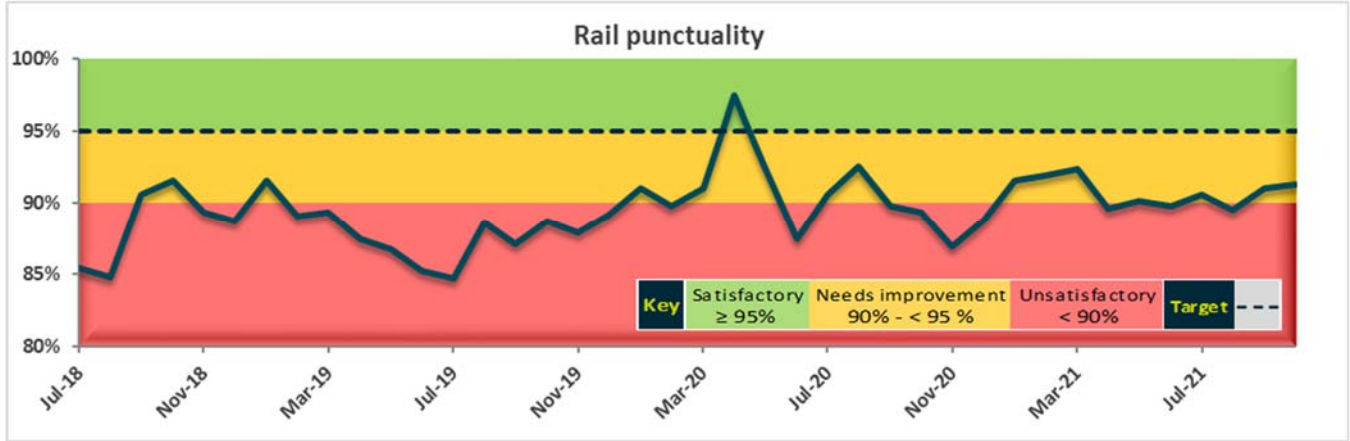


Punctuality

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 91.3% and 90.7% for the year to date.

Speed restrictions continue to significantly impact punctuality on the Wairarapa Lines.



Punctuality - current month

	Oct-21	Oct-20	% Change
Hutt Valley	93.8%	92.2%	1.6%
Johnsonville	98.8%	96.8%	2.0%
Kapiti	86.0%	81.6%	4.4%
Wairarapa	44.5%	63.9%	-19.4%
Total	91.3%	89.3%	2.0%

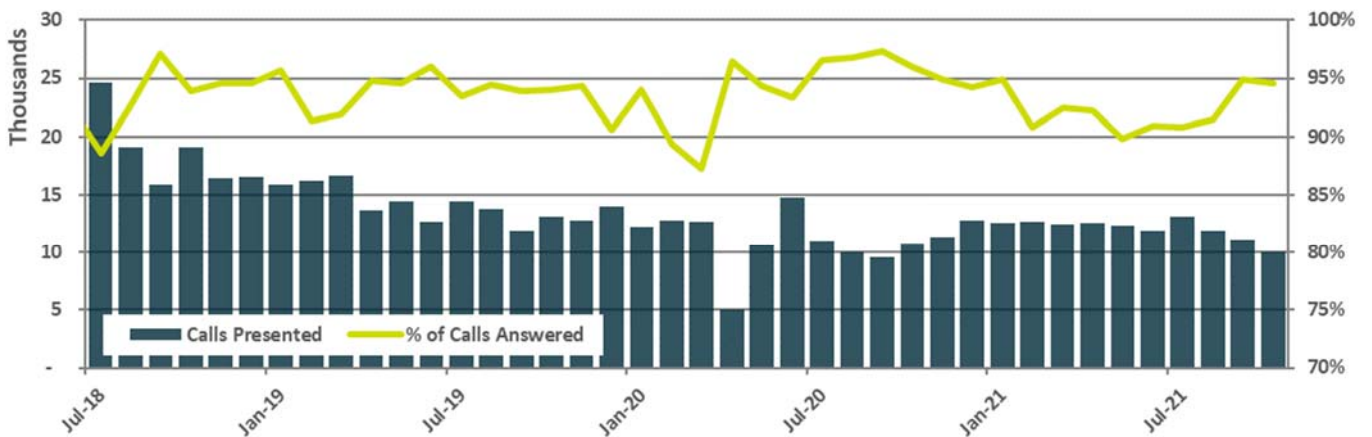
Punctuality - year to date (Jul - Oct)

