

Metlink performance report



July 2021

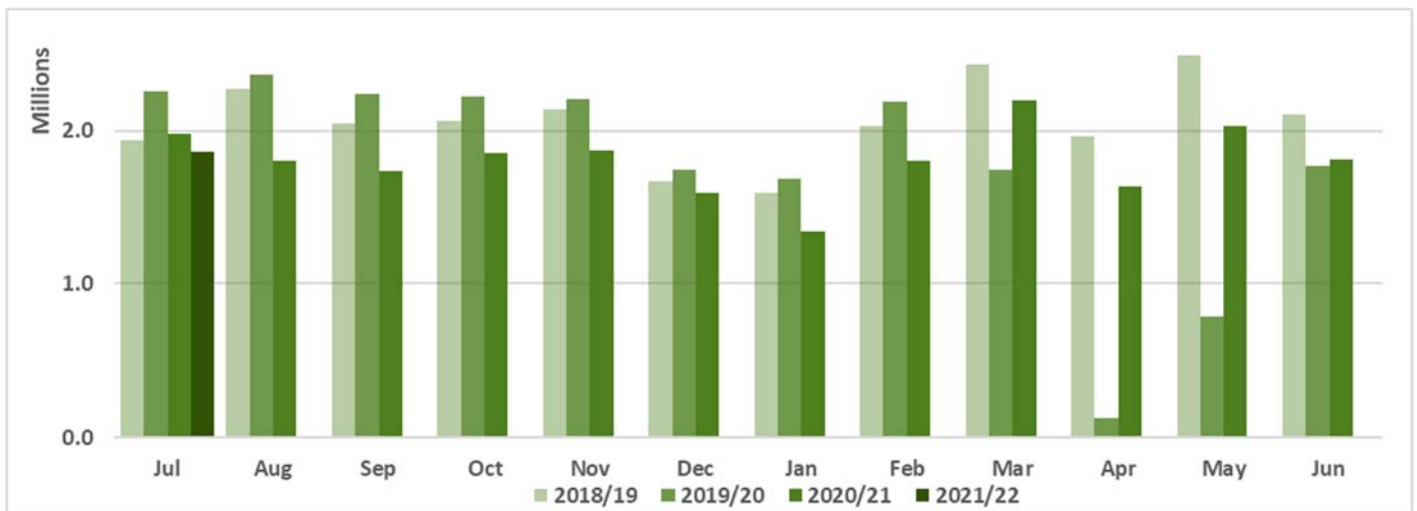
Patronage

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.

July 2021 saw reduced passenger boardings under alert level 1, 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 1, July bus passenger boardings were 5.6% lower than the same month last year. Prior to Covid-19 (in 2019/20), we were seeing increased growth of 7.3% (July 2019 to February 2020).

