

# Metlink performance report



September 2021

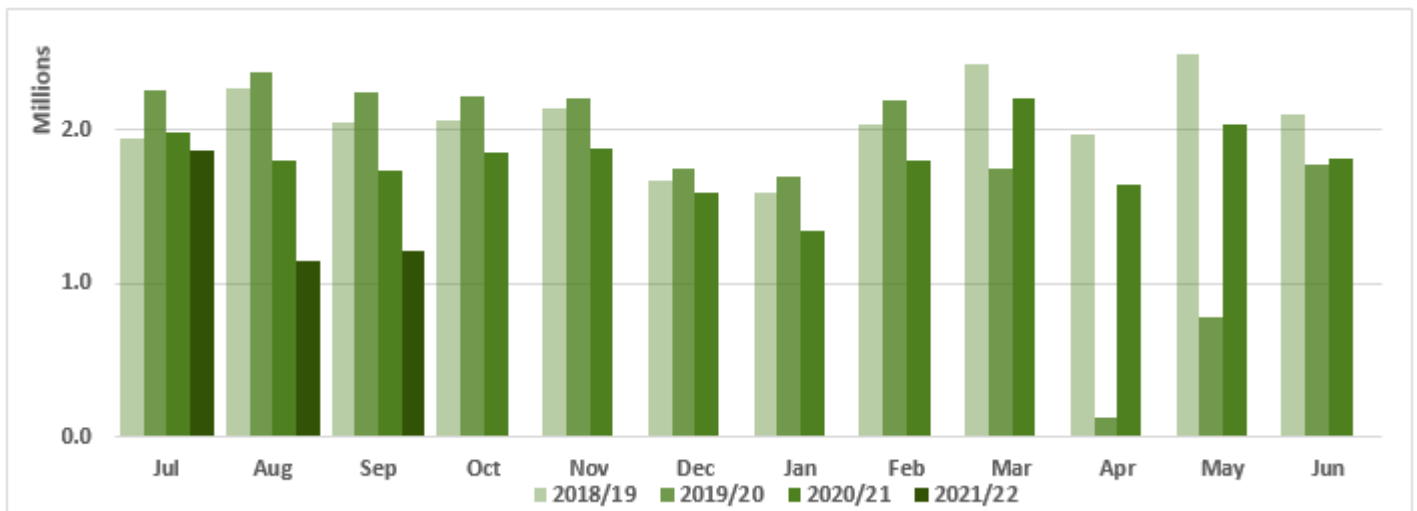
## Patronage

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 September 2021 we operated in Alert Levels 3 and 2, and 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 Levels 3 and 2, September bus passenger boardings were 30.4% lower than the same month last year and 23.6% 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 Sep

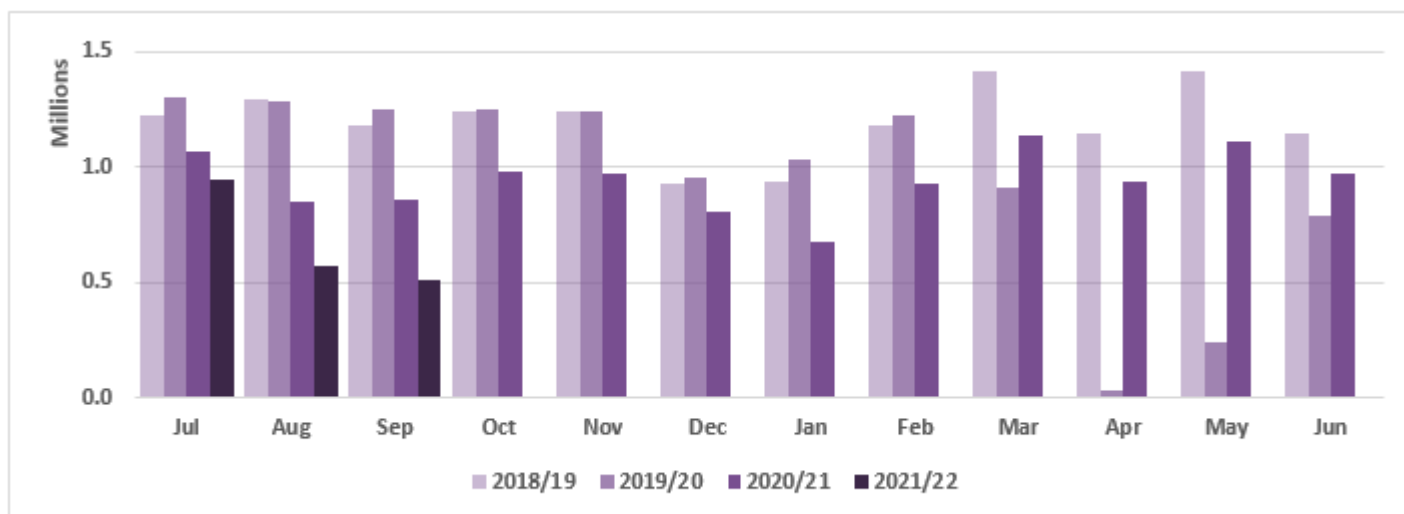
	Sep-21	Sep-20	% Change
Wellington	851,309	1,246,210	-31.7%
Hutt Valley	255,835	352,752	-27.5%
Porirua	54,433	75,795	-28.2%
Kapiti	36,819	46,885	-21.5%
Wairarapa	8,919	12,950	-31.1%
<b>Total</b>	<b>1,207,315</b>	<b>1,734,592</b>	<b>-30.4%</b>

#### By area - year to date (Jul - Sep)

	2021/22	2020/21	% Change
Wellington	3,092,423	3,993,923	-22.6%
Hutt Valley	816,977	1,103,267	-25.9%
Porirua	170,286	236,560	-28.0%
Kapiti	107,950	142,996	-24.5%
Wairarapa	28,356	39,401	-28.0%
<b>Total</b>	<b>4,215,992</b>	<b>5,516,147</b>	<b>-23.6%</b>

## Rail passenger boardings

Under Alert Levels 3 and 2, September rail passenger boardings were 40.7% lower than the same month last year, and 27.0% 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 Sep

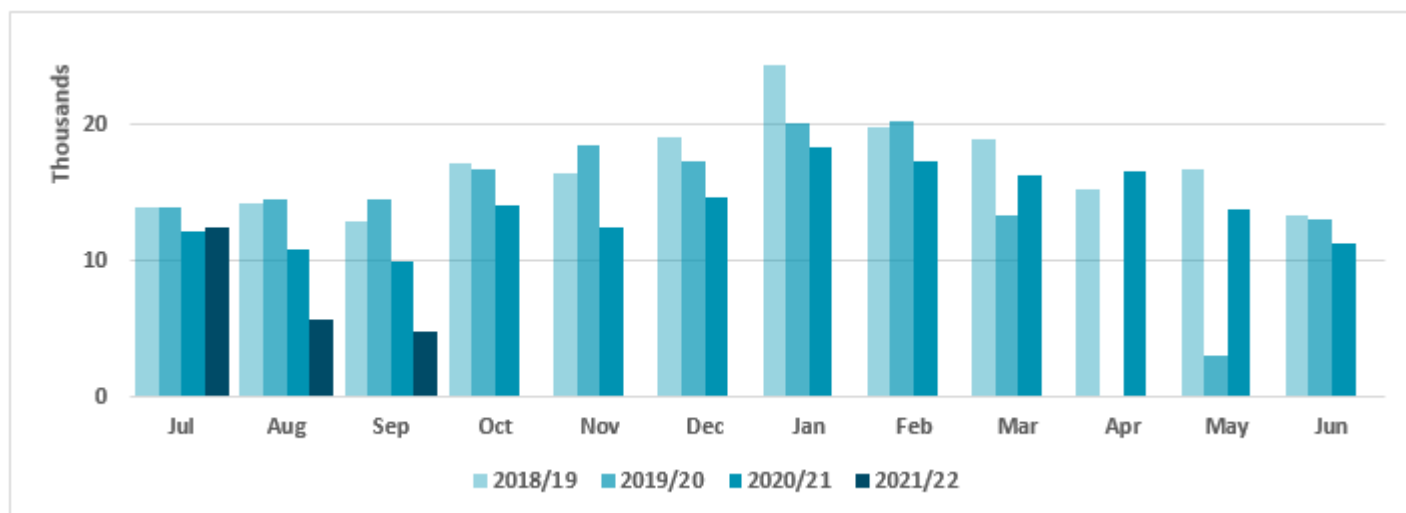
	Sep-21	Sep-20	% Change
Hutt Valley	214,535	359,574	-40.3%
Kapiti	209,558	355,439	-41.0%
Johnsonville	57,202	91,267	-37.3%
Wairarapa	24,671	47,353	-47.9%
<b>Total</b>	<b>505,966</b>	<b>853,633</b>	<b>-40.7%</b>