	2021/22	2020/21	% Change
Hutt Valley	92.6%	90.0%	2.6%
Johnsonville	97.8%	97.5%	0.3%
Kapiti	84.6%	88.4%	-3.8%
Wairarapa	63.2%	57.1%	6.1%
Total	90.7%	90.5%	0.2%

Customer Contact

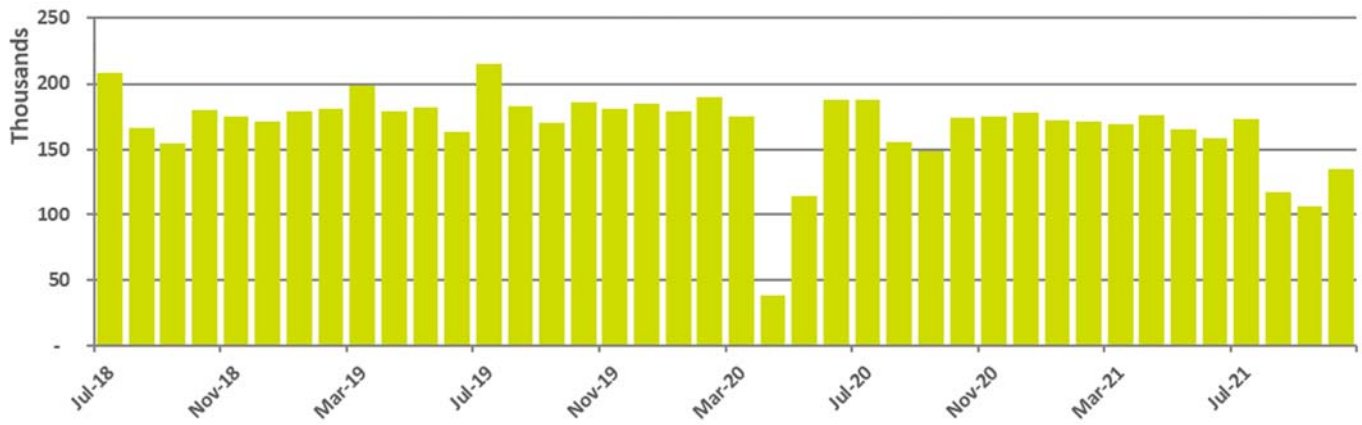
Call centre incoming calls

Metlink answered 94.5% of the 10,000 calls received in October, and 92.8% of the 46,000 calls year to date.



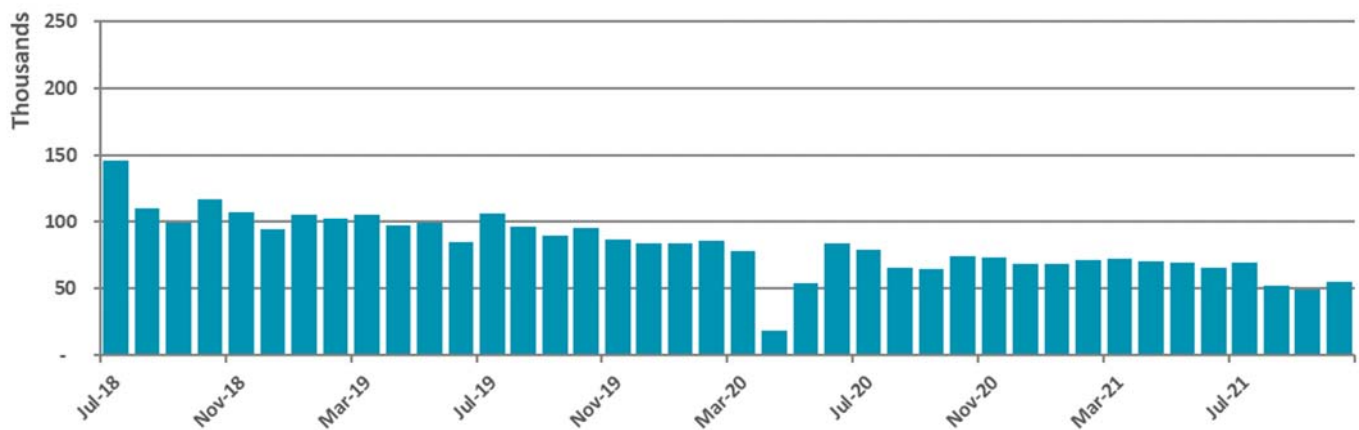
Metlink app – unique users

In October there were 135,000 unique users of the Metlink app, 22.7% less than the same month last year.