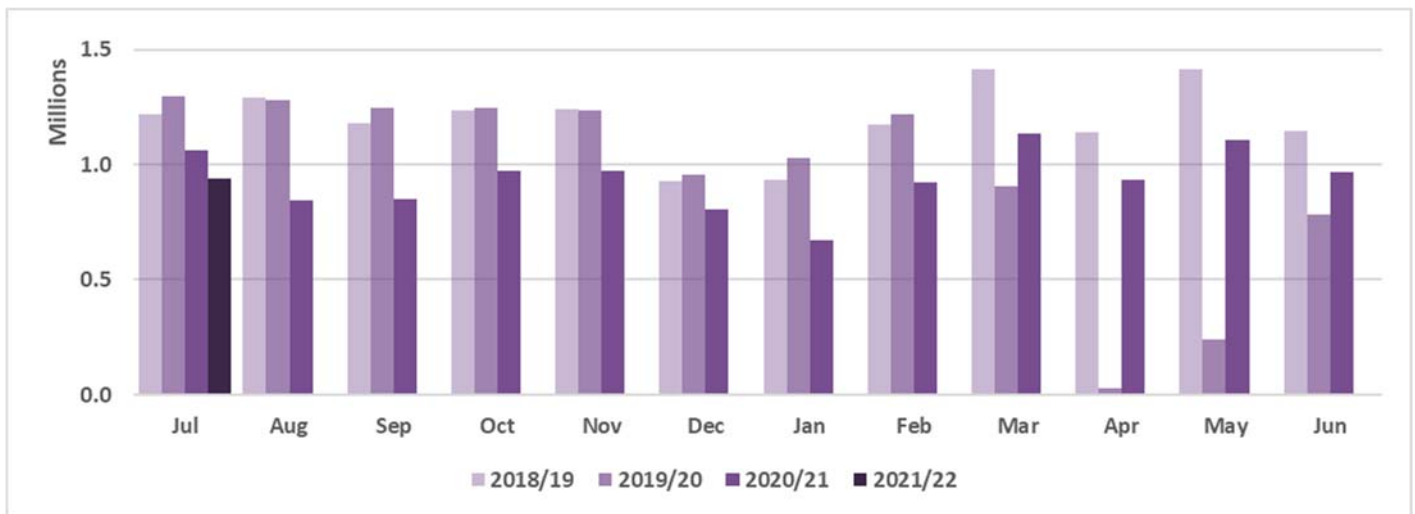


By area for Jul

	Jul-21	Jul-20	% Change
Wellington	1,401,838	1,463,213	-4.2%
Hutt Valley	341,151	376,631	-9.4%
Porirua	69,847	78,196	-10.7%
Kapiti	42,470	46,655	-9.0%
Wairarapa	11,736	12,228	-4.0%
Total	1,867,042	1,976,923	-5.6%

Rail passenger boardings

Under alert level 1, July rail passenger boardings were 11.1% lower than the same month last year. Prior to Covid-19 (in 2019/20), we were seeing increased growth of 3.5% (July 2019 to February 2020).

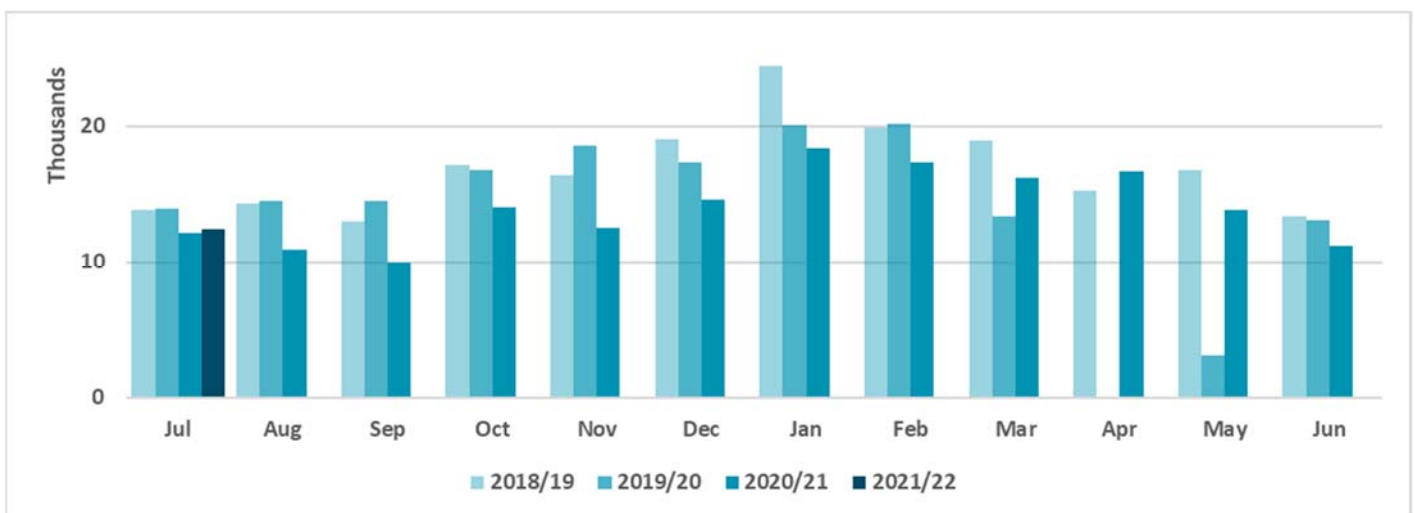


By line for Jul

	Jul-21	Jul-20	% Change
Hutt Valley	434,700	449,835	-3.4%
Kapiti	356,998	445,720	-19.9%
Johnsonville	95,178	106,923	-11.0%
Wairarapa	56,945	58,860	-3.3%
Total	943,821	1,061,338	-11.1%

Ferry passenger boardings

July ferry boardings show an increase of 2.0%, on the same month last year. We were seeing a decrease of 1.4% prior to Covid-19 (July 2019 to February 2020). Weather conditions often affect ferry boardings.

