

Metlink performance report



April 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.

April 2020 saw extremely low passenger boardings, with both bus and rail running reduced timetables under COVID-19 lockdown levels 4 & 3, and EBW ferry running no services at all for the month. Prior to COVID-19 lockdown in late March 2020, we had been seeing record patronage growth for both bus & rail.

Bus Passenger boardings

With COVID-19 lockdown, April passenger boardings were 93.6% lower than the same month last year. Year-on-year growth now shows a decrease of 6.8% - prior to COVID-19 we were seeing increased growth year-to-date of 7.3% (to February 2020).

By area for April

	Apr-20	Apr-19	% Change
Wellington	87,055	1,458,647	-94.0%
Hutt Valley	27,868	366,737	-92.4%
Porirua	5,751	76,191	-92.5%
Kapiti	3,748	48,817	-92.3%
Wairarapa	331	13,153	-97.5%
Total	124,753	1,963,545	-93.6%

By area - year to date (Jul-Apr)

	2019/20	2018/19	% Change
Wellington	13,788,974	14,913,075	-7.5%
Hutt Valley	3,643,488	3,805,523	-4.3%
Porirua	749,735	795,213	-5.7%
Kapiti	475,407	500,568	-5.0%
Wairarapa	122,963	137,716	-10.7%
Total	18,780,567	20,152,095	-6.8%

Rail Passenger boardings

With COVID-19 lockdown, rail recorded a decrease in passenger boardings of 97.4% for the month. Year-on-year growth now shows a decrease of 11.0% - compared to increased growth of 3.5% year-to-date pre-COVID-19 (to February 2020).

By line for April

	Apr-20	Apr-19	% Change
Hutt Valley	13,244	483,957	-97.3%
Kapiti	13,242	475,277	-97.2%
Johnsonville	3,552	117,425	-97.0%
Wairarapa	50	63,130	-99.9%
Total	30,088	1,139,789	-97.4%

By line - year to date (Jul-Apr)

	2019/20	2018/19	% Change
Hutt Valley	4,499,324	4,976,951	-9.6%
Kapiti	4,383,337	4,927,011	-11.0%
Johnsonville	1,014,743	1,212,404	-16.3%
Wairarapa	566,756	646,234	-12.3%
Total	10,464,160	11,762,600	-11.0%

There were no peak rail services run in April - there is a year-to-date decrease in peak growth of 9.3%, compared to 5.4% increased growth year-to-date pre-COVID-19 (to February 2020).

Peak by line for April

	Apr-20	Apr-19	% Change
Hutt Valley	0	331,574	-100.0%
Kapiti	0	303,588	-100.0%
Johnsonville	0	75,015	-100.0%
Wairarapa	0	50,837	-100.0%
Total	0	761,014	-100.0%

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

	2019/20	2018/19	% Change
Hutt Valley	3,120,933	3,373,125	-7.5%
Kapiti	2,857,178	3,168,340	-9.8%
Johnsonville	639,830	746,042	-14.2%
Wairarapa	462,149	514,268	-10.1%
Total	7,080,090	7,801,775	-9.3%

Ferry Passenger boardings

All ferry services were cancelled in April, under the COVID-19 lockdown. Year-to-date boardings show a decrease of 13.3%, compared to a decrease of 1.4% year-to-date to February (pre-Covid-19).

For April

	Apr-20	Apr-19	% Change
Total	0	15,265	-100.0%

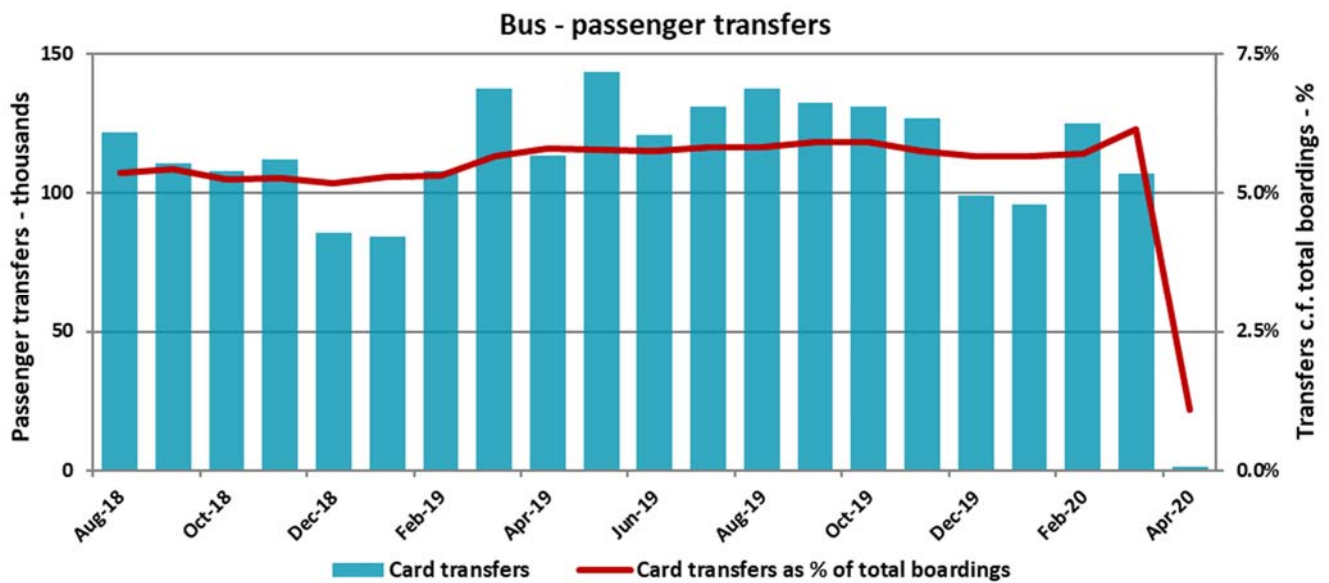
Year to date (Jul-Apr)

	2019/20	2018/19	% Change
Total	149,252	172,079	-13.3%

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 5.8% of passenger boardings for the year-to-date March 2020 (pre-COVID-19).