### By line - year to date (Jul - Sep)

	2021/22	2020/21	% Change
Hutt Valley	898,550	1,161,506	-22.6%
Kapiti	795,409	1,159,536	-31.4%
Johnsonville	209,235	290,874	-28.1%
Wairarapa	112,410	150,807	-25.5%
<b>Total</b>	<b>2,015,604</b>	<b>2,762,723</b>	<b>-27.0%</b>

## Ferry passenger boardings

Under Alert Levels 3 and 2, September ferry boardings show a decrease of 51.4% on the same month last year, and a 30.8% decrease for the year to date. There were no ferry services under Alert Levels 4 and 3, and weather conditions often affect ferry boardings. We were seeing a decrease of 1.4% prior to Covid-19 (July 2019 to February 2020).



### For Sep

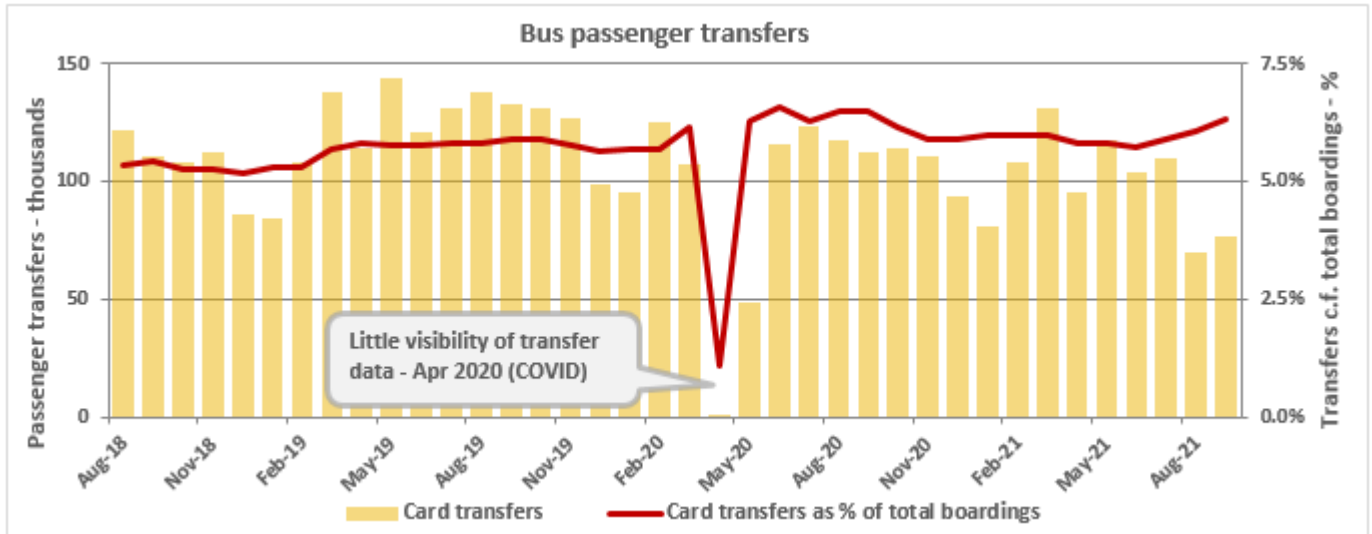
	Sep-21	Sep-20	% Change
<b>Total</b>	<b>4,824</b>	<b>9,932</b>	<b>-51.4%</b>

### Year to date (Jul - Sep)

	2021/22	2020/21	% Change
<b>Total</b>	<b>22,832</b>	<b>32,984</b>	<b>-30.8%</b>

## Bus passenger transfers and journeys

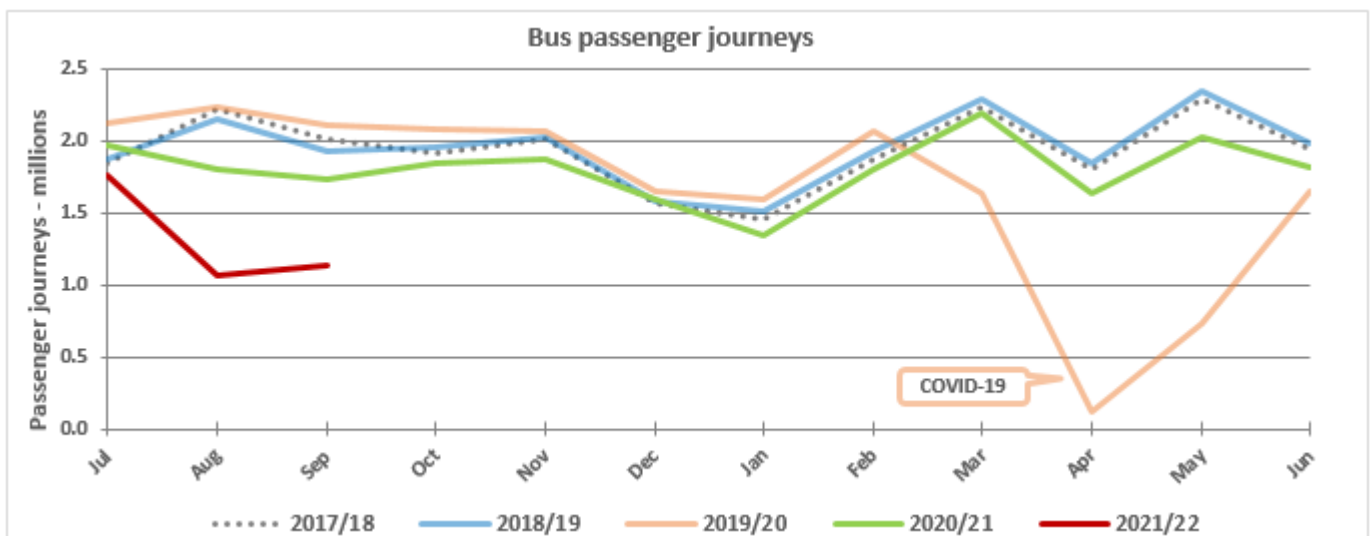
Metlink allows bus-to-bus transfers at no extra cost to passengers using a Snapper card, provided they tap on to the next bus within 30 minutes of tagging off the bus before. These card transfers accounted for 6.3% of passenger boardings for September.



The graph below compares bus passenger journeys (passenger boardings less transfers) financial year-on-financial year<sup>1</sup>.

- 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.

With the change to Alert Levels 3 and 2, bus journeys for September 2021 show a decrease of 4.0% on the same month last year, and a decrease of 28.2% for the year to date. This compares to growth of 6.5% from July 2019 to February 2020 (prior to Covid-19).