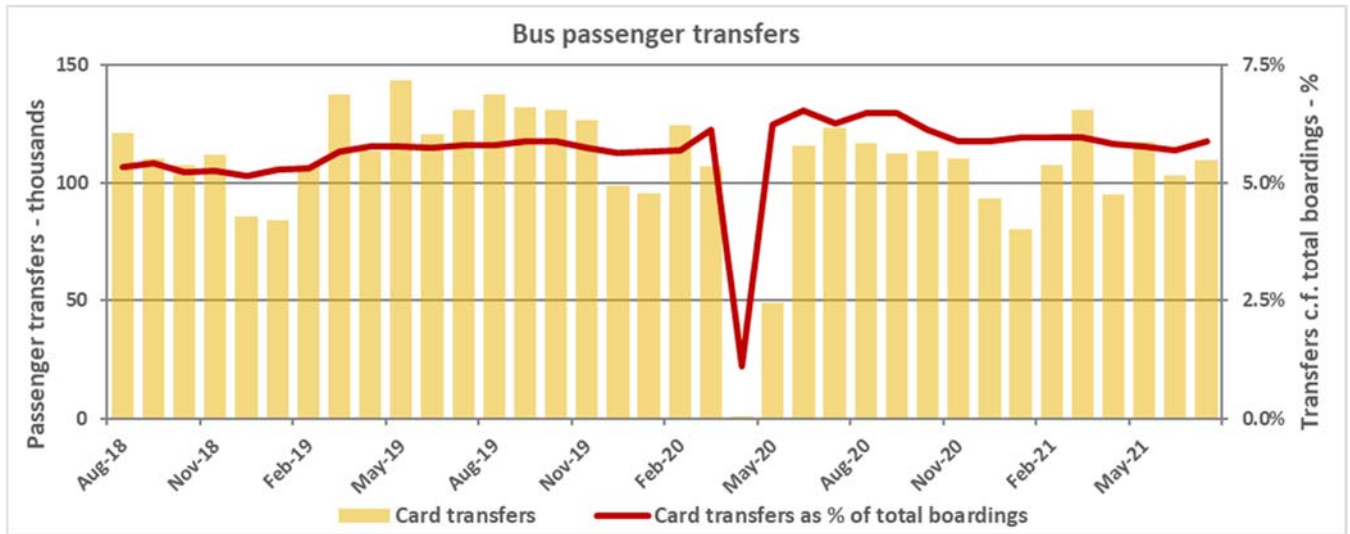


For Jul

	Jul-21	Jul-20	% Change
Total	12,402	12,155	2.0%

Bus passenger transfers and journeys

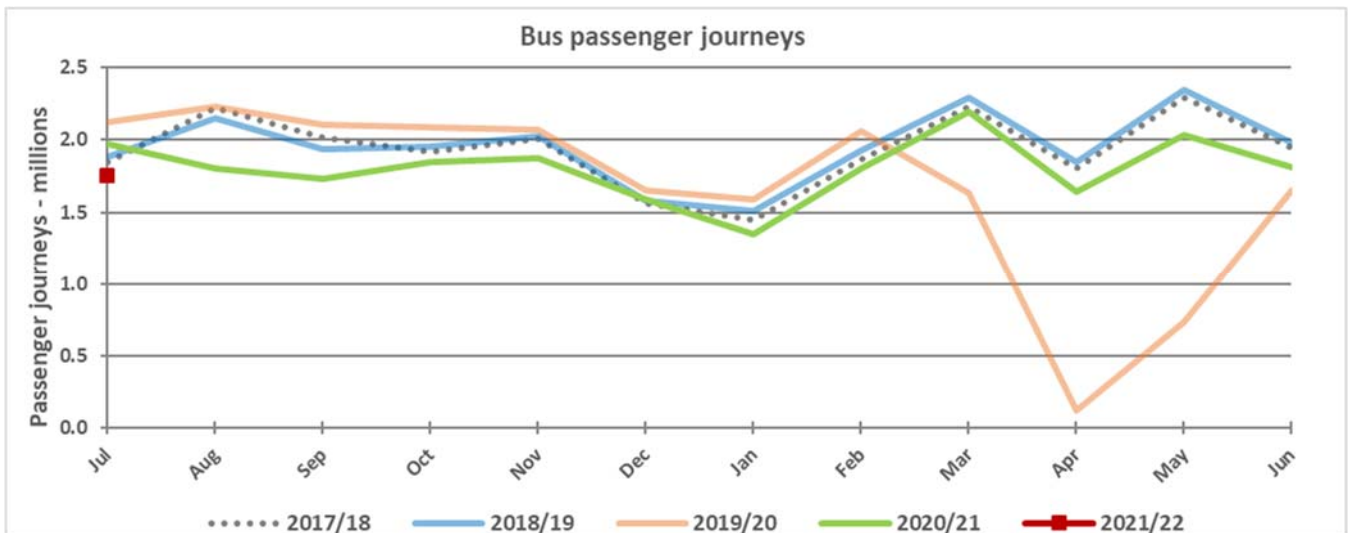
Metlink allows bus-to-bus transfers at no extra cost to passengers using a Snapper card, provided they tap on to the next bus within 30 minutes of tagging off the bus before. These card transfers accounted for 5.9% of passenger boardings for July.



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 July 2021 show a decrease of 11.1% on the same month last year. This compares to growth of 6.5% from July 2019 to February 2020 (prior to Covid-19).



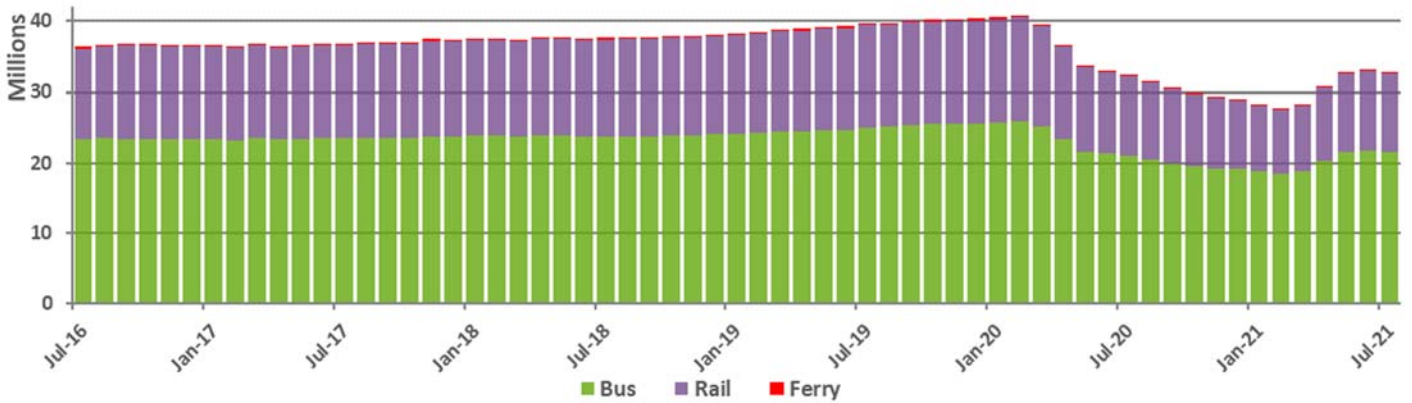
¹ Prior to the new Network, transfers accounted for c. 2.6 % based on 2014/15 data available to Metlink. This transfer rate has been assumed up until the new contracts were implemented between April and July 2018.