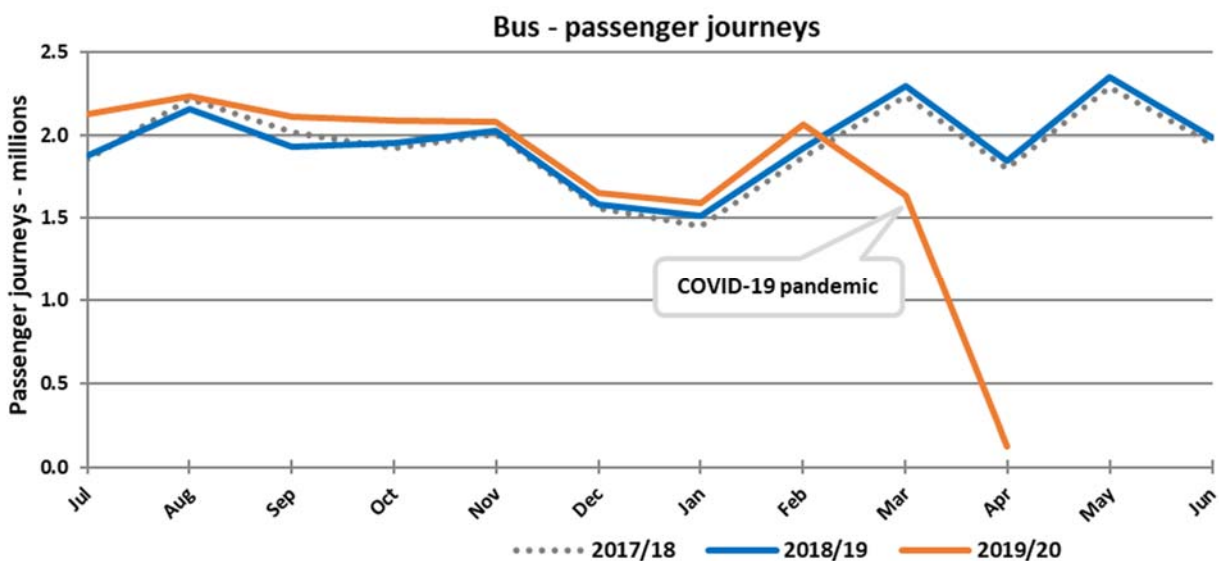
COVID-19 travel was free in April and we had very little visibility of transfers, as cards were not able to be used on buses until the last few days of the month.



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 April saw a decrease of 93.3% for the month, and a 7.4% decrease year-to-date. This compares to year-to-date growth of 6.5% to February 2020.



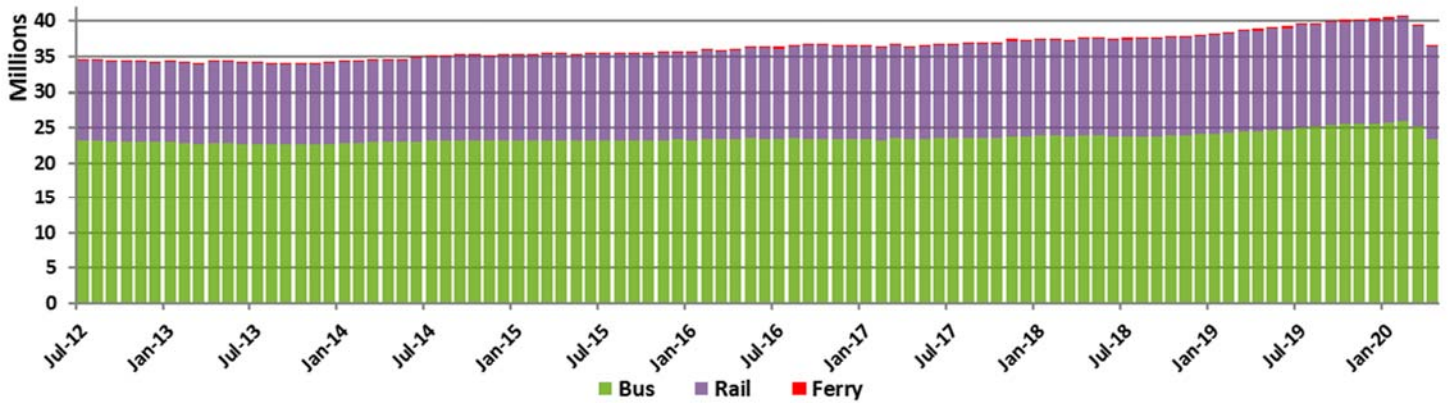
¹ Prior to the new Network, transfers accounted for c. 2.6 % based on 2014/15 data available to Metlink. This transfer rate has been assumed up until the new contracts were implemented between April and July 2018.

Passenger boardings trend

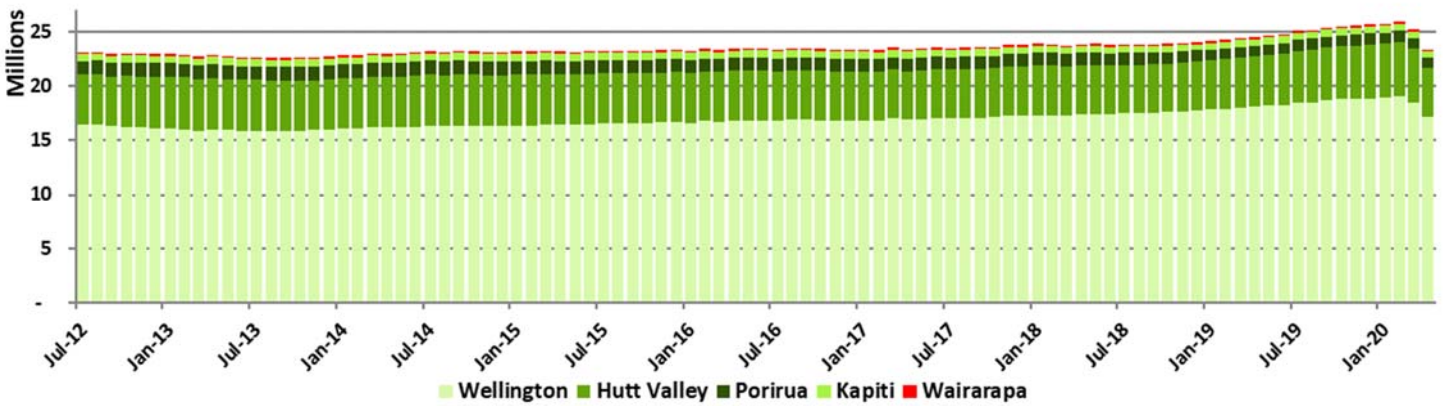
The following graphs show the number of passenger boardings using a 12-month rolling total.