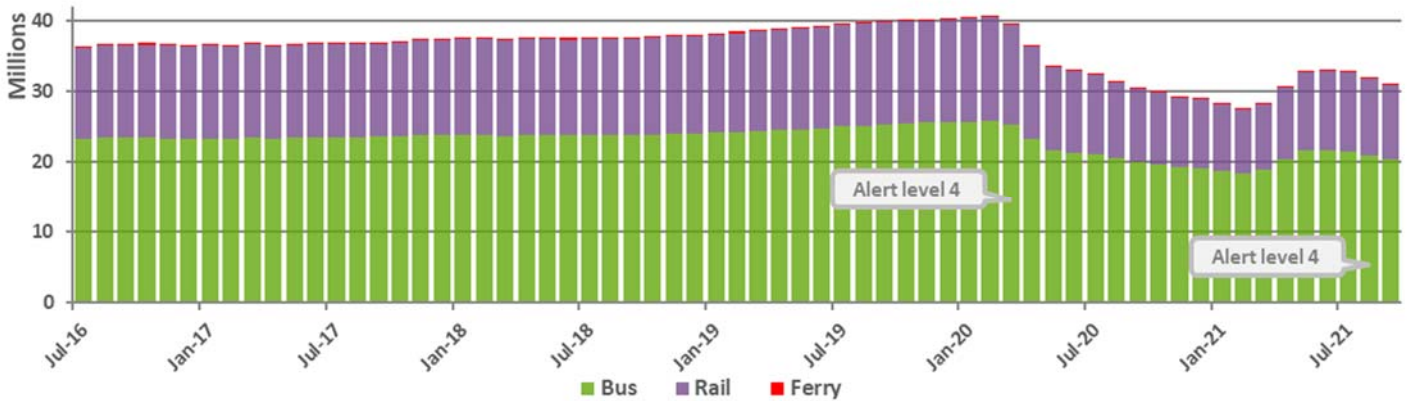
<sup>1</sup> Prior to the new Network, transfers accounted for c. 2.6 % based on 2014/15 data available to Metlink. This transfer rate has been assumed up until the new contracts were implemented between April and July 2018.

# Passenger boardings trend

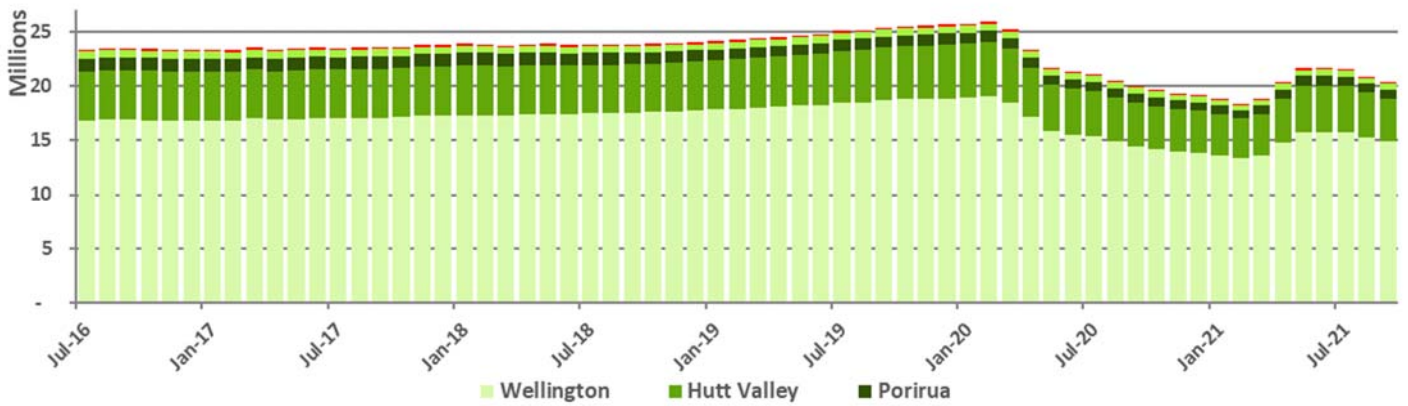
The following graphs show the number of passenger boardings using a 12-month rolling total.

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.

