

Metlink performance report



August 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.

August 2020 saw continued reduced passenger boardings under alert levels 1 and 2. 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

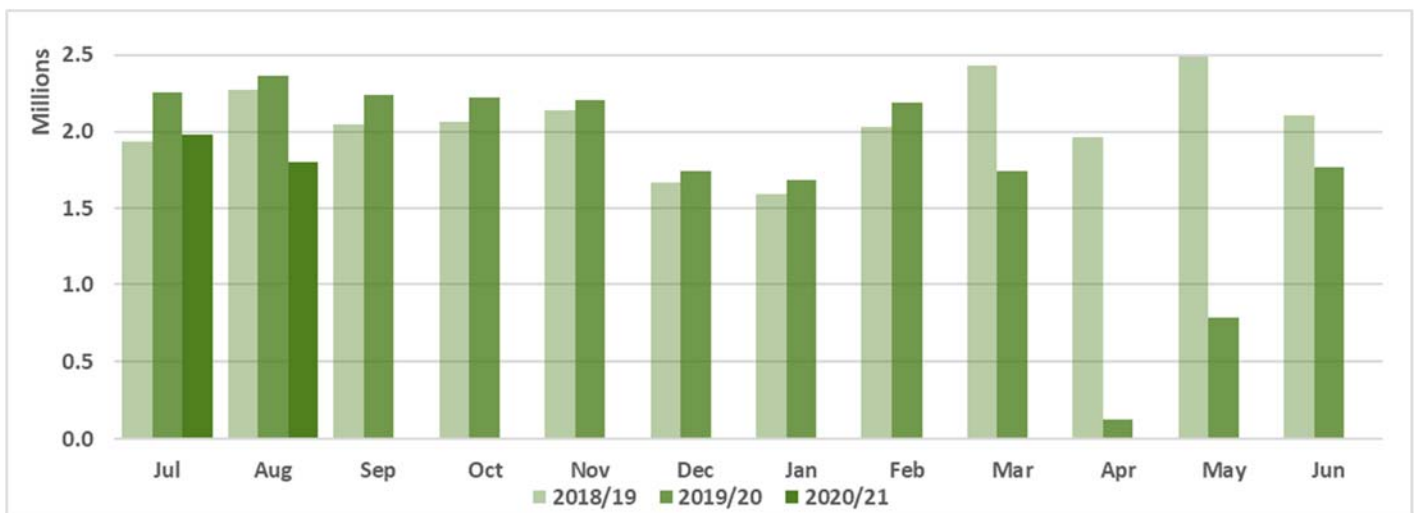
Under alert levels 1 and 2, August passenger boardings were 23.8% lower than the same month last year, and 18.1% lower for the year to date. Prior to COVID-19, we were seeing increased growth of 7.3% (July 2019 to February 2020).

By area for Aug

	Aug-20	Aug-19	% Change
Wellington	1,284,500	1,722,009	-25.4%
Hutt Valley	373,884	467,144	-20.0%
Porirua	82,569	97,554	-15.4%
Kapiti	49,456	63,667	-22.3%
Wairarapa	14,223	17,313	-17.8%
Total	1,804,632	2,367,687	-23.8%

By area - year to date (Jul - Aug)

	2020/21	2019/20	% Change
Wellington	2,747,713	3,405,668	-19.3%
Hutt Valley	750,515	882,380	-14.9%
Porirua	160,765	183,188	-12.2%
Kapiti	96,111	117,467	-18.2%
Wairarapa	26,451	31,174	-15.2%
Total	3,781,555	4,619,877	-18.1%



Rail Passenger boardings

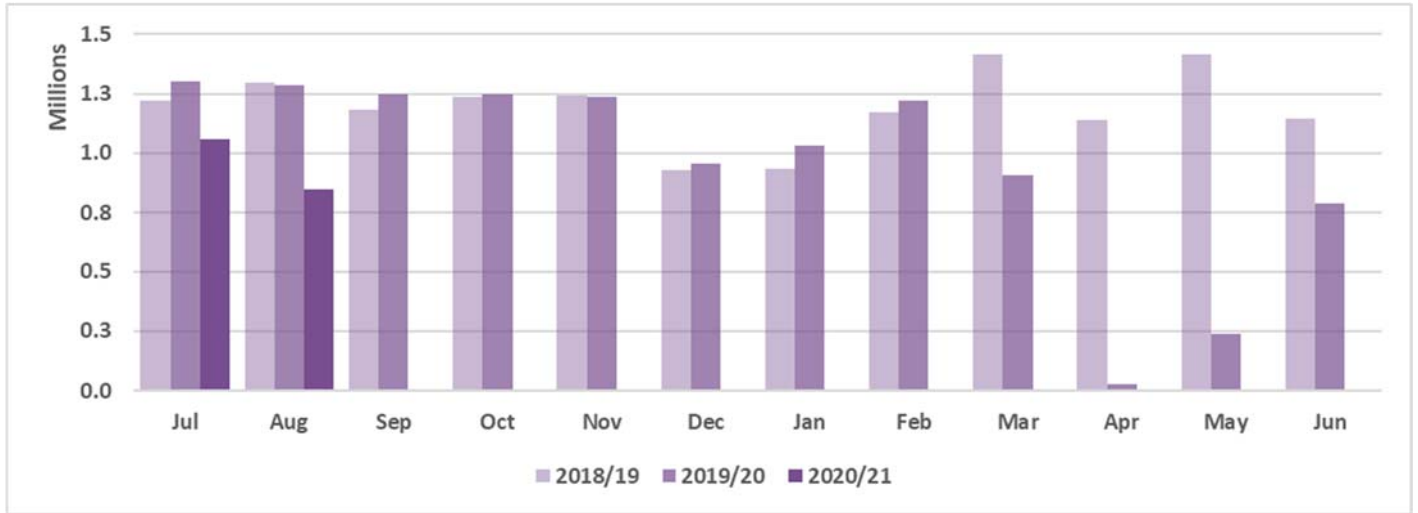
Under alert levels 1 and 2, rail recorded a decrease in passenger boardings of 33.9% for the month, and 26.1% for the year to date. Prior to COVID-19, we were seeing increased growth of 3.5% (July 2019 to February 2020).