Passenger boardings trend

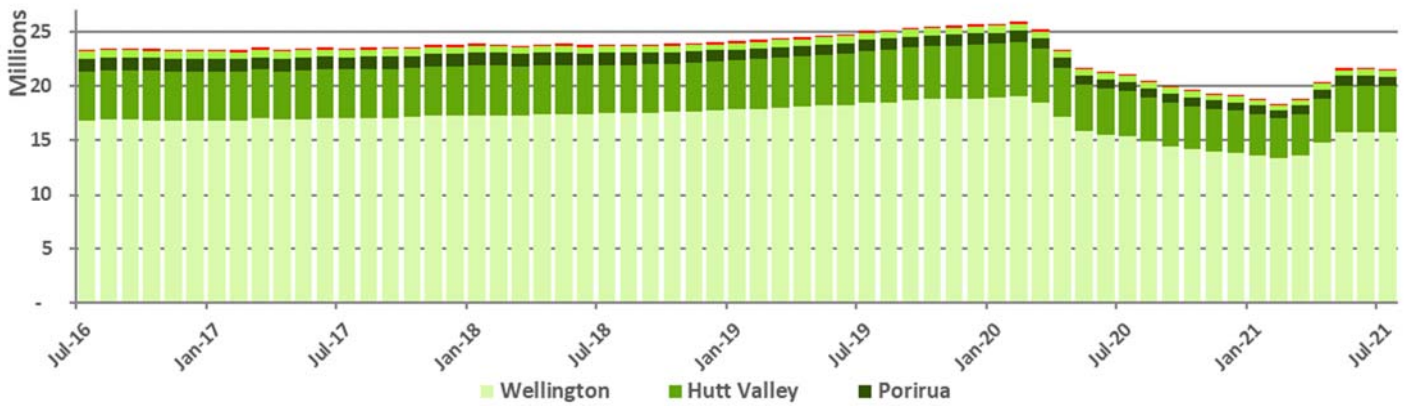
The following graphs show the number of passenger boardings using a 12-month rolling total.