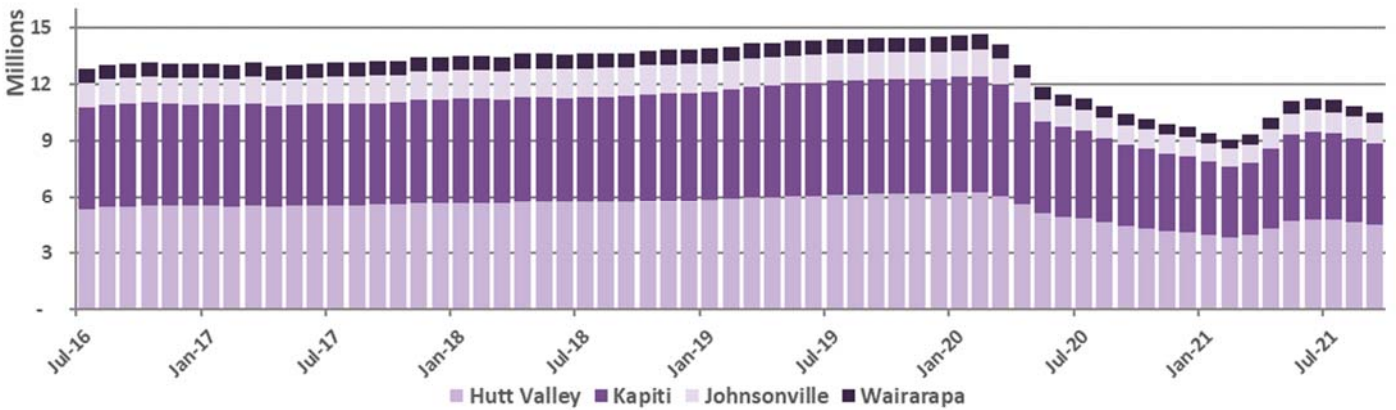
## All modes



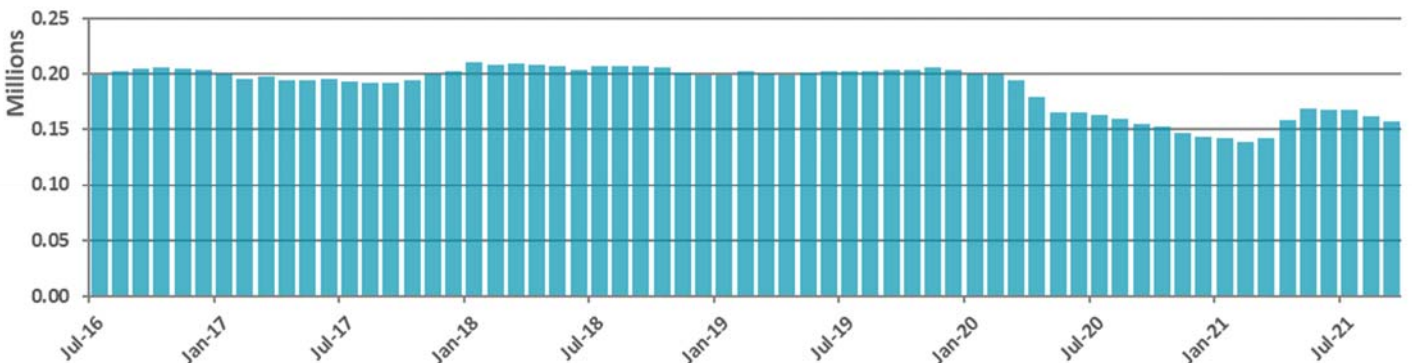
## Bus



## Rail



## Ferry





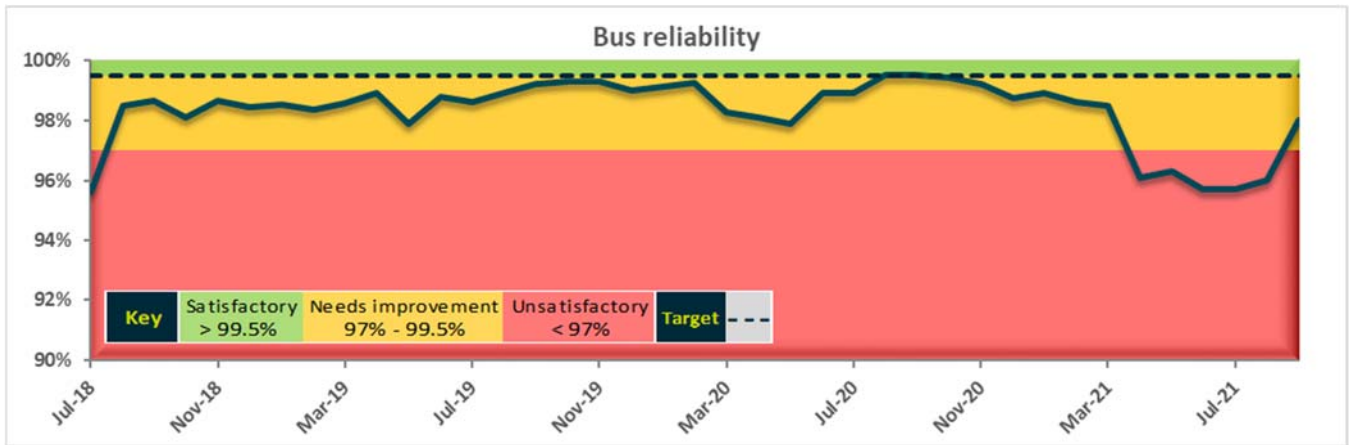
# Bus service delivery

## Reliability

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

In September, 98.0% of bus services were delivered, and 96.5% for the year to date. *NB: reliability in September is for 12<sup>th</sup> to 30<sup>th</sup> only – under Alert Level 3 from September 1<sup>st</sup>, our systems were not aligned to the timetables that were being run and reliability could not be measured.*

Reliability this month remained stable through Alert Level 3, but then continued to be affected by service cancellations - generally due to staff shortages in Wellington, Porirua, and Hutt Valley.

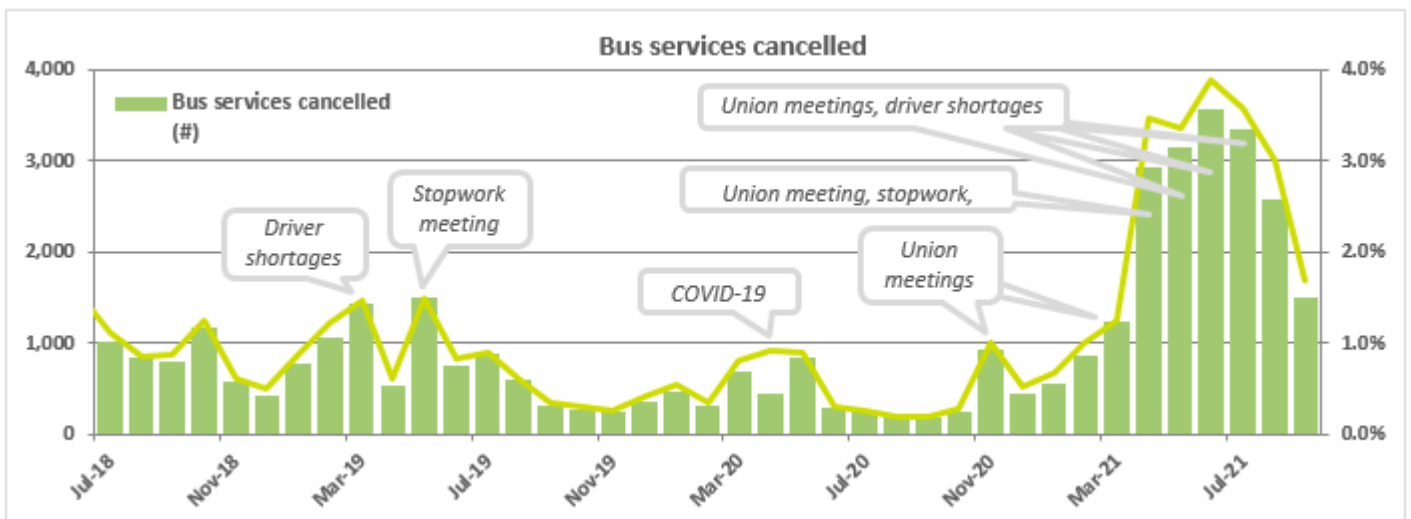


Reliability - current month

	Sep-21	Sep-20	% Change
Wellington City			
Newlands & Tawa	99.7%	99.6%	0.1%
East, West & City	98.3%	99.4%	-1.1%
North, South, Khandallah & Brooklyn	96.3%	99.4%	-3.1%
Hutt Valley	98.2%	99.7%	-1.5%
Porirua	98.1%	99.6%	-1.5%
Kapiti	100.0%	99.8%	0.2%
Wairarapa	99.7%	99.7%	0.1%
<b>Total</b>	<b>98.0%</b>	<b>99.5%</b>	<b>-1.5%</b>

Reliability - year to date (Jul - Sep)

	2021/22	2020/21	% Change
Wellington City			
Newlands & Tawa	99.6%	99.8%	-0.2%
East, West & City	96.4%	98.6%	-2.2%
North, South, Khandallah & Brooklyn	95.2%	99.5%	-4.3%
Hutt Valley	95.8%	99.7%	-3.9%
Porirua	97.0%	99.6%	-2.6%
Kapiti	99.8%	99.8%	0.0%
Wairarapa	99.4%	99.6%	-0.2%
<b>Total</b>	<b>96.5%</b>	<b>99.3%</b>	<b>-2.8%</b>

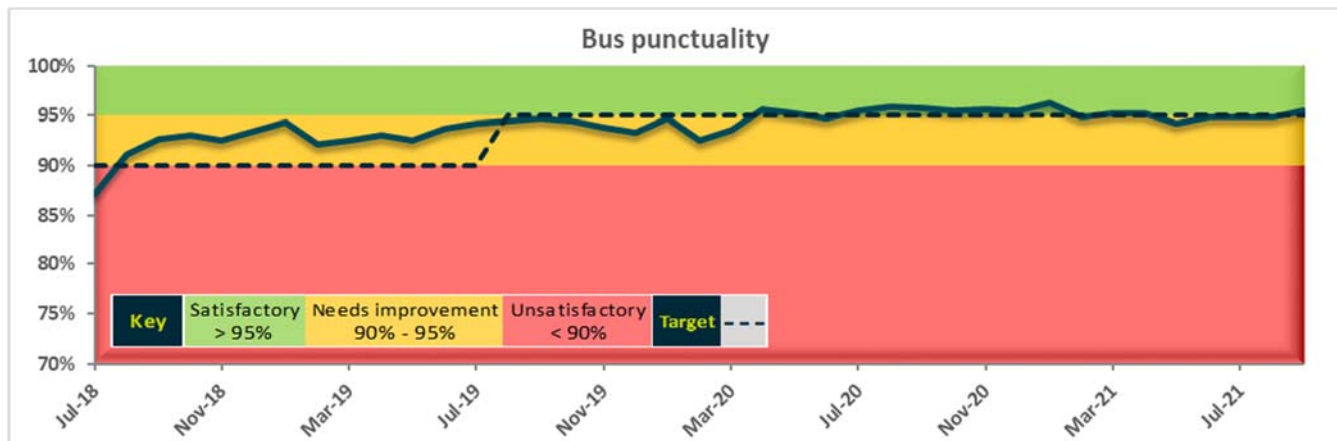


## Punctuality

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

Bus service punctuality was 95.5% in September, and 95.1% for the year to date. *NB: punctuality in September is for 12<sup>th</sup> to 30<sup>th</sup> only – under Alert Level 3 from September 1<sup>st</sup>, our systems were not aligned to the timetables that were being run and punctuality could not be measured.*