By line for Aug

	Aug-20	Aug-19	% Change
Hutt Valley	352,097	551,221	-36.1%
Kapiti	358,377	537,143	-33.3%
Johnsonville	92,684	126,957	-27.0%
Wairarapa	44,594	67,835	-34.3%
Total	847,752	1,283,156	-33.9%

By line - year to date (Jul - Aug)

	2020/21	2019/20	% Change
Hutt Valley	801,932	1,110,553	-27.8%
Kapiti	804,097	1,081,415	-25.6%
Johnsonville	199,607	252,117	-20.8%
Wairarapa	103,454	138,958	-25.6%
Total	1,909,090	2,583,043	-26.1%



Ferry Passenger boardings

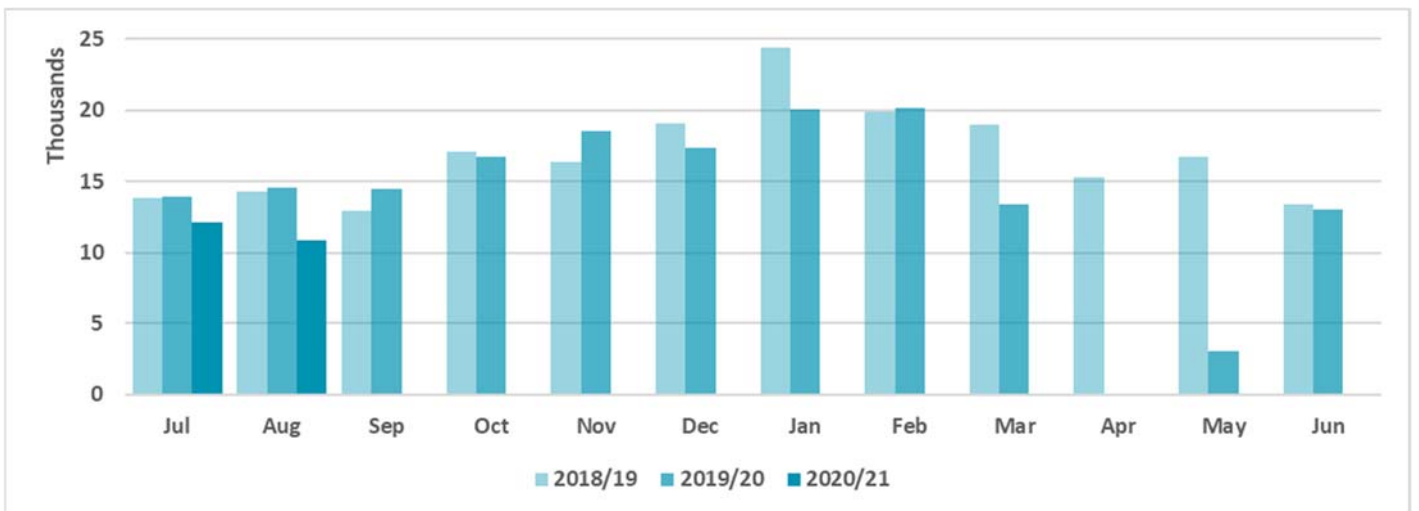
August boardings show a decrease of 25.0% on the same month last year, compared to a decrease of 1.4% pre-COVID-19 (July 2019 to February 2020). Year to date boardings show a decrease of 19.1%.

For Aug

	Aug-20	Aug-19	% Change
Total	10,897	14,533	-25.0%

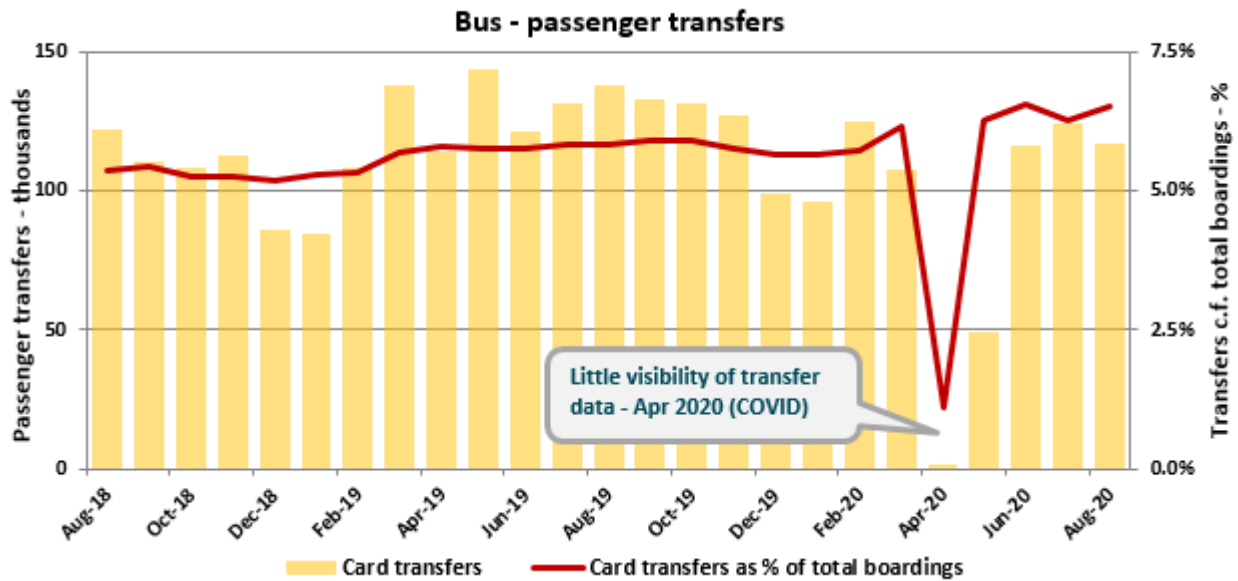
Year to date (Jul - Aug)

	2020/21	2019/20	% Change
Total	23,052	28,491	-19.1%



Bus Passenger transfers and Journeys

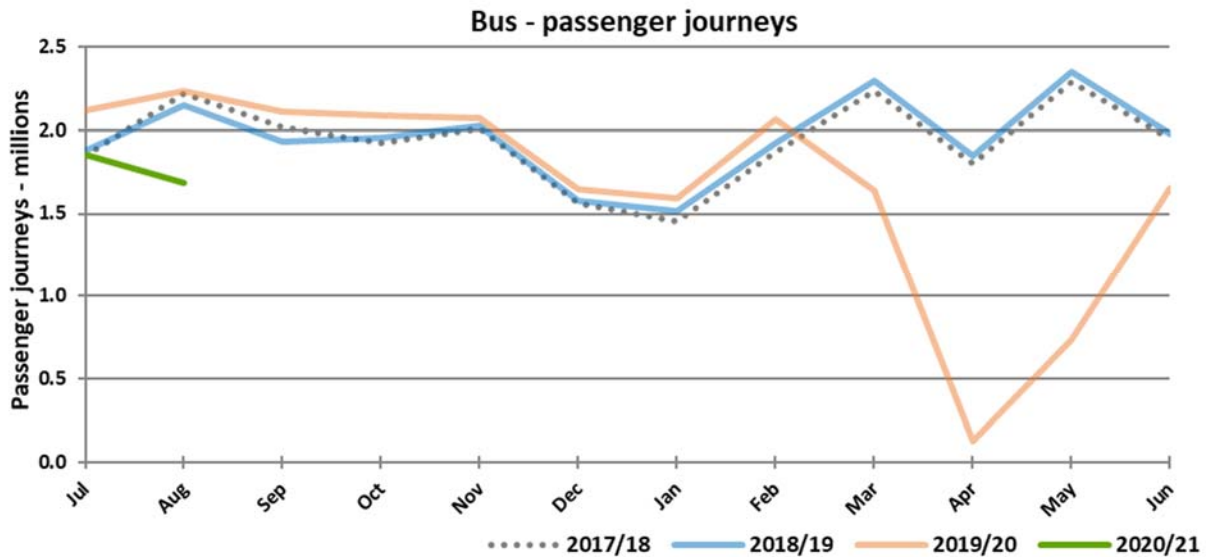
Metlink allows bus to bus transfers at no extra cost to passengers using a Snapper card, provided they tap on to the next bus within 30 minutes of tagging off the bus before. These card transfers accounted for 6.5% of passenger boardings for August.