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

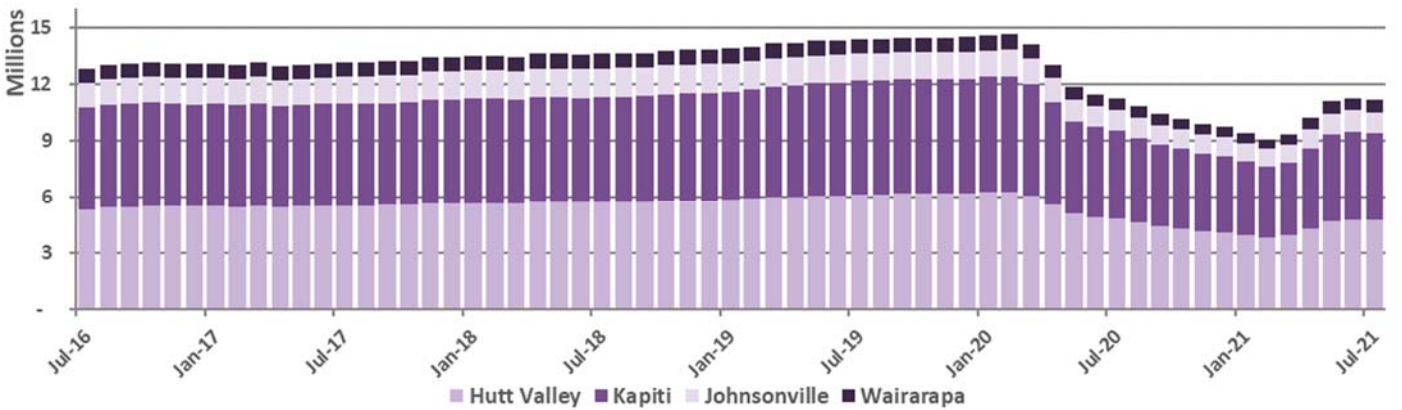
All modes



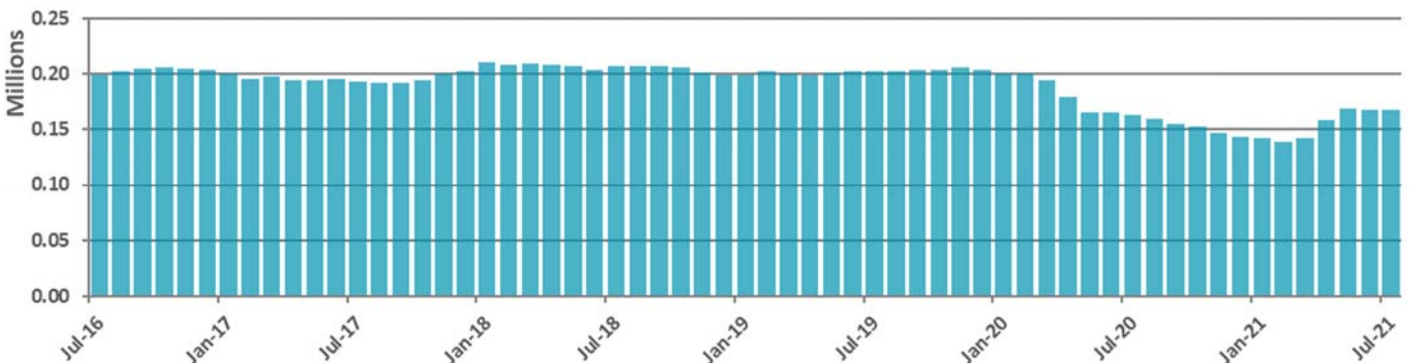
Bus



Rail



Ferry



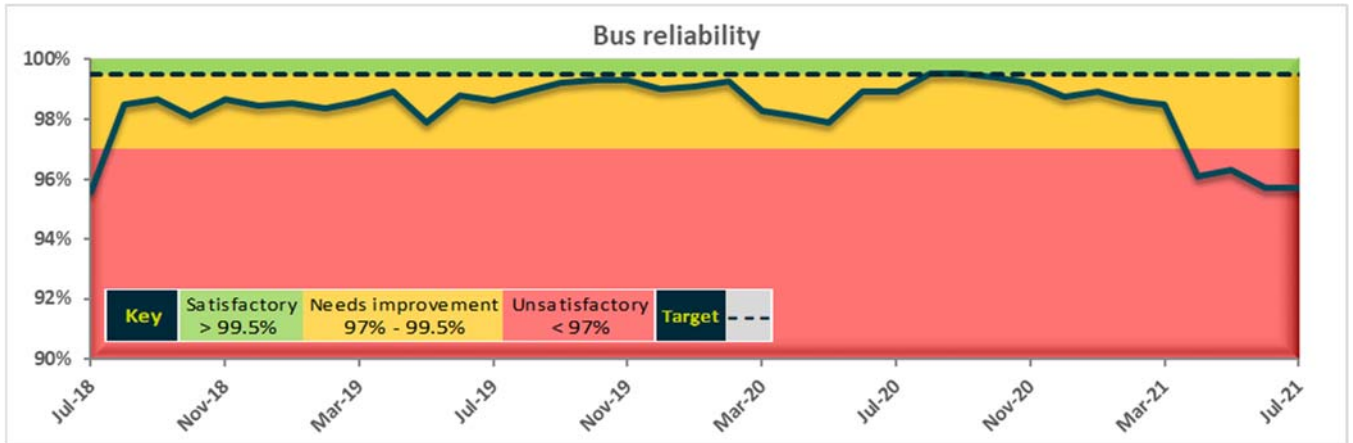