Metlink website – unique users

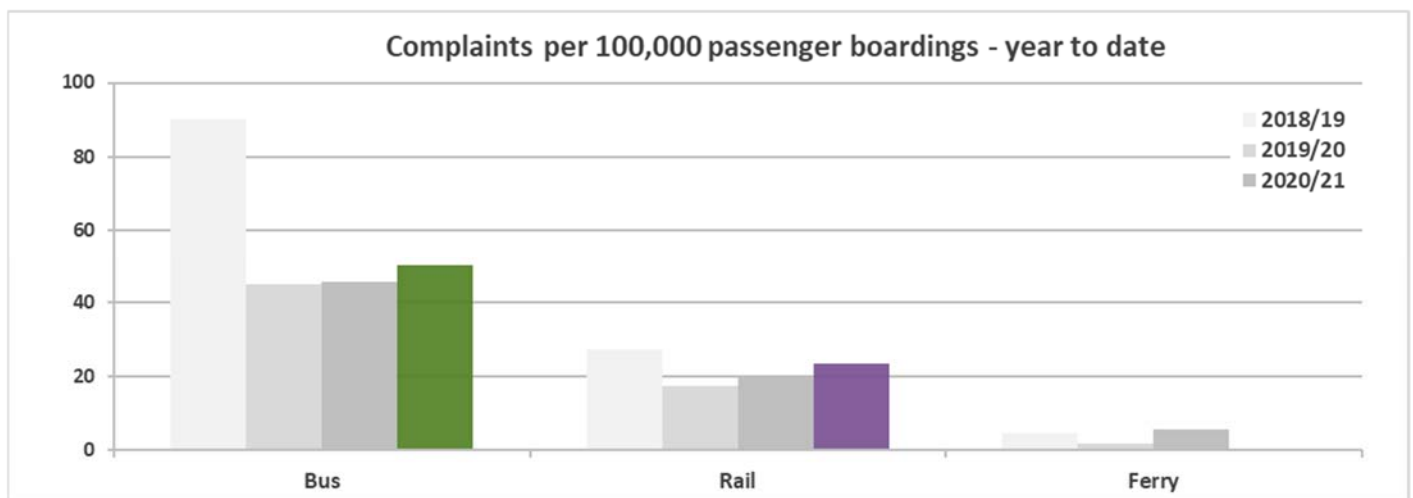
In October there were 55,000 unique users of the Metlink website, a decrease of 25.9% on the same month last year.