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 August 2020 show a decrease of 24.3% on the same month last year. This compares to growth of 6.5% from July 2019 to February 2020 (pre-COVID).



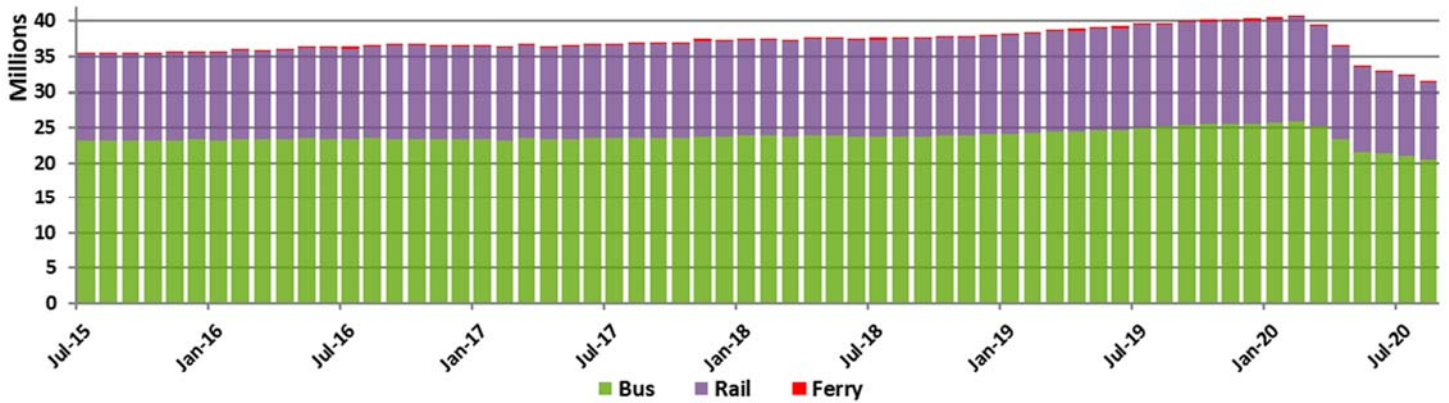
¹ Prior to the new Network, transfers accounted for c. 2.6 % based on 2014/15 data available to Metlink. This transfer rate has been assumed up until the new contracts were implemented between April and July 2018.

Passenger boardings trend

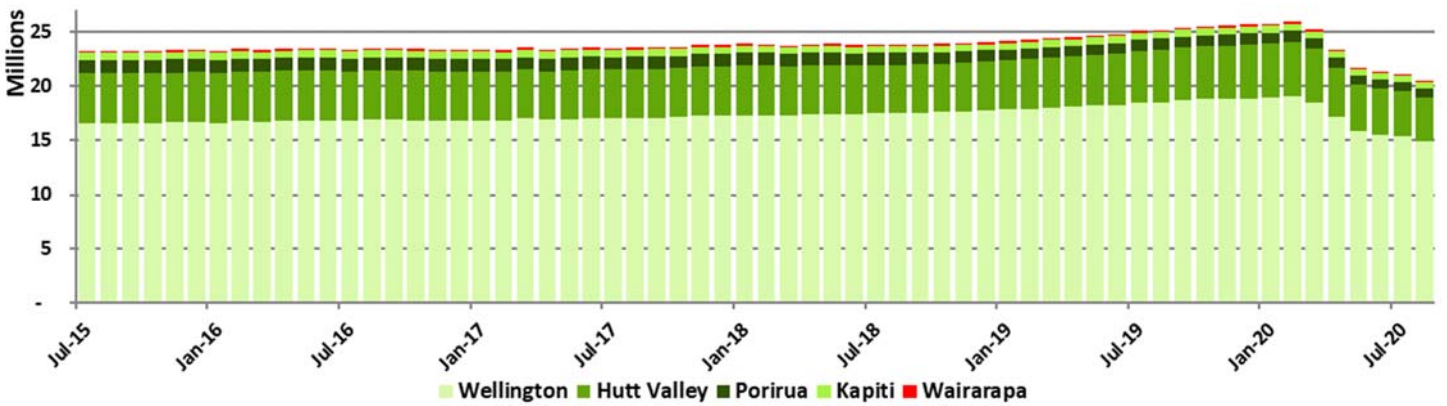
The following graphs show the number of passenger boardings using a 12-month rolling total.

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.