This month, on return to Alert Level 2, punctuality was 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

	Sep-21	Sep-20	% Change
Wellington City			
Newlands & Tawa	94.3%	94.3%	0.1%
East, West & City	96.3%	96.2%	0.1%
North, South, Khandallah & Brooklyn	92.4%	94.1%	-1.7%
Hutt Valley	96.5%	96.9%	-0.4%
Porirua	95.6%	95.6%	0.1%
Kapiti	98.6%	98.4%	0.2%
Wairarapa	92.0%	92.4%	-0.4%
<b>Total</b>	<b>95.5%</b>	<b>95.8%</b>	<b>-0.3%</b>

### Punctuality - year to date (Jul - Sep)

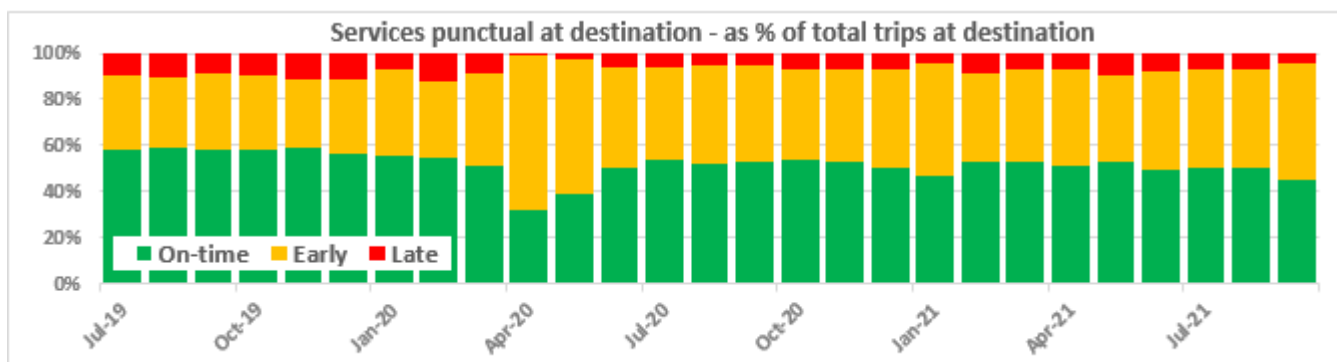
	2021/22	2020/21	% Change
Wellington City			
Newlands & Tawa	93.8%	94.1%	-0.3%
East, West & City	95.9%	96.0%	-0.1%
North, South, Khandallah & Brooklyn	92.5%	93.9%	-1.4%
Hutt Valley	95.6%	96.7%	-1.1%
Porirua	95.3%	95.8%	-0.5%
Kapiti	98.3%	98.6%	-0.3%
Wairarapa	92.1%	94.0%	-1.9%
<b>Total</b>	<b>95.1%</b>	<b>95.8%</b>	<b>-0.7%</b>

## 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 September, 45.1% of bus services recorded at destination arrived on time, with a further 50.3% arriving more than one minute early. Only 4.6% of services arrived more than five minutes late.





### Punctuality at destination - current month

	Sep-21	Sep-20	% Change
On-time	45.1%	52.8%	-7.7%
Early	50.3%	41.9%	8.4%
Late	4.6%	5.3%	-0.7%

### Punctuality at destination - year to date (Jul - Sep)

	2021/22	2020/21	% Change
On-time	48.9%	52.9%	-4.0%
Early	45.0%	41.6%	3.4%
Late	6.1%	5.6%	0.6%

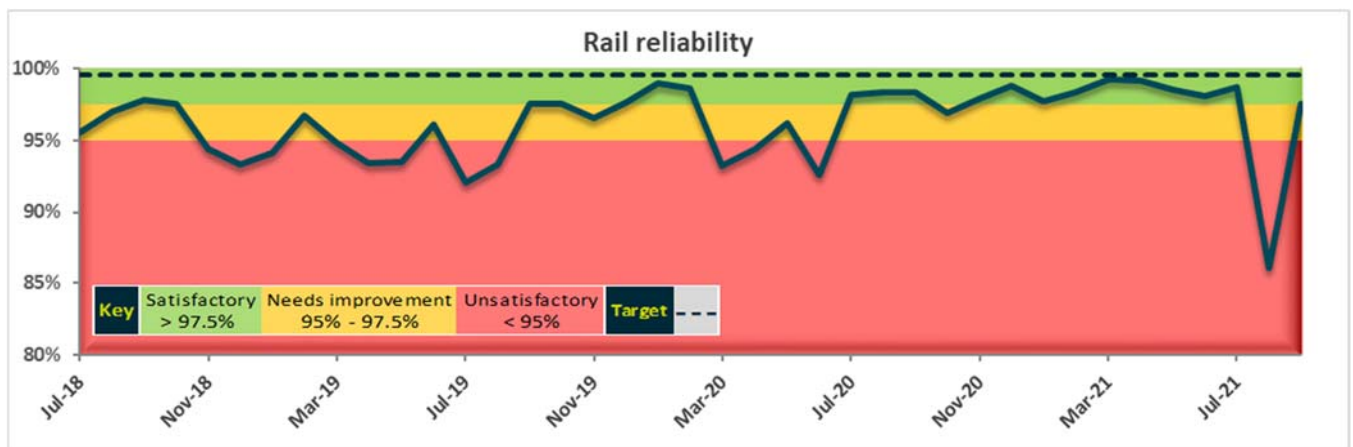
## Rail service delivery

### 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 97.5% in September and 94.5% for the year to date.

This month a damaged signal cable affected reliability, with all Wairarapa services being bus replaced from 8<sup>th</sup> to 10<sup>th</sup>. Other issues were signal faults affecting the Johnsonville and Hutt Valley lines (19<sup>th</sup> and 21<sup>st</sup> respectively), and the closure of Ngauranga Station on the 16<sup>th</sup> due to high waves rolling over the rail lines.