Bus service delivery

Reliability

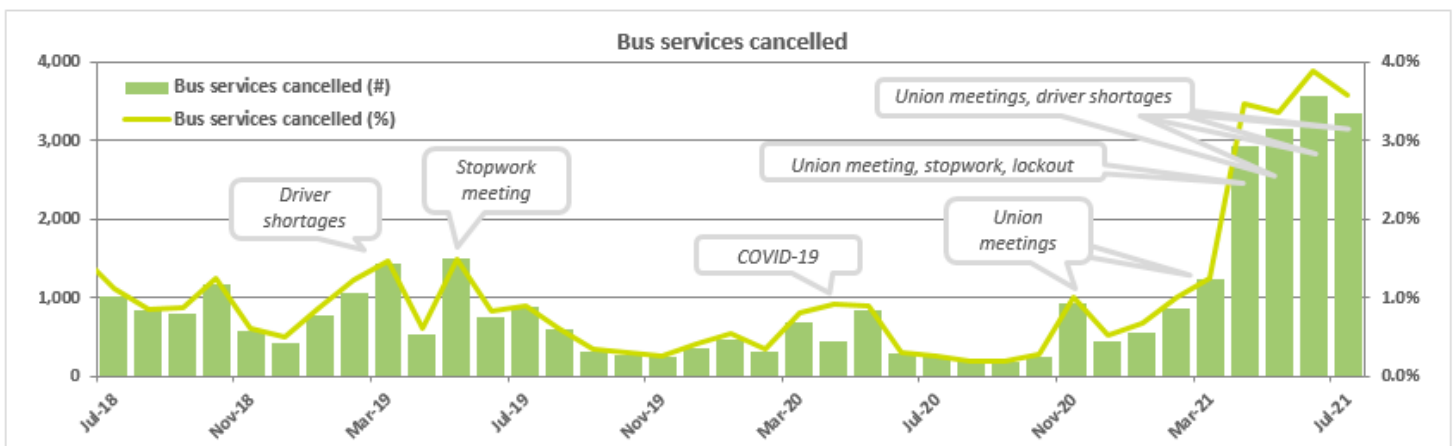
The bus reliability measure shows the percentage of scheduled services that actually ran, as tracked by RTI and Snapper systems.