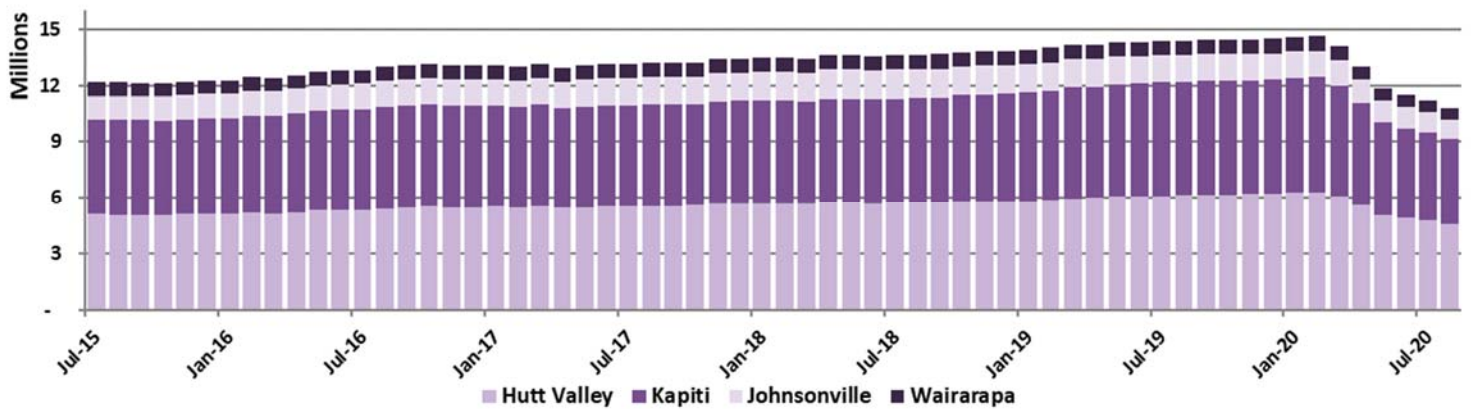
All modes



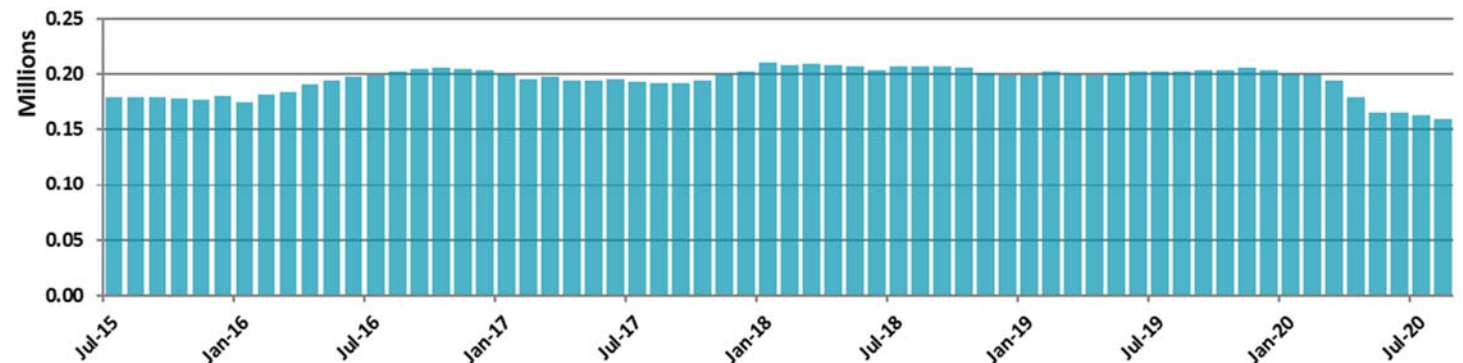
Bus



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.

99.5% of bus services were delivered reliably in August 2020. There were no significant events affecting reliability this month.

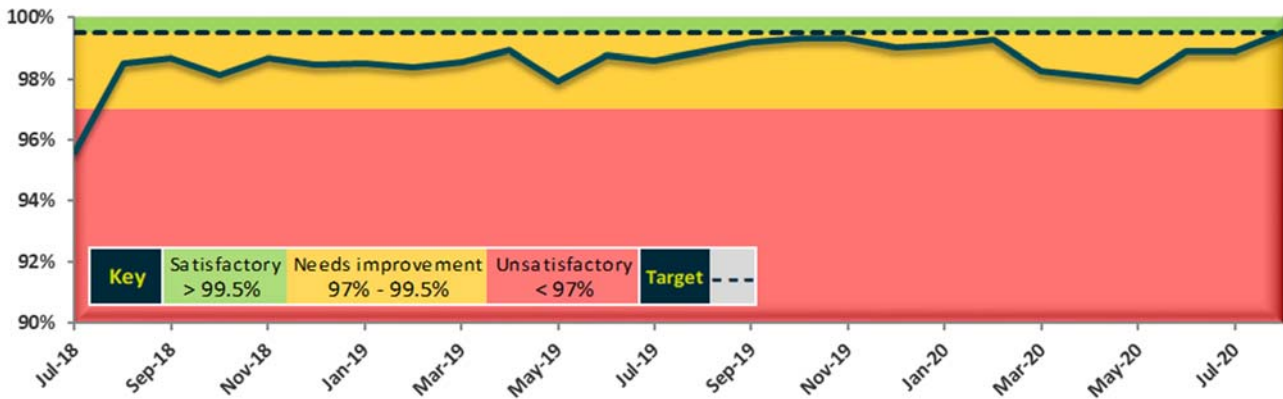
Reliability - current month

	Aug-20	Aug-19	% Change
Wellington City			
Newlands & Tawa	99.9%	99.8%	0.1%
East, West & City	99.1%	99.0%	0.1%
North, South, Khandallah & Brooklyn	99.6%	98.4%	1.2%
Hutt Valley	99.6%	99.0%	0.6%
Porirua	99.6%	99.0%	0.6%
Kapiti	99.6%	99.6%	0.1%
Wairarapa	99.5%	99.7%	-0.3%
Total	99.5%	98.9%	0.5%

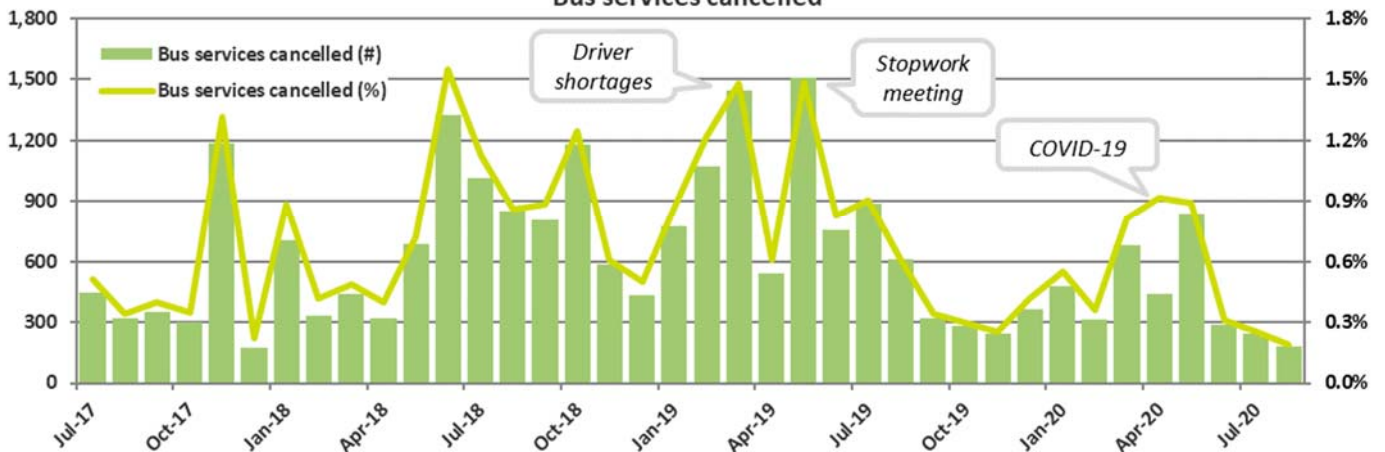
Reliability - year to date (Jul - Aug)

	2020/21	2019/20	% Change
Wellington City			
Newlands & Tawa	99.9%	99.8%	0.1%
East, West & City	98.1%	98.9%	-0.8%
North, South, Khandallah & Brooklyn	99.5%	97.6%	1.9%
Hutt Valley	99.6%	99.1%	0.5%
Porirua	99.6%	98.9%	0.7%
Kapiti	99.8%	99.7%	0.1%
Wairarapa	99.6%	99.4%	0.2%
Total	99.2%	98.8%	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 August was 95.9%, with an improvement of 1.4% on the same month last year. During the month, punctuality may have continued to be impacted by fewer boardings leading to shorter dwell times at bus stops.