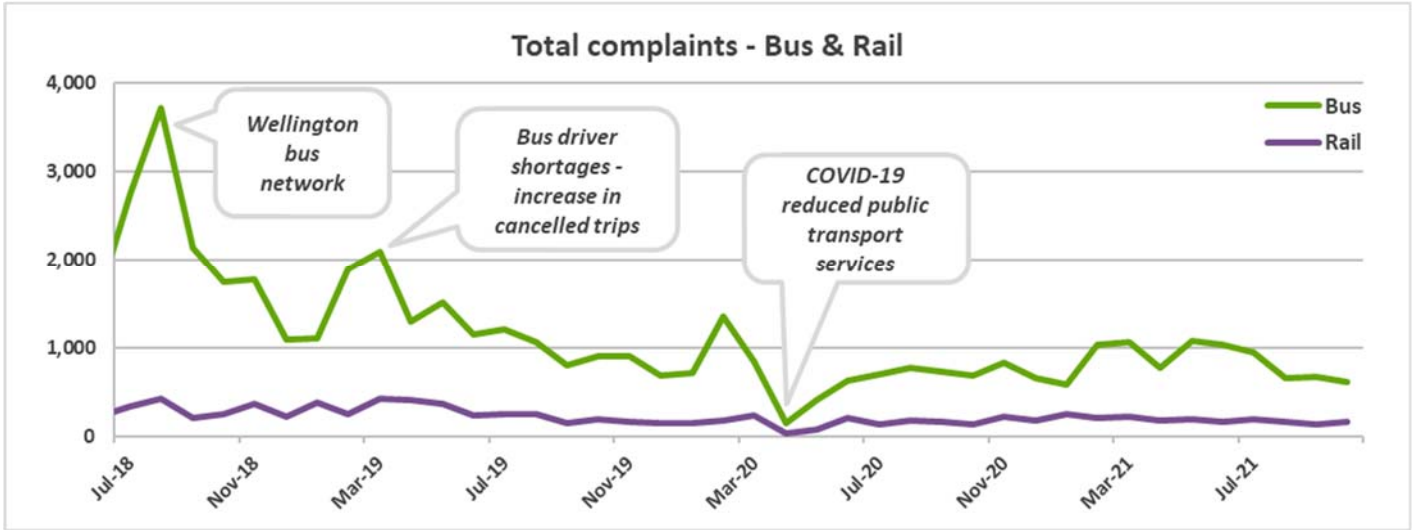
Complaints

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.

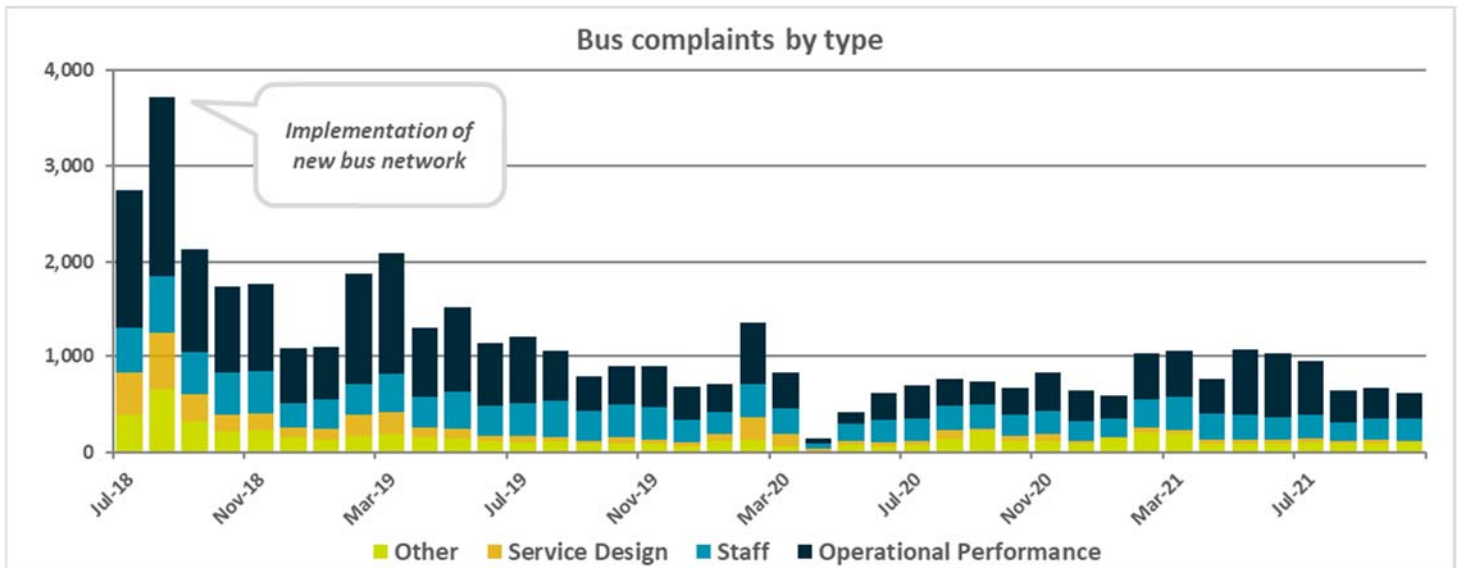


Complaints for both bus and rail have trended downwards overall.



Bus complaints

Bus complaints for the month were 9.7% lower than in October last year, and 0.3% higher for the year to date - operational performance and staff related complaints were 79% of bus complaints for the month.