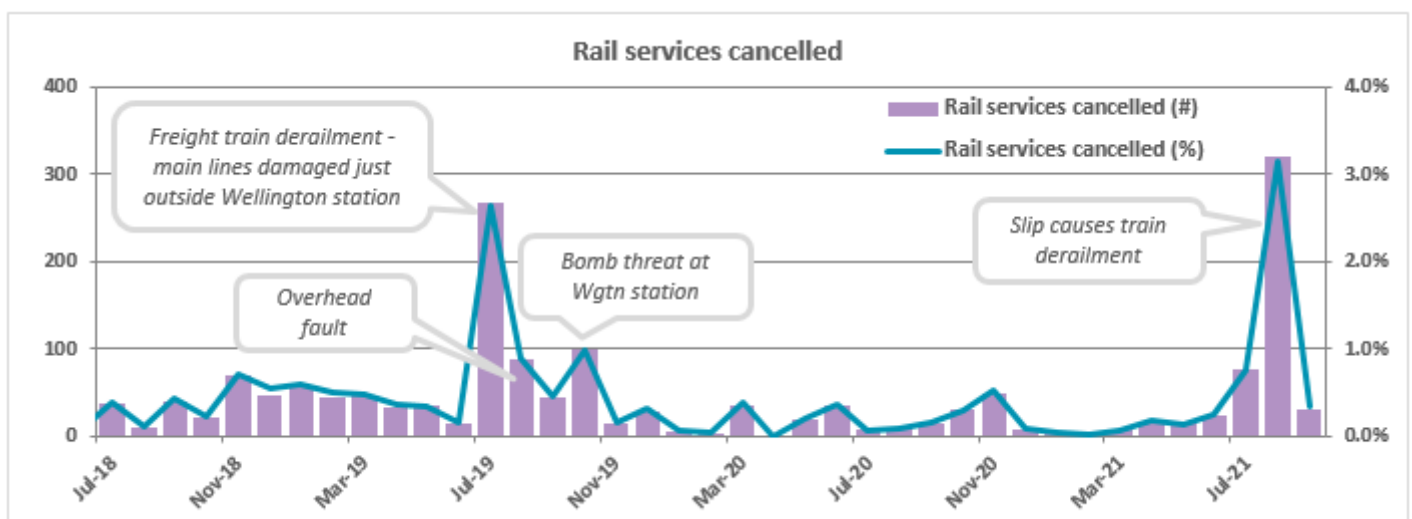


### Reliability - current month

	Sep-21	Sep-20	% Change
Hutt Valley	97.6%	98.4%	-0.8%
Johnsonville	98.4%	98.7%	-0.3%
Kapiti	98.3%	98.5%	-0.2%
Wairarapa	77.2%	88.8%	-11.6%
<b>Total</b>	<b>97.5%</b>	<b>98.3%</b>	<b>-0.8%</b>

### Reliability - year to date (Jul - Sep)

	2021/22	2020/21	% Change
Hutt Valley	95.9%	98.3%	-2.4%
Johnsonville	94.5%	98.7%	-4.2%
Kapiti	93.7%	98.2%	-4.5%
Wairarapa	84.2%	93.9%	-9.7%
<b>Total</b>	<b>94.5%</b>	<b>98.3%</b>	<b>-3.8%</b>

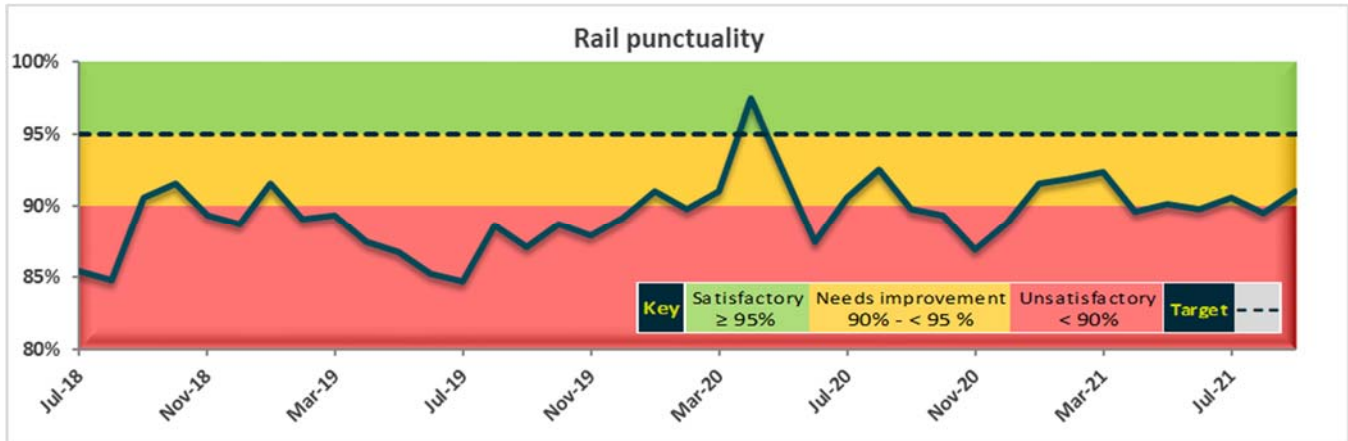


## Punctuality

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 September was 91.0% and 90.4% for the year to date.

Speed restrictions continue to affect punctuality on the Kapiti and Wairarapa Lines.



Punctuality - current month

	Sep-21	Sep-20	% Change
Hutt Valley	93.1%	88.4%	4.7%
Johnsonville	97.6%	97.0%	0.6%
Kapiti	84.4%	88.2%	-3.8%
Wairarapa	74.1%	60.8%	13.3%
<b>Total</b>	<b>91.0%</b>	<b>89.8%</b>	<b>1.2%</b>

Punctuality - year to date (Jul - Sep)

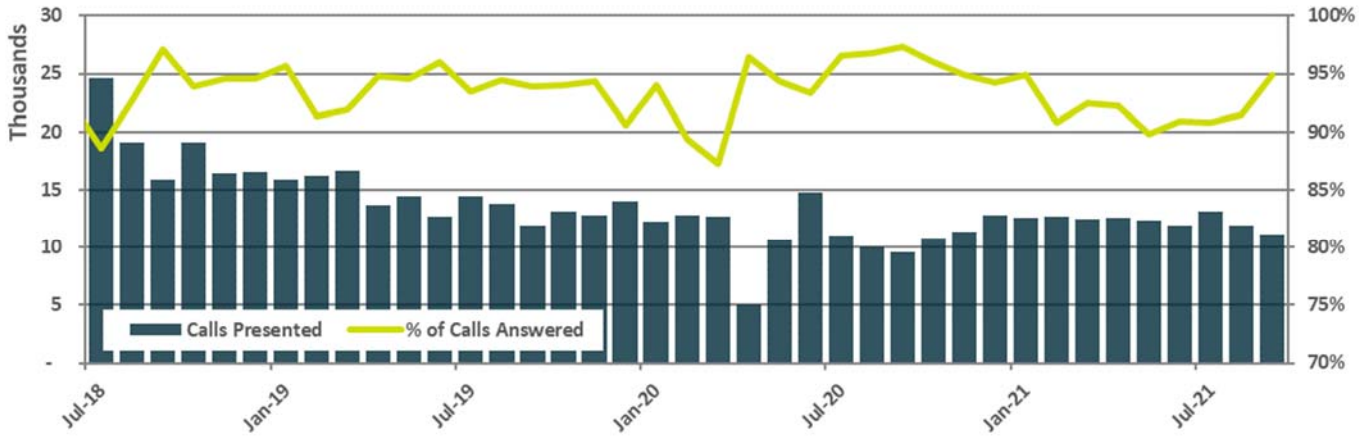
	2021/22	2020/21	% Change
Hutt Valley	92.2%	89.3%	2.9%
Johnsonville	97.5%	97.7%	-0.2%
Kapiti	84.2%	90.6%	-6.4%
Wairarapa	70.0%	54.8%	15.2%
<b>Total</b>	<b>90.4%</b>	<b>91.0%</b>	<b>-0.6%</b>



# Customer Contact

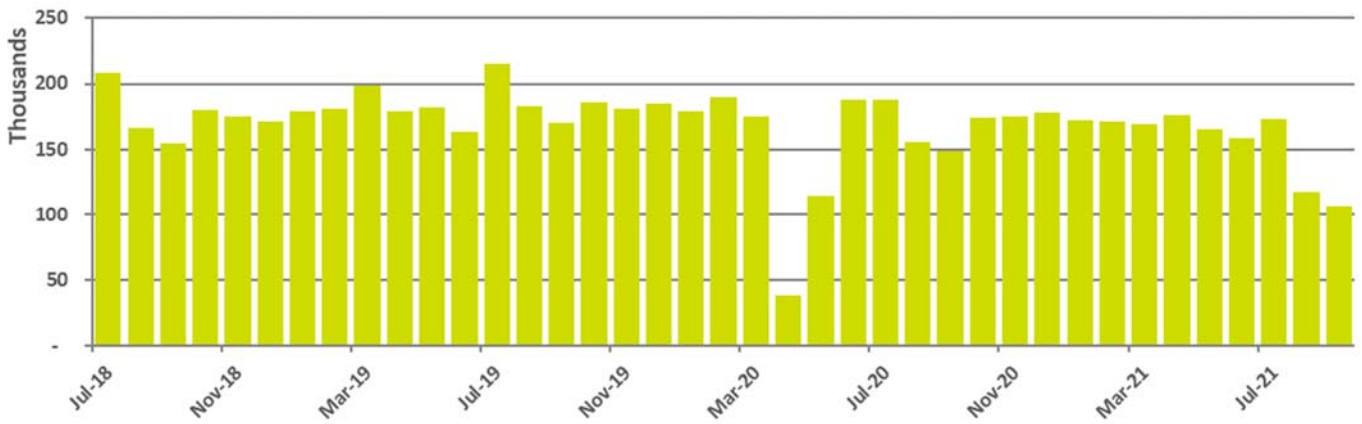
## Call centre incoming calls

Metlink answered 94.9% of the 11,000 calls received in September, and 92.3% of the 36,000 calls year to date.