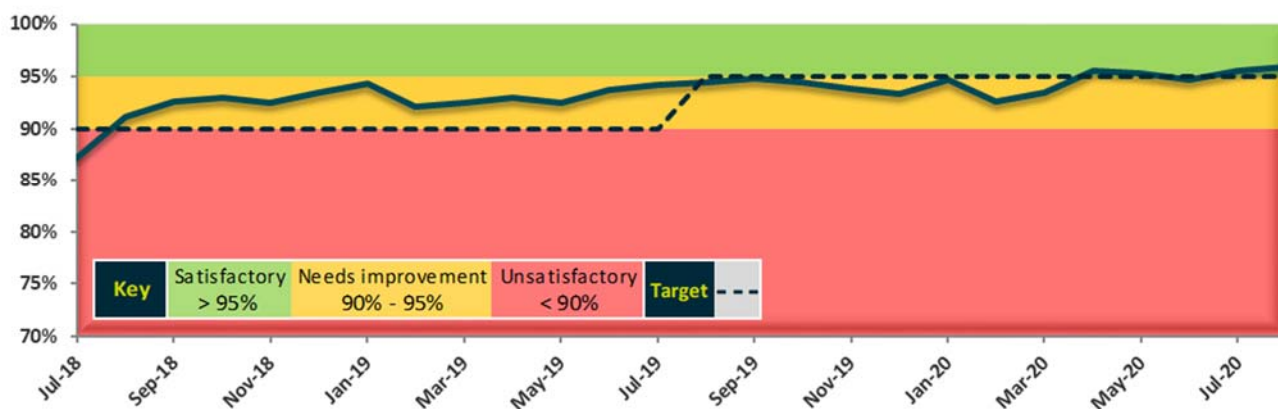
Punctuality - current month

	Aug-20	Aug-19	% Change
Wellington City			
Newlands & Tawa	94.2%	97.1%	-2.9%
East, West & City	96.2%	93.5%	2.7%
North, South, Khandallah & Brooklyn	94.0%	93.1%	0.8%
Hutt Valley	96.8%	95.5%	1.4%
Porirua	96.4%	95.1%	1.4%
Kapiti	98.8%	98.1%	0.7%
Wairarapa	96.0%	94.8%	1.2%
Total	95.9%	94.5%	1.4%

Punctuality - year to date (Jul - Aug)

	2020/21	2019/20	% Change
Wellington City			
Newlands & Tawa	94.1%	97.2%	-3.1%
East, West & City	96.0%	93.0%	3.0%
North, South, Khandallah & Brooklyn	93.8%	93.2%	0.6%
Hutt Valley	96.7%	95.3%	1.4%
Porirua	95.9%	95.4%	0.5%
Kapiti	98.7%	98.3%	0.4%
Wairarapa	94.8%	93.8%	1.0%
Total	95.7%	94.4%	1.3%

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

Correct bus used - current month

	Aug-20	Aug-19	% Change
Wellington City			
Newlands & Tawa	100%	100%	0.0%
East, West & City	97%	100%	-3.0%
North, South, Khandallah & Brooklyn	98%	96%	2.0%
Hutt Valley	99%	99%	0.0%
Porirua	100%	100%	0.0%
Kapiti	100%	100%	0.0%
Wairarapa	95%	100%	-5.0%
Total	98%	99%	-1.0%

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

	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%	96%	1.0%
Hutt Valley	99%	99%	0.0%
Porirua	100%	100%	0.0%
Kapiti	100%	100%	0.0%
Wairarapa	97%	99%	-2.0%
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.

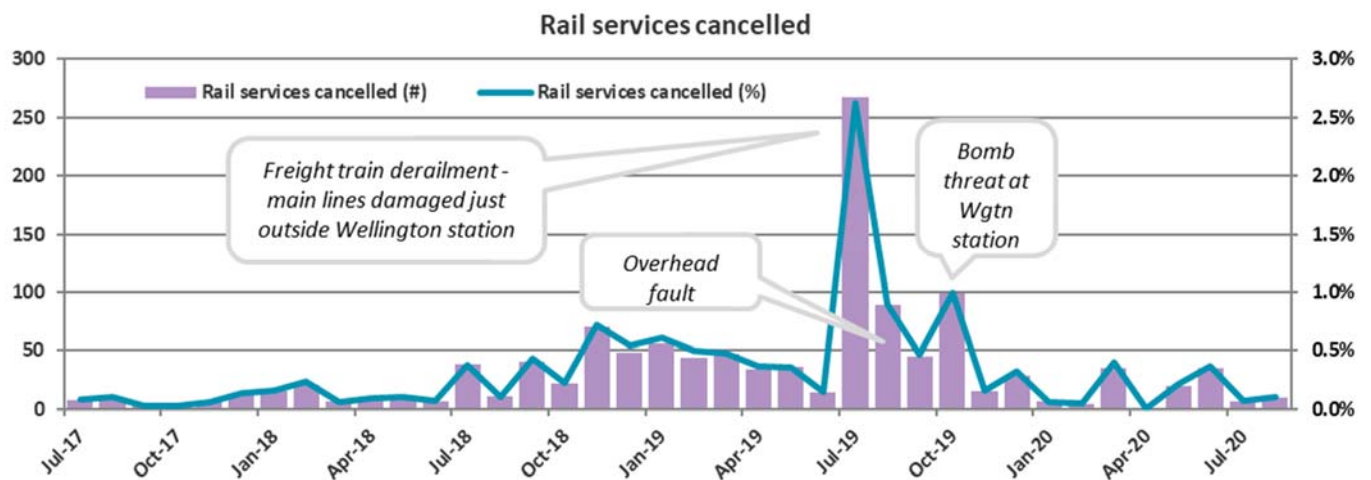
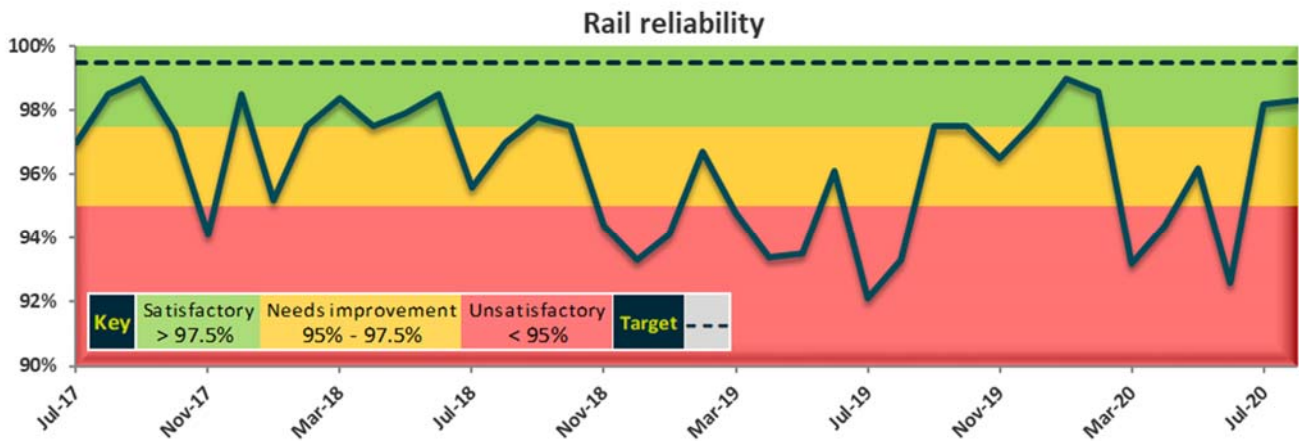
Rail service reliability was 98.3% in August, an improvement of 5.0% on the same month last year. There were a few disruptions with relatively minor impact on reliability this month - two network issues on the Hutt Line (one where no fault was found) led to cancellations of services, and other disruptions were due to mechanical faults on vehicles.