Bus complaints for current month

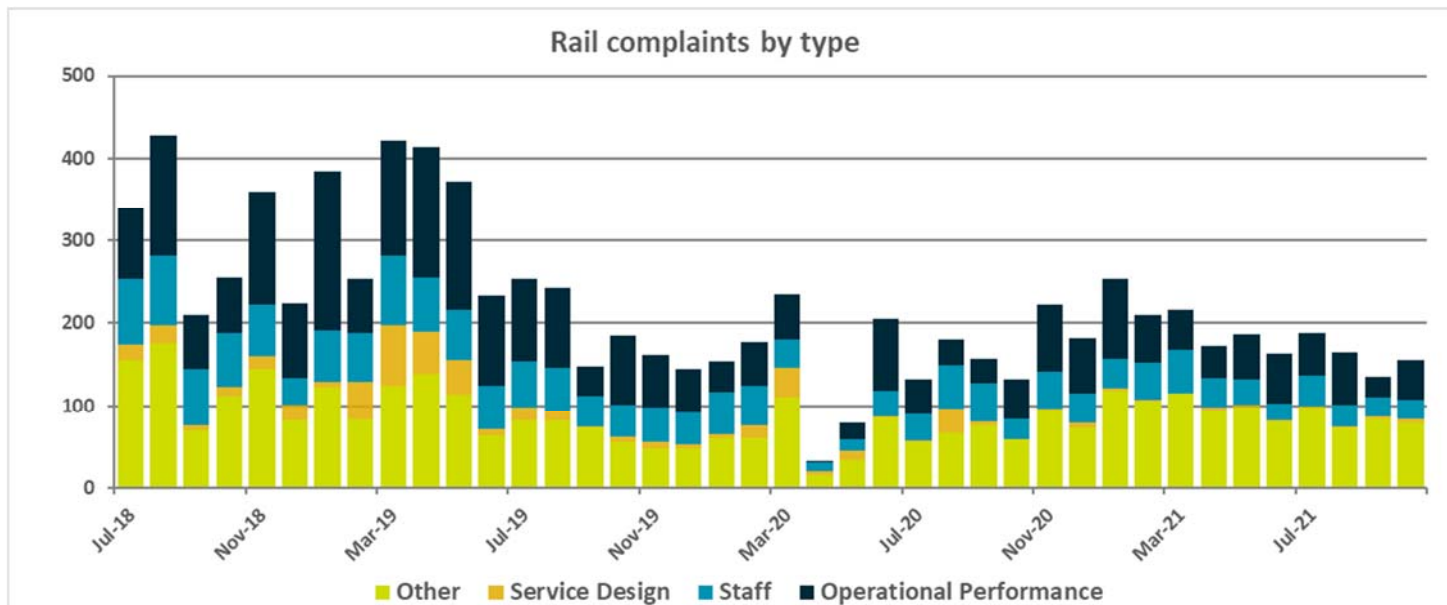
	Oct-21	Oct-20	% Change
Wellington			
Newlands, Tawa	18	24	-25.0%
East-West, City	222	242	-8.3%
North-south, Khandallah, Brooklyn	184	236	-22.0%
Hutt Valley	156	142	9.9%
Porirua	23	23	0.0%
Kapiti	6	6	0.0%
Wairarapa	2	4	-50.0%
Total	611	677	-9.7%

Bus complaints - year to date (Jul - Oct)

	2021/22	2020/21	% Change
Wellington			
Newlands, Tawa	83	134	-38.1%
East-West, City	977	1,121	-12.8%
North-south, Khandallah, Brooklyn	886	877	1.0%
Hutt Valley	773	574	34.7%
Porirua	118	122	-3.3%
Kapiti	33	30	10.0%
Wairarapa	10	13	-23.1%
Total	2,880	2,871	0.3%

Rail complaints

Rail complaints for October were 16.5% higher than the same month last year, and 6.6% higher for the year to date - operational performance and staff related complaints were 46% of rail complaints for the month.



Rail complaints current month

	Oct-21	Oct-20	% Change
Hutt Valley	41	52	-21.2%
Kapiti	43	44	-2.3%
Johnsonville	23	8	187.5%
Wairarapa	22	10	120.0%
General	26	19	36.8%
Total	155	133	16.5%

Rail complaints - year to date (Jul - Oct)

	2021/22	2020/21	% Change
Hutt Valley	176	214	-17.8%
Kapiti	207	188	10.1%
Johnsonville	59	30	96.7%
Wairarapa	76	70	8.6%
General	126	102	23.5%
Total	644	604	6.6%