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

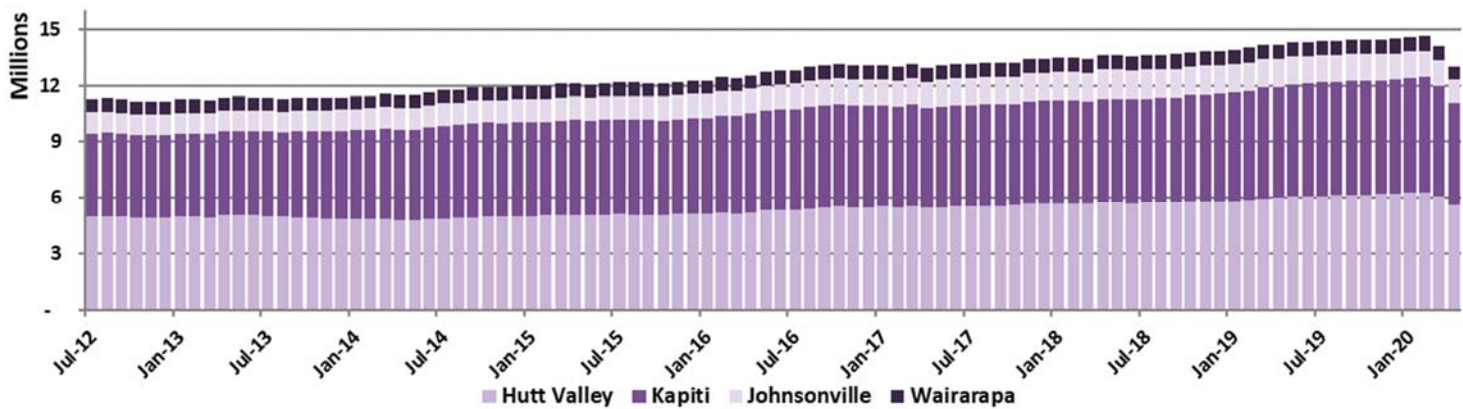
All modes



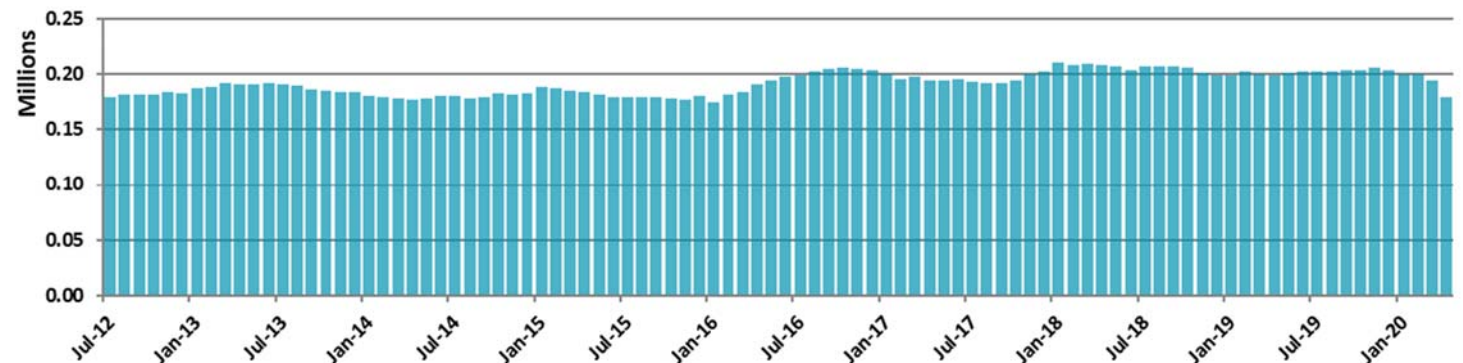
Bus



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.

98.1% of bus services were delivered reliably in April 2020. Due to the unavailability of drivers throughout COVID alert levels 3 and 4, a number of services were cancelled, affecting reliability for the month.