Reliability - current month

	Aug-20	Aug-19	% Change
Hutt Valley	98.0%	93.3%	4.7%
Johnsonville	99.4%	94.9%	4.5%
Kapiti	98.0%	92.3%	5.7%
Wairarapa	94.6%	88.6%	6.0%
Total	98.3%	93.3%	5.0%

Reliability - year to date (Jul - Aug)

	2020/21	2019/20	% Change
Hutt Valley	98.3%	92.8%	5.5%
Johnsonville	98.7%	93.5%	5.2%
Kapiti	97.9%	92.1%	5.8%
Wairarapa	96.4%	89.8%	6.6%
Total	98.2%	92.7%	5.5%



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.

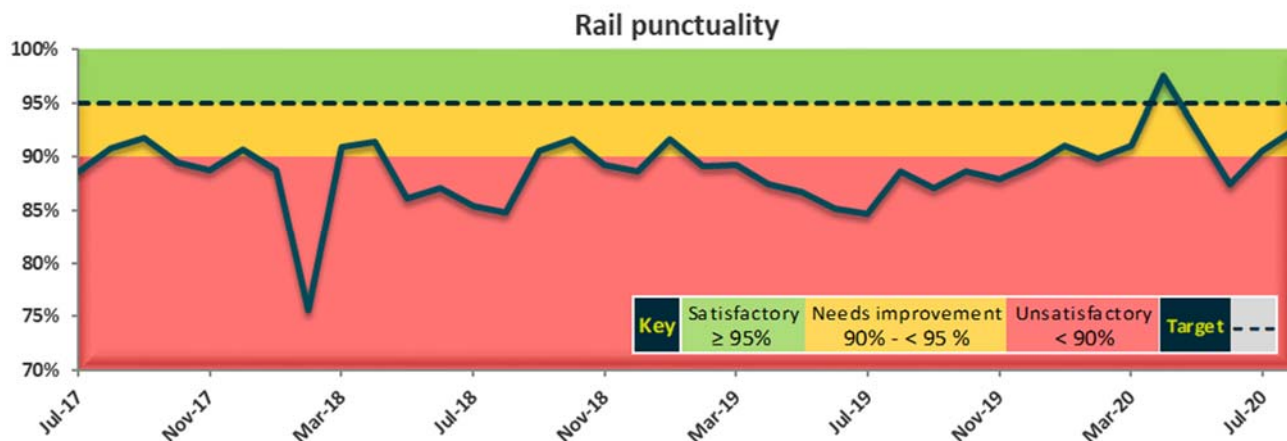
Punctuality for August was 92.6%, 4.0% higher than the same month the previous year. Three major network issues led to delays affecting peak services - however peak service performance improved during August, partly due to COVID restrictions resulting in fewer passenger boardings, which reduced dwell times at stations. The Wairarapa line remains a focus for service improvements - the main reasons for delays were network speed restrictions and delays to services due to worksites in operation while services are running.

Punctuality - current month

	Aug-20	Aug-19	% Change
Hutt Valley	92.0%	88.7%	3.3%
Johnsonville	97.2%	96.0%	1.2%
Kapiti	92.3%	84.7%	7.6%
Wairarapa	59.3%	64.0%	-4.7%
Total	92.6%	88.6%	4.0%

Punctuality - year to date (Jul - Aug)

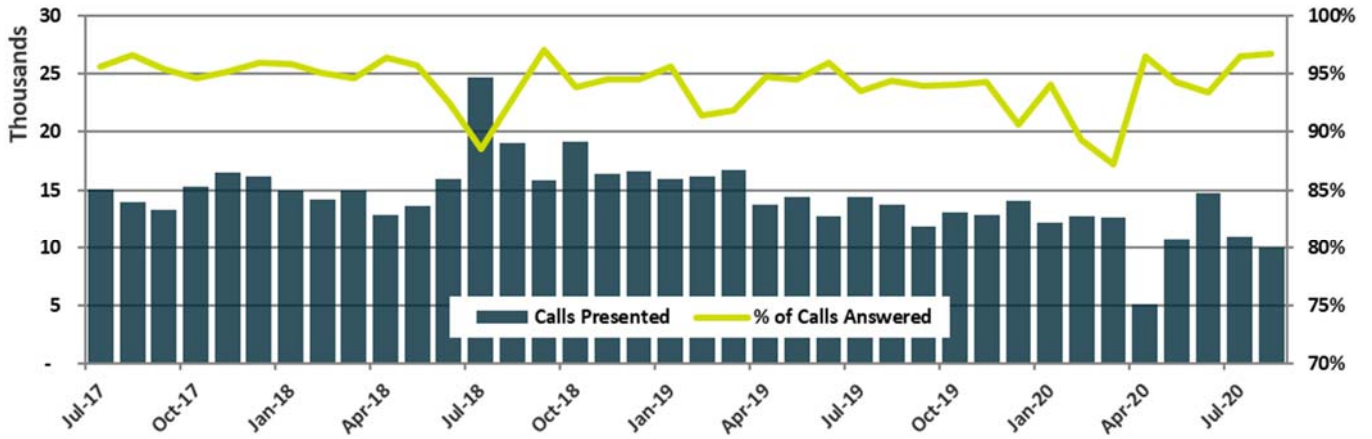
	2020/21	2019/20	% Change
Hutt Valley	89.8%	85.9%	3.9%
Johnsonville	98.1%	96.0%	2.1%
Kapiti	91.8%	82.7%	9.1%
Wairarapa	51.9%	53.3%	-1.4%
Total	91.5%	86.6%	4.9%