95.7% of bus services were delivered reliably in July. Reliability this month was affected by multiple service cancellations - generally due to staff shortages in Wellington, Porirua, and Hutt Valley, and a union meeting.



Reliability - current month

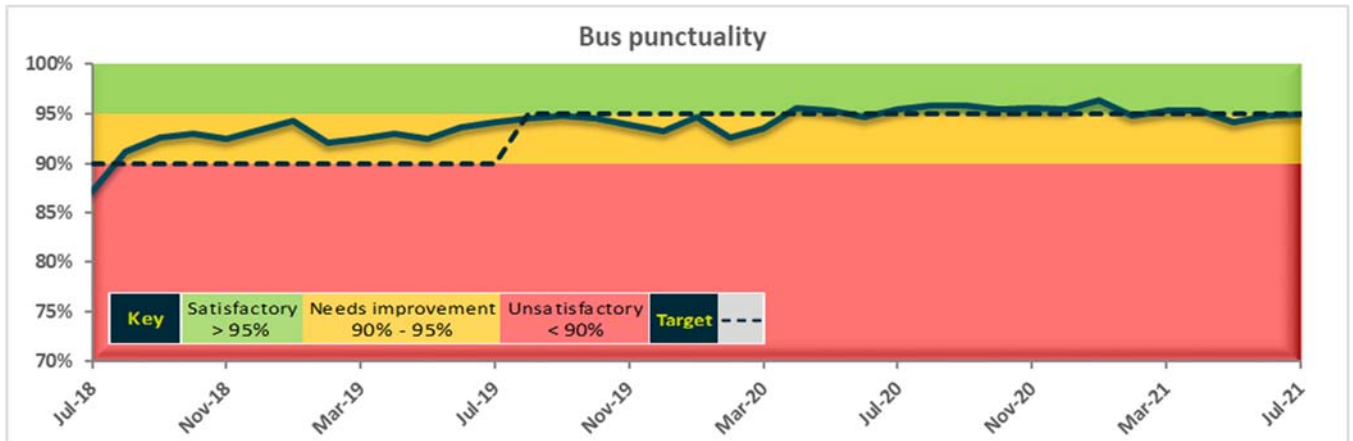
	Jul-21	Jul-20	% Change
Wellington City			
Newlands & Tawa	99.7%	99.9%	-0.3%
East, West & City	96.0%	97.2%	-1.1%
North, South, Khandallah & Brooklyn	93.8%	99.4%	-5.6%
Hutt Valley	94.6%	99.6%	-5.0%
Porirua	96.5%	99.6%	-3.1%
Kapiti	99.8%	100.0%	-0.2%
Wairarapa	99.7%	99.7%	0.0%
Total	95.7%	98.9%	-3.1%



Punctuality

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

Bus service punctuality in July was 94.9%. This month punctuality was affected by flooding events in Wellington, Porirua, Hutt Valley and Wairarapa on Saturday 17th July, roadworks in Tawa, 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