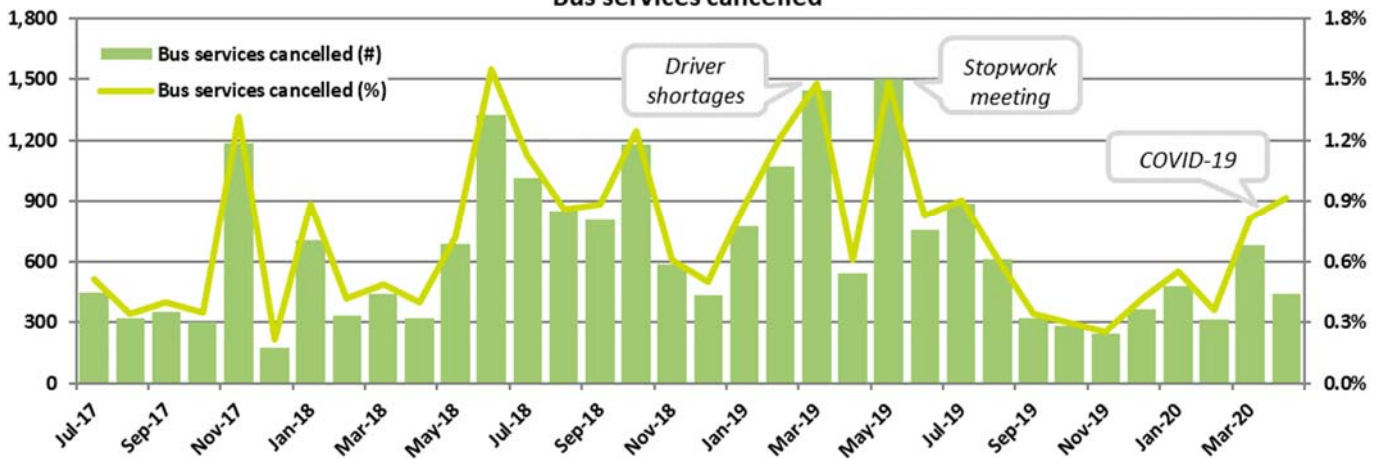
Reliability - current month

	Apr-20	Apr-19	% Change
Wellington City			
Newlands & Tawa	98.7%	99.1%	-0.4%
East, West & City	97.7%	98.1%	-0.4%
North, South, Khandallah & Brooklyn	98.9%	99.1%	-0.1%
Hutt Valley	98.1%	99.4%	-1.3%
Porirua	97.8%	99.2%	-1.4%
Kapiti	98.7%	99.8%	-1.2%
Wairarapa	79.1%	99.2%	-20.1%
Total	98.1%	98.9%	-0.8%

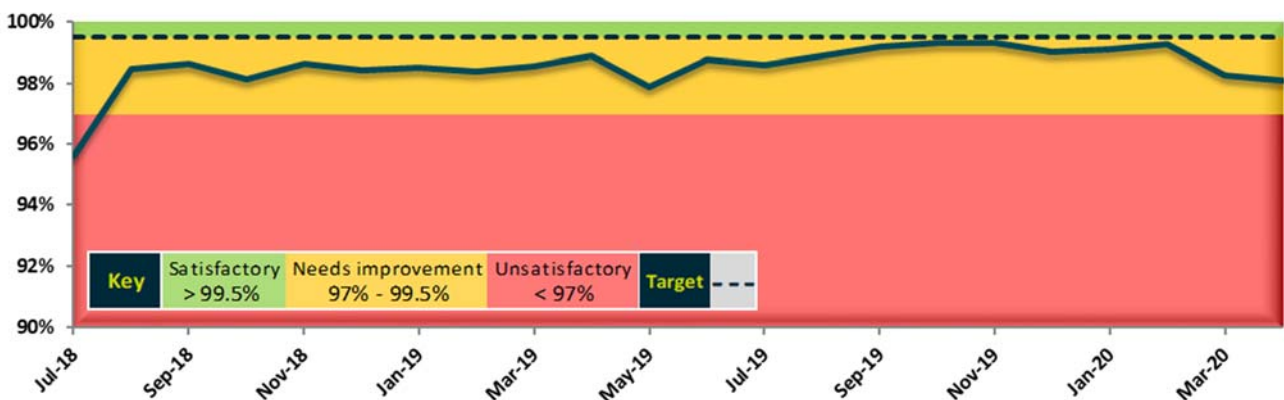
Reliability - year to date (Jul-Apr)

	2019/20	2018/19	% Change
Wellington City			
Newlands & Tawa	99.6%	98.9%	0.7%
East, West & City	98.6%	97.9%	0.7%
North, South, Khandallah & Brooklyn	98.8%	97.8%	1.0%
Hutt Valley	99.2%	98.9%	0.3%
Porirua	99.0%	98.4%	0.6%
Kapiti	99.7%	99.6%	0.1%
Wairarapa	98.2%	98.8%	-0.6%
Total	98.9%	98.4%	0.5%

Bus services cancelled



Bus reliability



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 April was 95.6%, with an improvement of 1.7% 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 3 and 4.

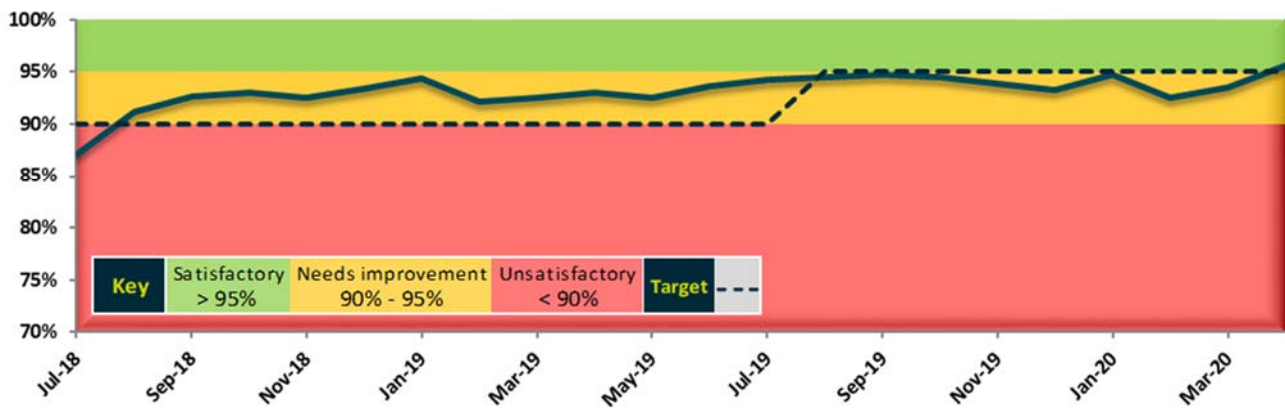
Punctuality - current month

	Apr-20	Apr-19	% Change
Wellington City			
Newlands & Tawa	95.1%	95.8%	-0.7%
East, West & City	95.7%	89.6%	6.1%
North, South, Khandallah & Brooklyn	93.2%	93.2%	-0.1%
Hutt Valley	96.6%	94.4%	2.2%
Porirua	96.2%	95.6%	0.5%
Kapiti	98.5%	97.7%	0.8%
Wairarapa	99.1%	90.3%	8.8%
Total	95.6%	93.0%	2.5%

Punctuality - year to date (Jul-Apr)

	2019/20	2018/19	% Change
Wellington City			
Newlands & Tawa	95.1%	95.9%	-0.8%
East, West & City	93.4%	89.6%	3.7%
North, South, Khandallah & Brooklyn	92.2%	91.1%	1.1%
Hutt Valley	94.9%	93.8%	1.2%
Porirua	95.1%	95.4%	-0.4%
Kapiti	98.5%	97.8%	0.7%
Wairarapa	94.3%	92.8%	1.5%
Total	94.1%	92.4%	1.7%

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 April only 85% of bus services were delivered using the contracted bus size, a decrease of 13.0% on the same month the previous year, with an 11.0% improvement for the year to date. During COVID alert level 4 a reduced number of services were run, and some buses were taken out of service to reduce the total number of buses requiring more rigorous cleaning for COVID-19.