Customer Contact

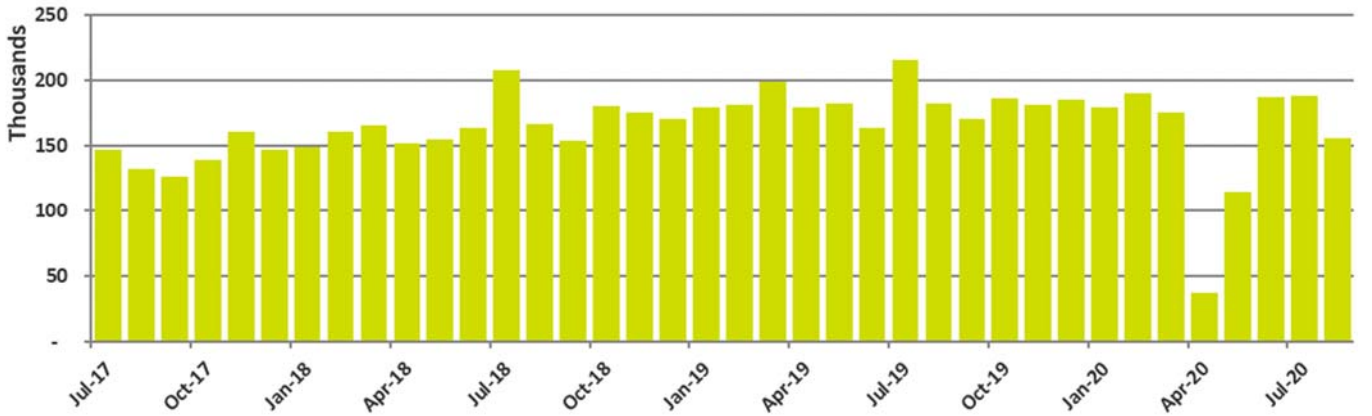
Call centre incoming calls

Metlink answered 96.7% of the 10,000 calls received in August.



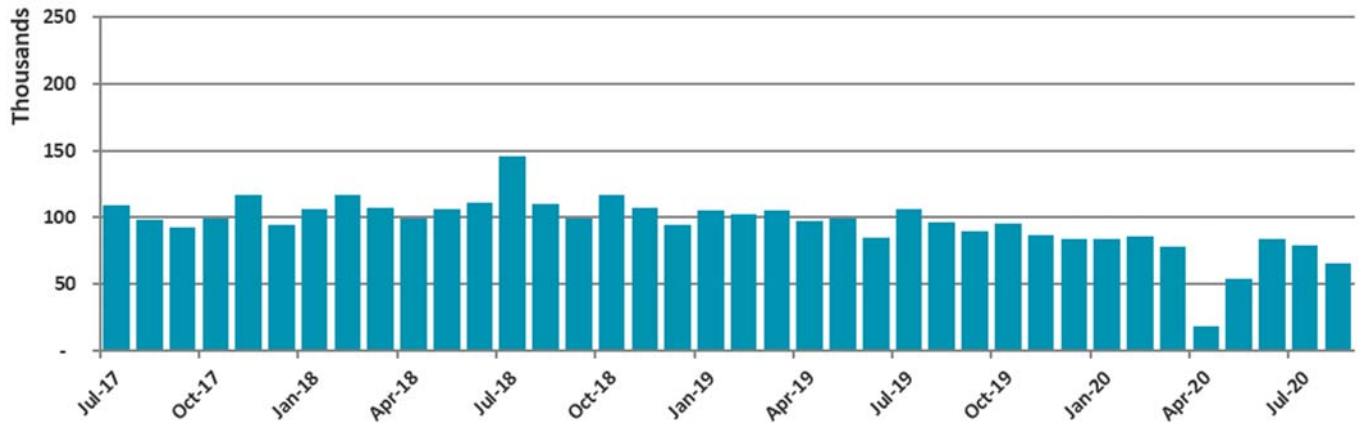
Metlink app – unique users

In August 2020 there were 155,000 unique users of the Metlink app, 15.0% less than the same month the previous year.



Metlink website – unique users

In August 2020 there were 65,000 unique users of the Metlink website, a decrease of 31.9% on the same month the previous year.