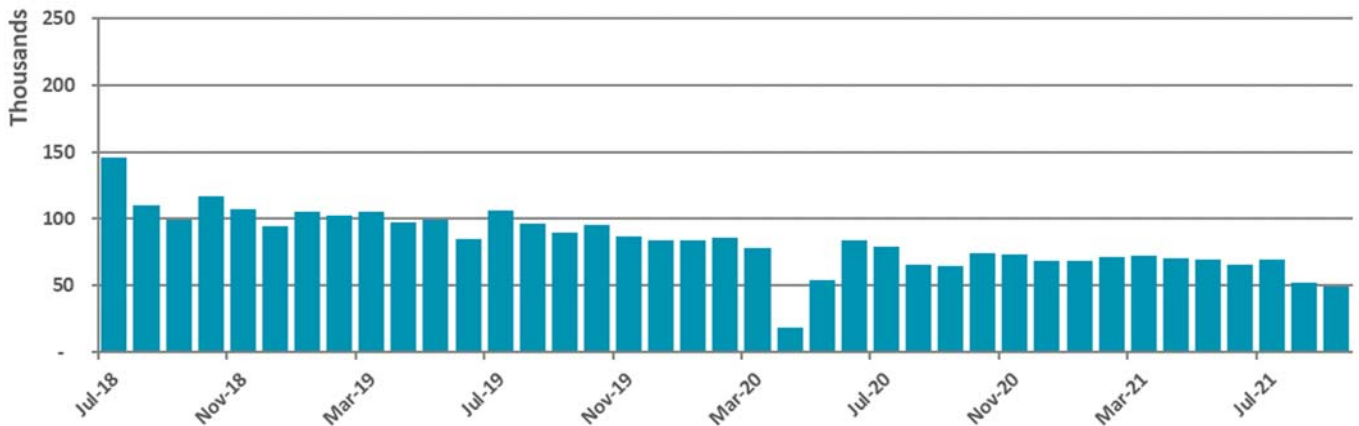
## Metlink app – unique users

In September there were 106,000 unique users of the Metlink app, 28.5% less than the same month last year.



## Metlink website – unique users

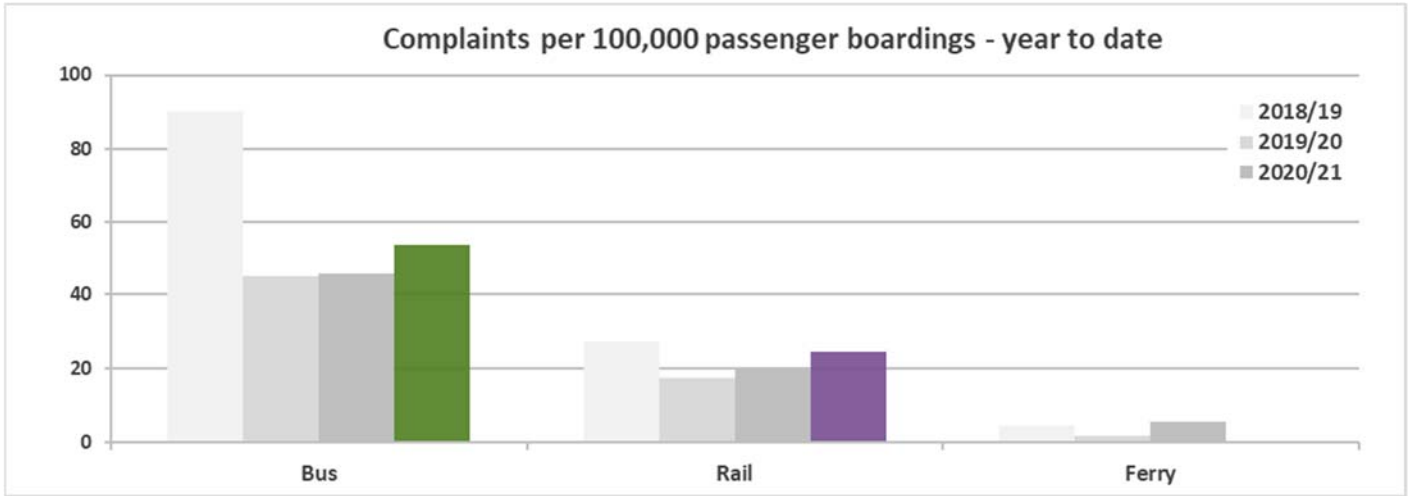
In September there were 49,000 unique users of the Metlink website, a decrease of 24.0% on the same month last year.