Correct bus used - current month

	Apr-20	Apr-19	% Change
Wellington City			
Newlands & Tawa	100%	100%	0.0%
East, West & City	97%	98%	-1.0%
North, South, Khandallah & Brooklyn	63%	96%	-33.0%
Hutt Valley	83%	97%	-14.0%
Porirua	87%	100%	-13.0%
Kapiti	100%	100%	0.0%
Wairarapa	99%	99%	0.0%
Total	85%	98%	-13.0%

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

	2019/20	2018/19	% Change
Wellington City			
Newlands & Tawa	100%	98%	2.0%
East, West & City	99%	73%	26.0%
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%	96%	2.0%
Total	98%	87%	11.0%



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 94.4% in April, and 96.0% for the year to date. Affecting reliability this month was a continuing issue with a faulty GPS tracking unit, leading to a large number of reporting system defects. Buses replaced all Wairarapa services for the month, so rail reliability was not measured.

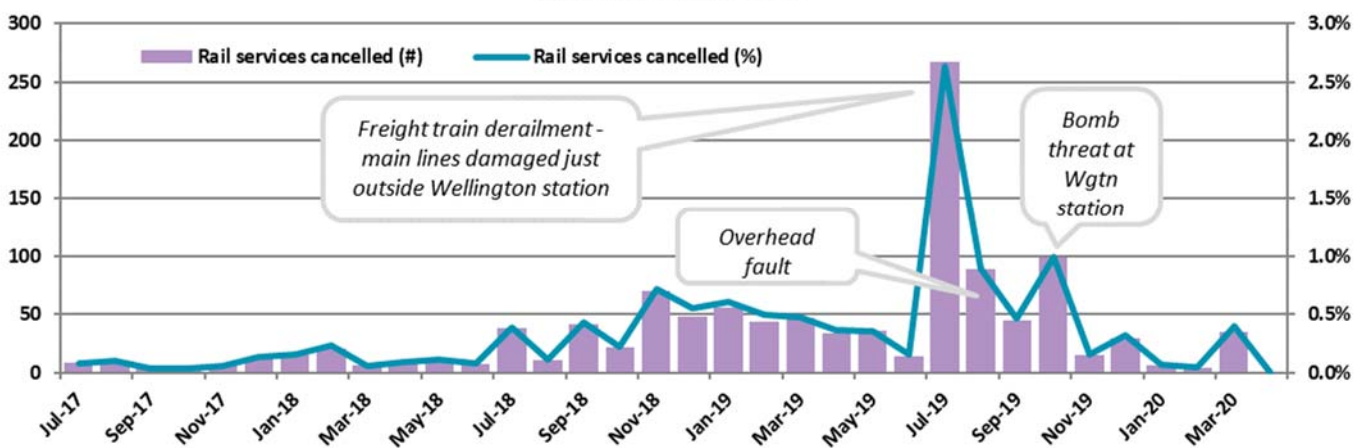
Reliability - current month

	Apr-20	Apr-19	% Change
Hutt Valley	95.0%	95.5%	-0.5%
Johnsonville	99.9%	87.5%	12.4%
Kapiti	94.7%	95.5%	-0.8%
Wairarapa	0.0%	94.1%	-94.1%
Total	94.4%	93.4%	1.0%

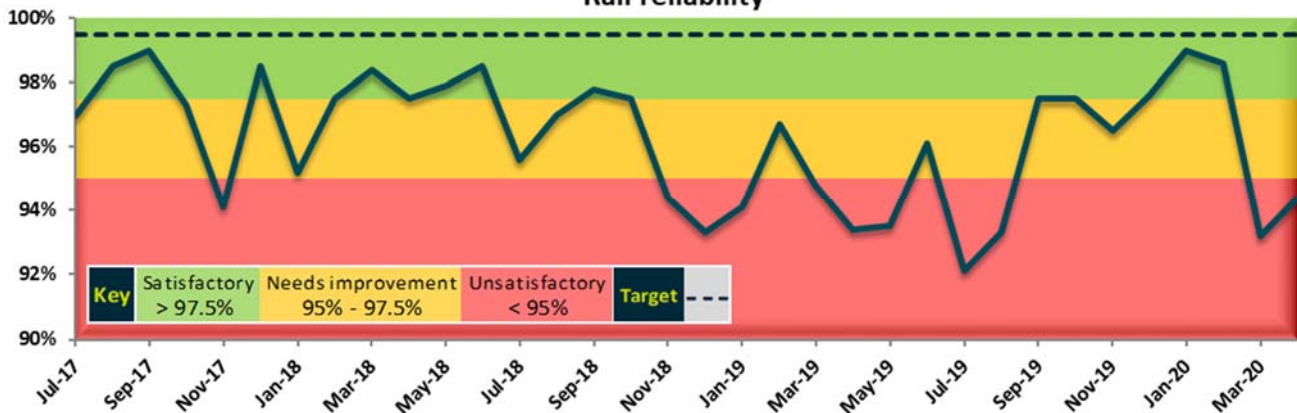
Reliability - year to date (Jul-Apr)

	2019/20	2018/19	% Change
Hutt Valley	96.1%	95.7%	0.4%
Johnsonville	97.5%	94.4%	3.1%
Kapiti	95.4%	96.2%	-0.8%
Wairarapa	86.5%	92.8%	-6.3%
Total	96.0%	95.5%	0.5%

Rail services cancelled



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 April was 97.5%, 10% higher than the same month the previous year. If we remove network impacts, punctuality was 97.8%.