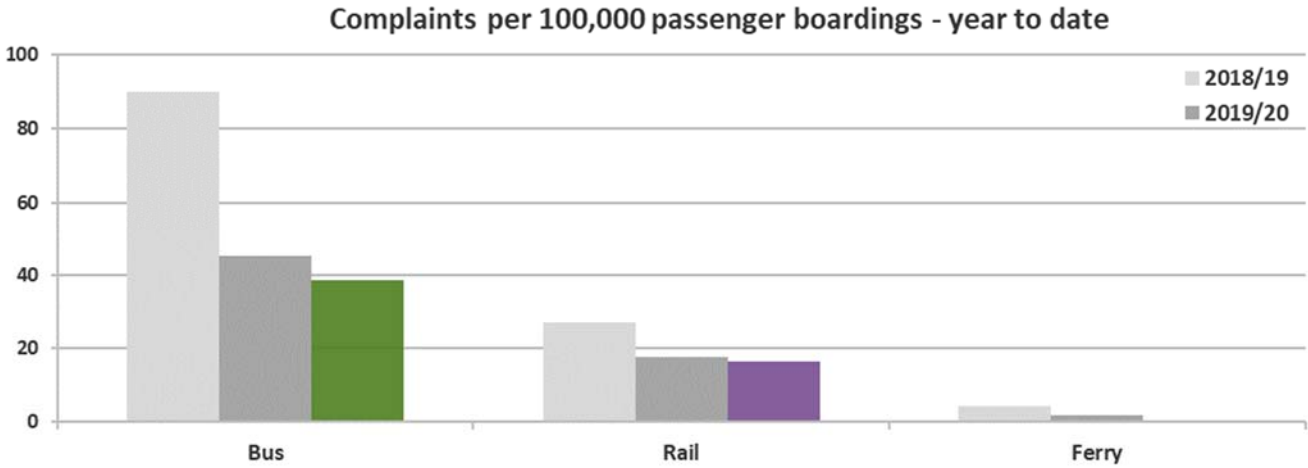


Complaints

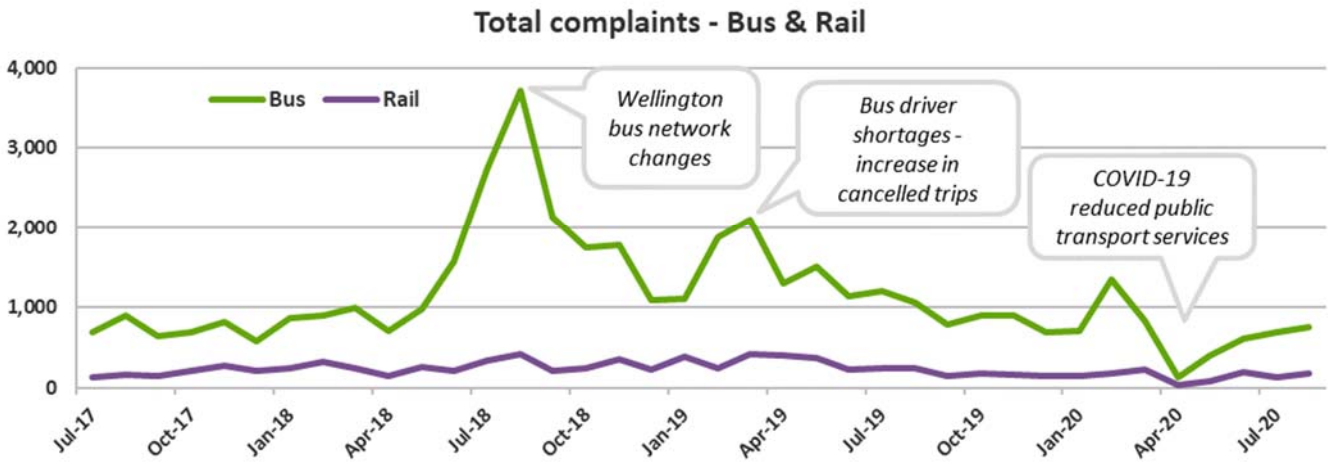
Complaints volume

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 28.1% lower than in August last year, and 35.7% lower for the year to date.

Bus complaints for current month

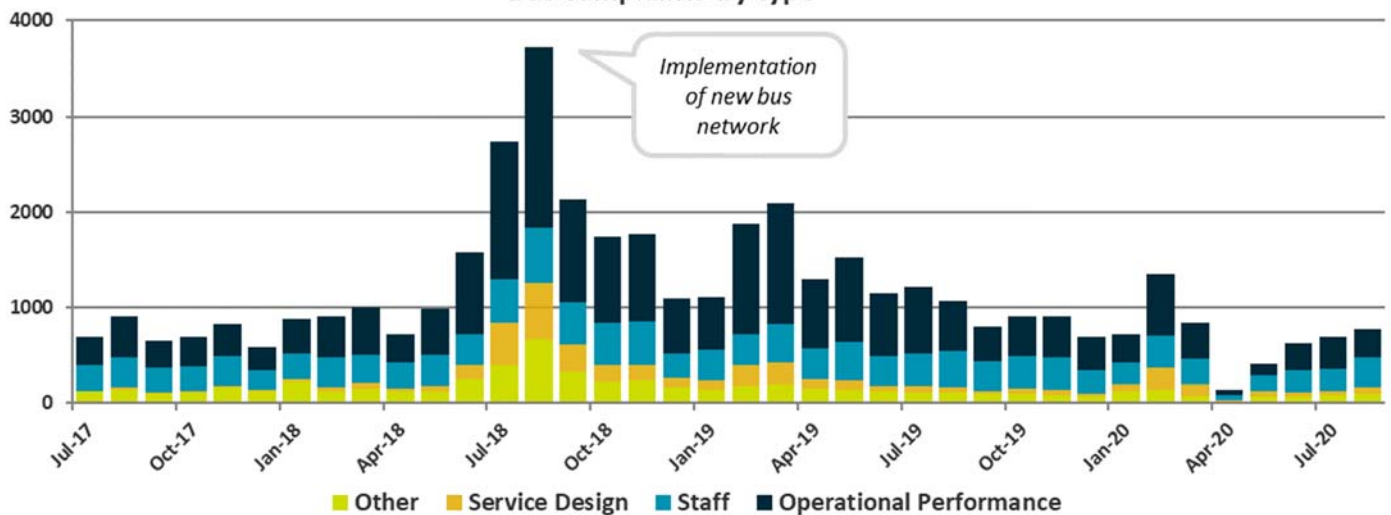
	Aug-20	Aug-19	% Change
Wellington			
Newlands, Tawa	37	28	32.1%
East-West, City	316	313	1.0%
North-south, Khandallah, Brooklyn	222	424	-47.6%
Hutt Valley	138	223	-38.1%
Porirua	40	44	-9.1%
Kapiti	7	29	-75.9%
Wairarapa	4	1	300.0%
Total	764	1,062	-28.1%

Bus complaints - year to date (Jul - Aug)

	2020/21	2019/20	% Change
Wellington			
Newlands, Tawa	71	61	16.4%
East-West, City	590	716	-17.6%
North-south, Khandallah, Brooklyn	438	929	-52.9%
Hutt Valley	269	417	-35.5%
Porirua	70	101	-30.7%
Kapiti	14	43	-67.4%
Wairarapa	7	3	133.3%
Total	1,459	2,270	-35.7%

Operational performance and staff related complaints were 80% of all bus complaints in August.

Bus complaints by type



Rail complaints

Rail complaints for August were 25.2% lower than the same month last year, and 36.6% lower for the year to date.

Rail complaints current month

	Aug-20	Aug-19	% Change
Hutt Valley	65	89	-27.0%
Kapiti	50	70	-28.6%
Johnsonville	4	11	-63.6%
Wairarapa	28	21	33.3%
General	34	51	-33.3%
Total	181	242	-25.2%

Rail complaints - year to date (Jul - Aug)

	2020/21	2019/20	% Change
Hutt Valley	106	167	-36.5%
Kapiti	94	163	-42.3%
Johnsonville	10	25	-60.0%
Wairarapa	46	45	2.2%
General	58	95	-38.9%
Total	314	495	-36.6%

Operational performance and staff related complaints were 51% of all rail complaints in August.

Rail complaints by type