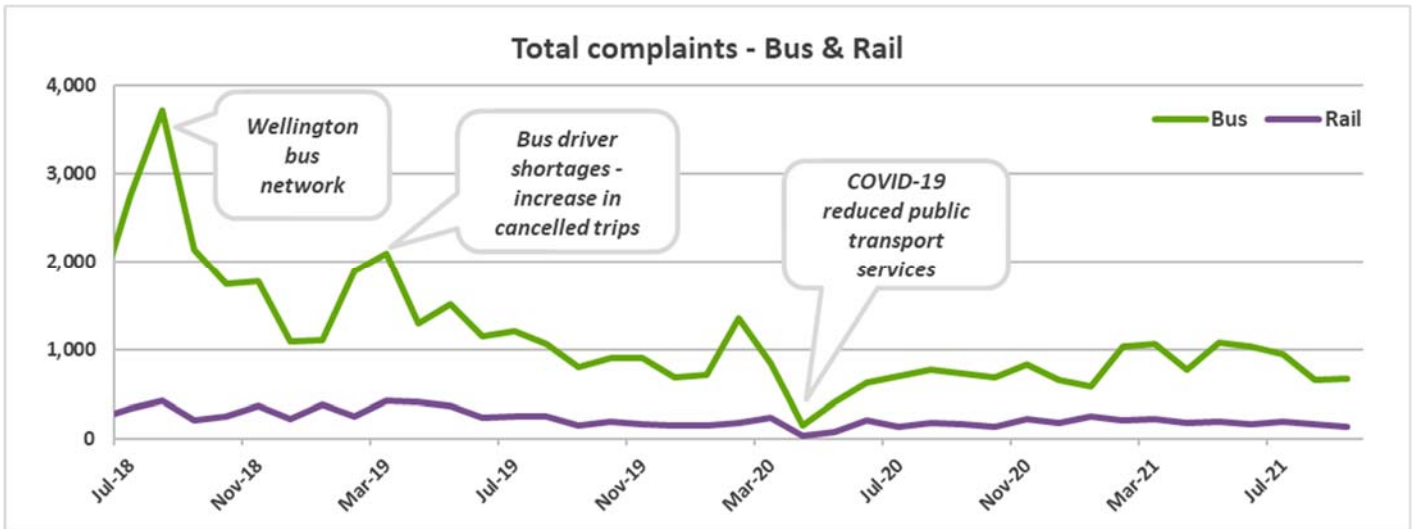
# Complaints

## 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.

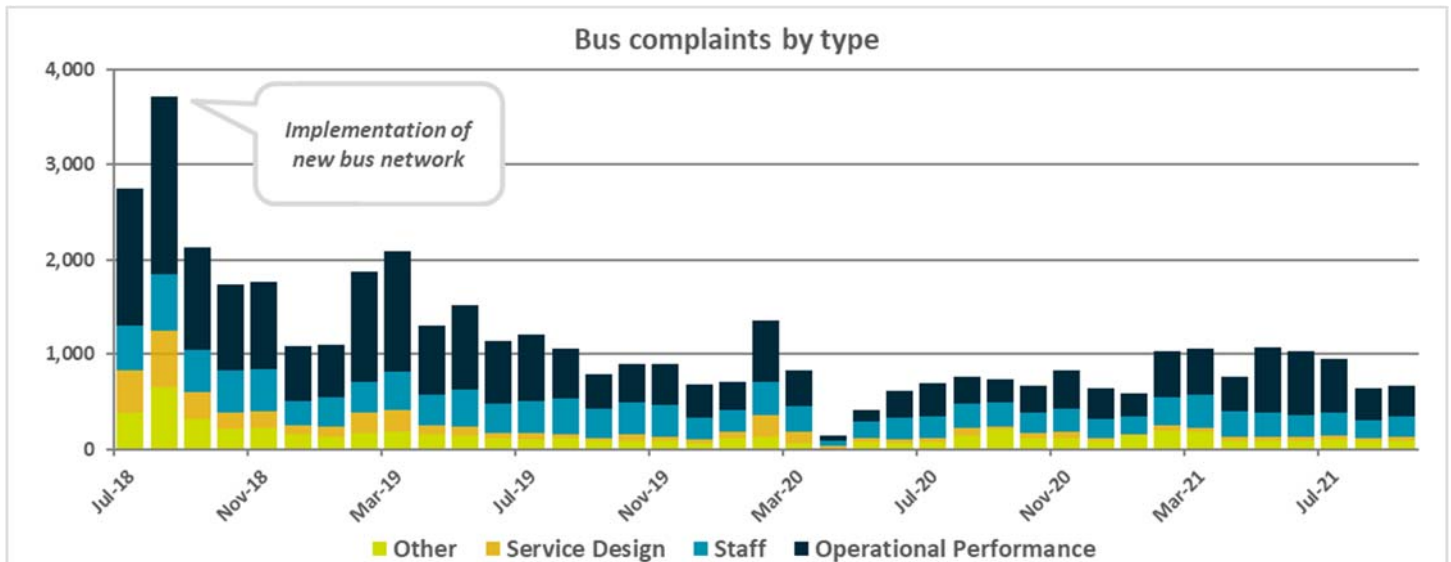


Complaints for both bus and rail have trended downwards overall.



## Bus complaints

Bus complaints for the month were 8.6% lower than in September last year, and 3.4% higher for the year to date - operational performance and staff related complaints were 80% of bus complaints for the month.



### Bus complaints for current month

	Sep-21	Sep-20	% Change
Wellington			
Newlands, Tawa	23	40	-42.5%
East-West, City	210	288	-27.1%
North-south, Khandallah, Brooklyn	205	203	1.0%
Hutt Valley	183	163	12.3%
Porirua	35	27	29.6%
Kapiti	12	10	20.0%
Wairarapa	2	2	0.0%
<b>Total</b>	<b>670</b>	<b>733</b>	<b>-8.6%</b>

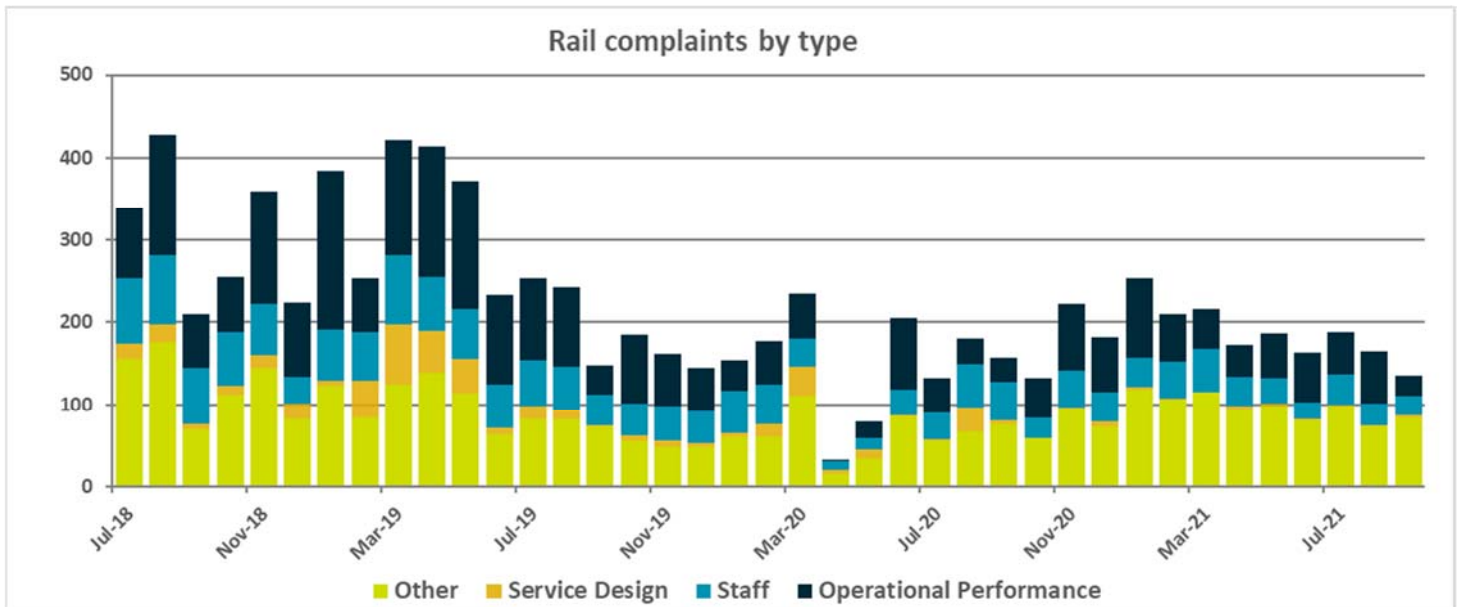
### Bus complaints - year to date (Jul - Sep)

	2021/22	2020/21	% Change
Wellington			
Newlands, Tawa	65	110	-40.9%
East-West, City	755	879	-14.1%
North-south, Khandallah, Brooklyn	702	641	9.5%
Hutt Valley	617	432	42.8%
Porirua	95	99	-4.0%
Kapiti	27	24	12.5%
Wairarapa	8	9	-11.1%
<b>Total</b>	<b>2,269</b>	<b>2,194</b>	<b>3.4%</b>

## Rail complaints

Rail complaints for September were 14.0% lower than the same month last year, and 3.8% higher for the year to date - operational performance and staff related complaints were 36% of rail complaints for the month.

Rail complaints by type



### Rail complaints current month

	Sep-21	Sep-20	% Change
Hutt Valley	33	56	-41.1%
Kapiti	30	50	-40.0%
Johnsonville	14	12	16.7%
Wairarapa	15	14	7.1%
General	43	25	72.0%
<b>Total</b>	<b>135</b>	<b>157</b>	<b>-14.0%</b>

### Rail complaints - year to date (Jul - Sep)

	2021/22	2020/21	% Change
Hutt Valley	135	162	-16.7%
Kapiti	164	144	13.9%
Johnsonville	36	22	63.6%
Wairarapa	54	60	-10.0%
General	100	83	20.5%
<b>Total</b>	<b>489</b>	<b>471</b>	<b>3.8%</b>