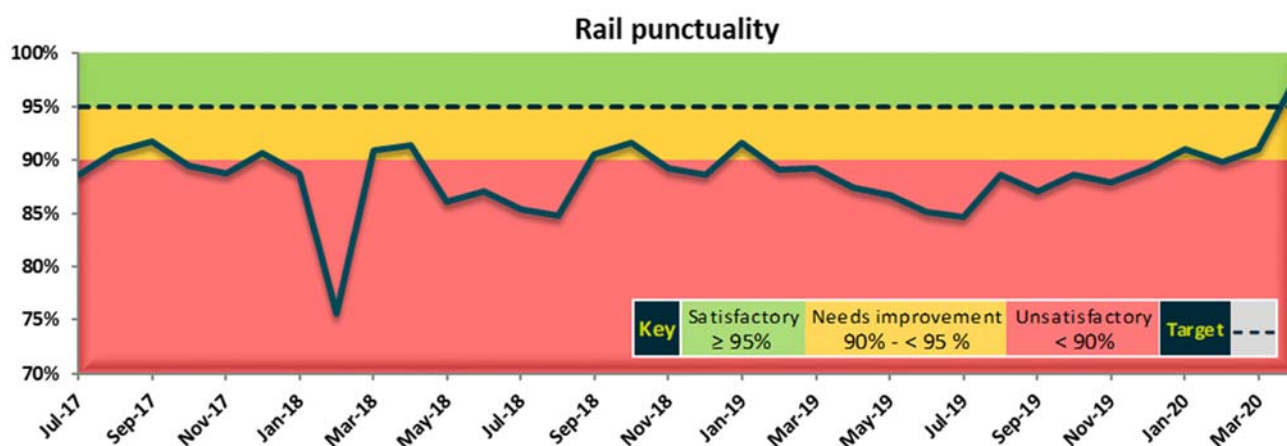
The increase in performance this month was due to a lack of congestion on the network, with reduced services and patronage under COVID lockdown. There were no major delays or incidents in April, with only small issues including trespassing on the network and customers not following social distancing guidelines.

Punctuality - current month

	Apr-20	Apr-19	% Change
Hutt Valley	97.9%	85.7%	12.2%
Johnsonville	99.5%	97.4%	2.1%
Kapiti	94.9%	84.5%	10.4%
Wairarapa	100.0%	52.7%	47.3%
Total	97.5%	87.5%	10.0%

Punctuality - year to date (Jul-Apr)

	2019/20	2018/19	% Change
Hutt Valley	89.0%	89.2%	-0.2%
Johnsonville	96.2%	97.2%	-1.0%
Kapiti	86.3%	83.8%	2.5%
Wairarapa	59.3%	58.0%	1.3%
Total	89.3%	88.8%	0.5%

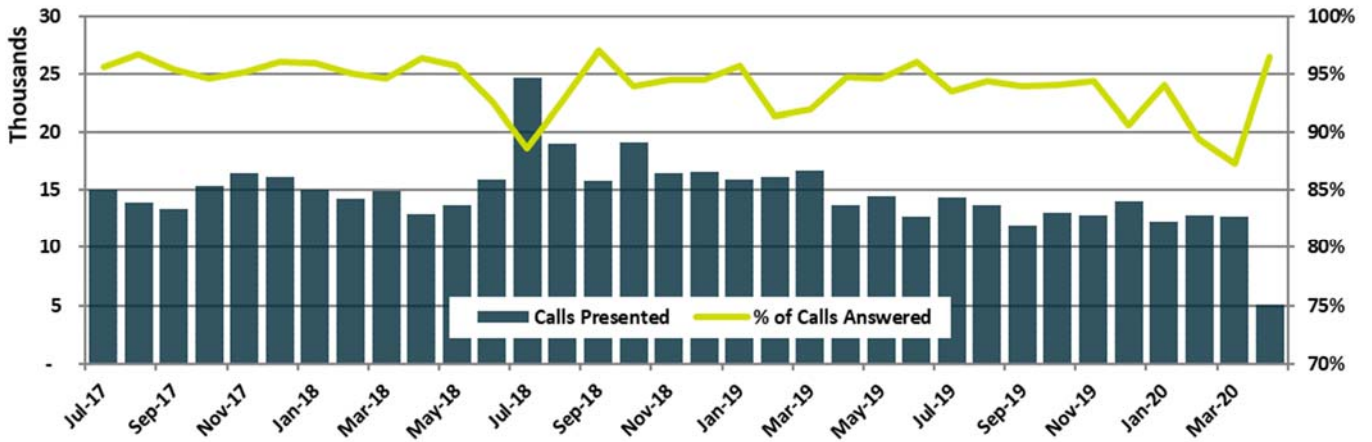


Customer Contact

With reduced public transport services in April due to COVID-19, customer contact via the call centre, the Metlink app and the website all show big decreases for the month.

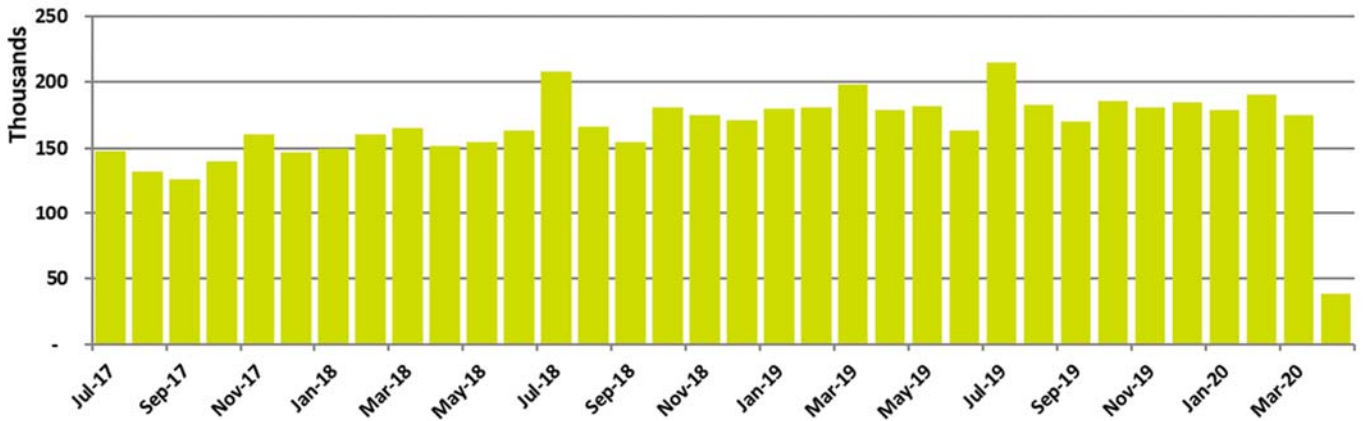
Call centre incoming calls

Metlink answered 96.5% of the 5,000 calls received in April, and has answered 92.6% of the 114,000 calls received for the year to date.



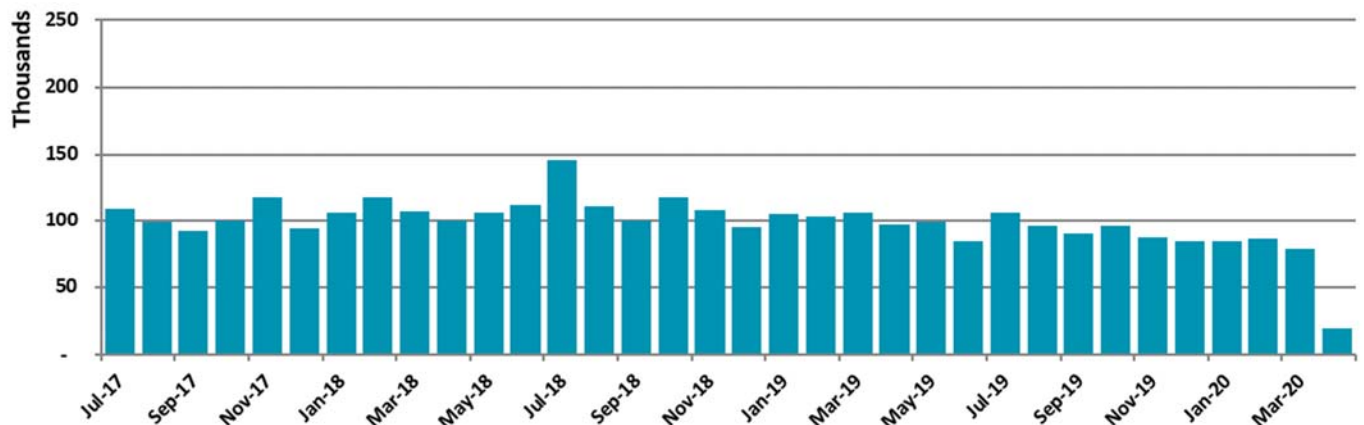
Metlink app – unique users

In April 2020 there were 38,000 unique users of the Metlink app, 79.0% less than the same month the previous year. There have been 1.7 million unique users of the app for the year to date, a decrease of 5.1% on the same period last year.



Metlink website – unique users

In April 2020 there were 18,000 unique users of the Metlink website, a decrease of 81.0% on the same month the previous year. There have been 825,000 unique users of the website for the year to date, a decrease of 24.2% on the same period last year.

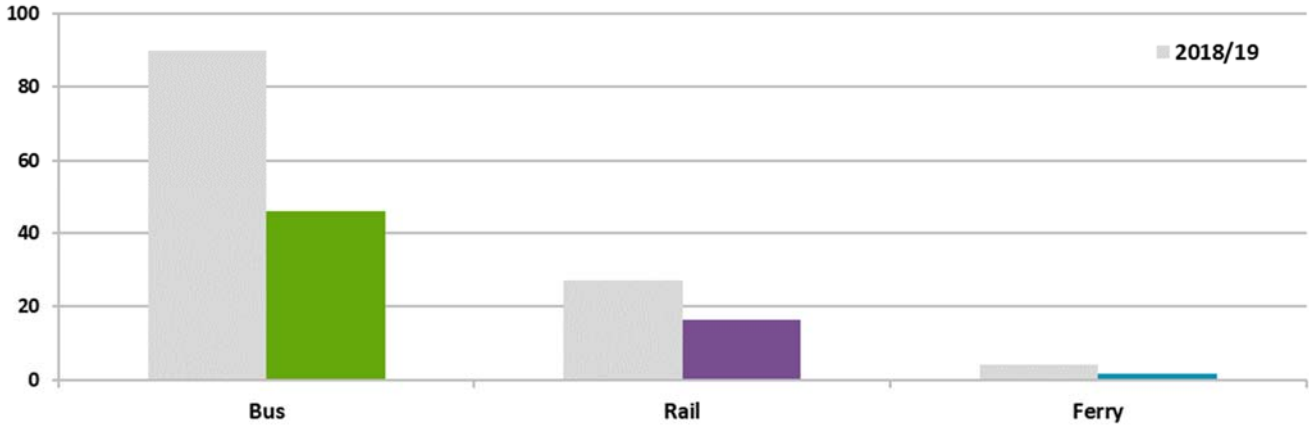


Complaints

Complaints volume

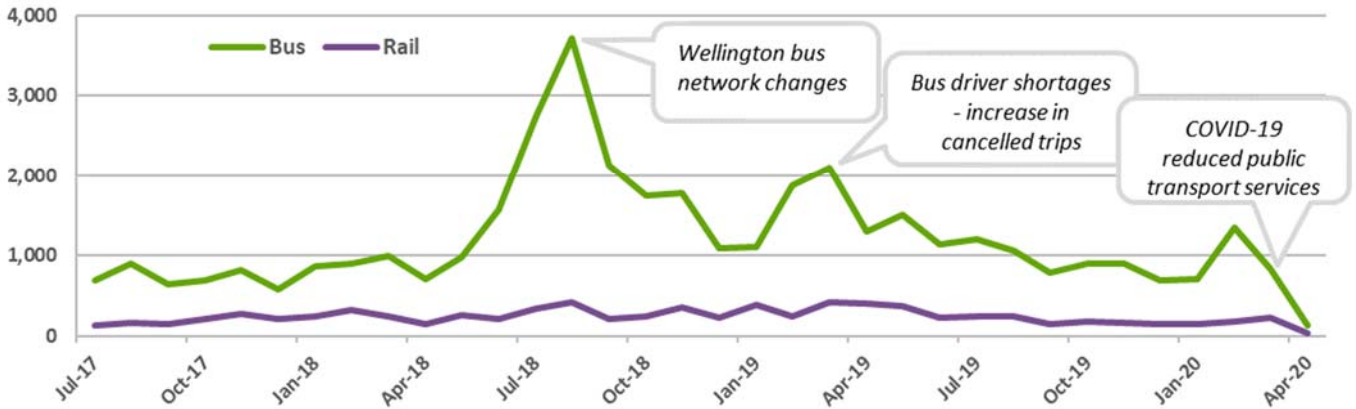
To compare complaint volumes, Metlink reports the number of complaints per 100,000 passenger boardings. This shows that complaint volumes relative to passenger boardings are higher for bus than any other mode, however there is an improvement against 2018/19 results for all modes, including improvements of 56% for bus and 47% 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 April, due to COVID-19. Bus complaints for the month were 89.1% lower than in April last year, and 56.1% lower for the year to date.

Complaints spiked in July and August 2018 during the implementation of the new bus network in Wellington.

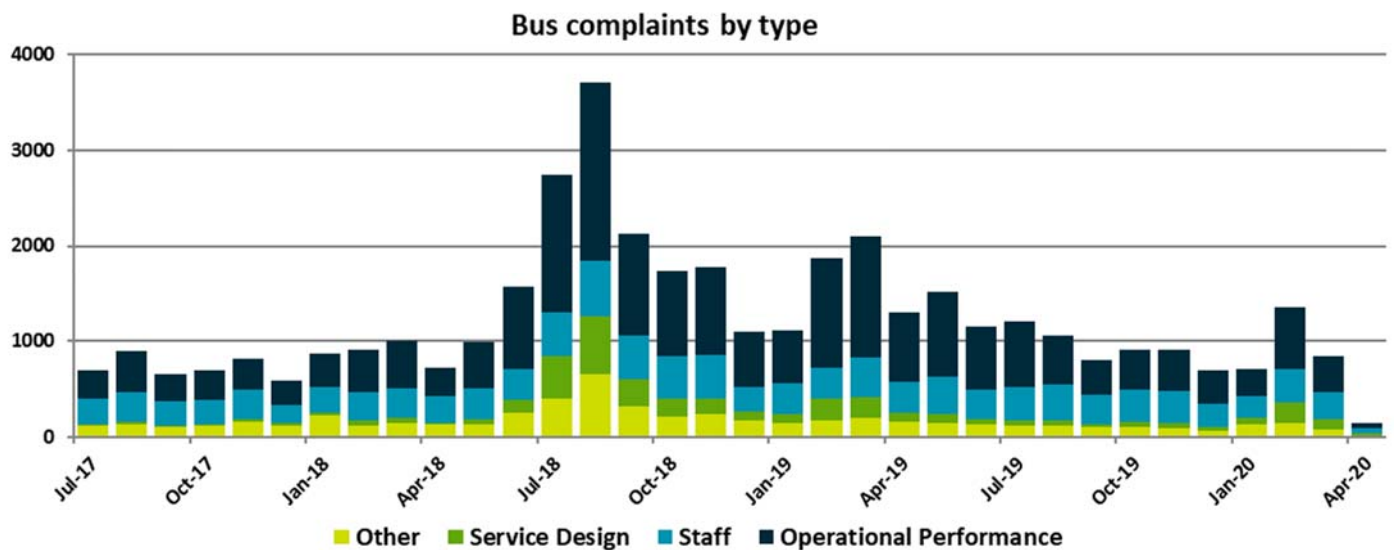
Bus complaints for current month

	Apr-20	Apr-19	% Change
Wellington			
Newlands, Tawa	4	33	-87.9%
East-West, City	35	607	-94.2%
North-south, Khandallah, Brooklyn	39	406	-90.4%
Hutt Valley	41	185	-77.8%
Porirua	18	51	-64.7%
Kapiti	3	12	-75.0%
Wairarapa	2	3	-33.3%
Total	142	1,297	-89.1%

Bus complaints - year to date (Jul-Apr)

	2019/20	2018/19	% Change
Wellington			
Newlands, Tawa	286	416	-31.3%
East-West, City	2,830	7,879	-64.1%
North-south, Khandallah, Brooklyn	3,224	7,379	-56.3%
Hutt Valley	1,702	2,699	-36.9%
Porirua	400	895	-55.3%
Kapiti	140	279	-49.8%
Wairarapa	25	37	-32.4%
Total	8,607	19,584	-56.1%

Operational performance and staff related complaints made up 73% of all bus complaints in April.



Rail complaints

There were a reduced number of passengers using rail services in April, due to COVID-19. Rail complaints for April were 92.0% lower than the same month last year, and 47.3% lower for the year to date.

Rail complaints current month

	Apr-20	Apr-19	% Change
Hutt Valley	7	191	-96.3%
Kapiti	13	129	-89.9%
Johnsonville	2	30	-93.3%
Wairarapa	1	23	-95.7%
General	10	41	-75.6%
Total	33	414	-92.0%

Rail complaints - year to date (Jul-Apr)

	2019/20	2018/19	% Change
Hutt Valley	527	1,124	-53.1%
Kapiti	590	1,157	-49.0%
Johnsonville	105	299	-64.9%
Wairarapa	161	258	-37.6%
General	351	450	-22.0%
Total	1,734	3,288	-47.3%

Operational performance and staff related complaints make up 36% of all rail complaints in April.

Rail complaints by type