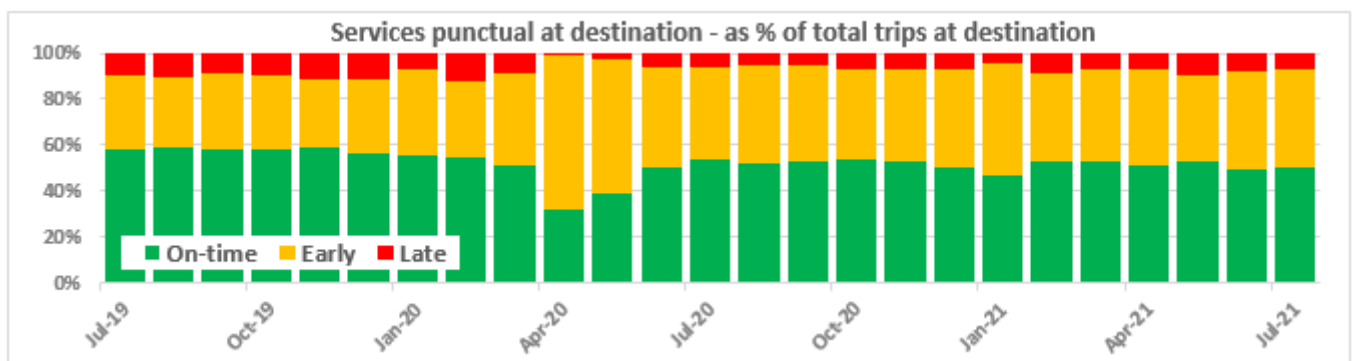
	Jul-21	Jul-20	% Change
Wellington City			
Newlands & Tawa	93.1%	94.0%	-0.9%
East, West & City	95.6%	95.8%	-0.2%
North, South, Khandallah & Brooklyn	92.8%	93.7%	-0.9%
Hutt Valley	95.1%	96.5%	-1.4%
Porirua	95.1%	95.3%	-0.2%
Kapiti	98.1%	98.7%	-0.6%
Wairarapa	92.3%	93.7%	-1.4%
Total	94.9%	95.5%	-0.6%

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, 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 July, 50.6% of bus services recorded at destination arrived on time, with a further 42.5% arriving more than one minute early. Only 6.9% of services arrived more than five minutes late.



Punctuality at destination - current month

	Jul-21	Jul-20	% Change
On-time	50.6%	53.4%	-2.8%
Early	42.5%	40.3%	2.2%
Late	6.9%	6.3%	0.6%

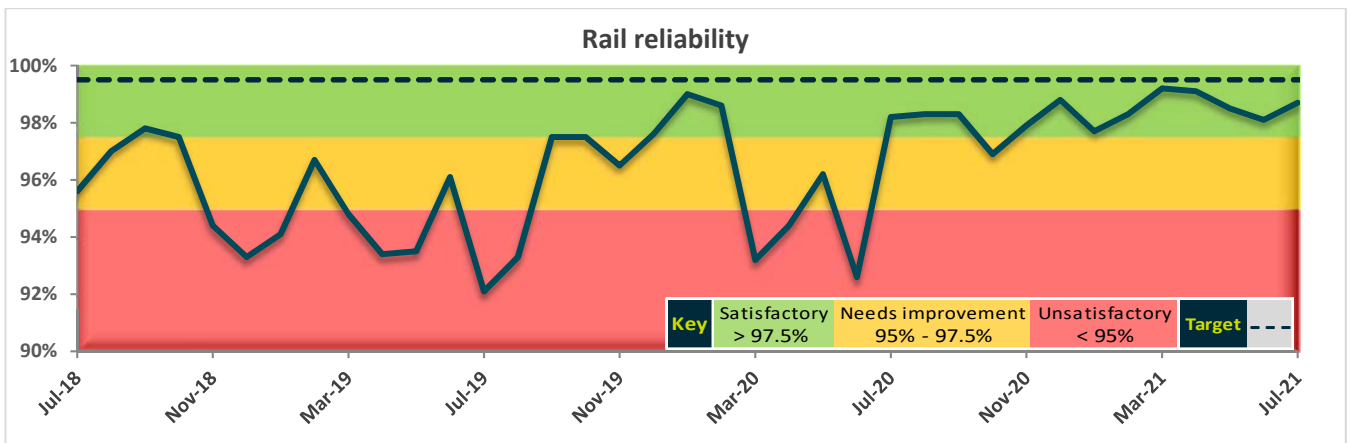


Rail service delivery

Reliability

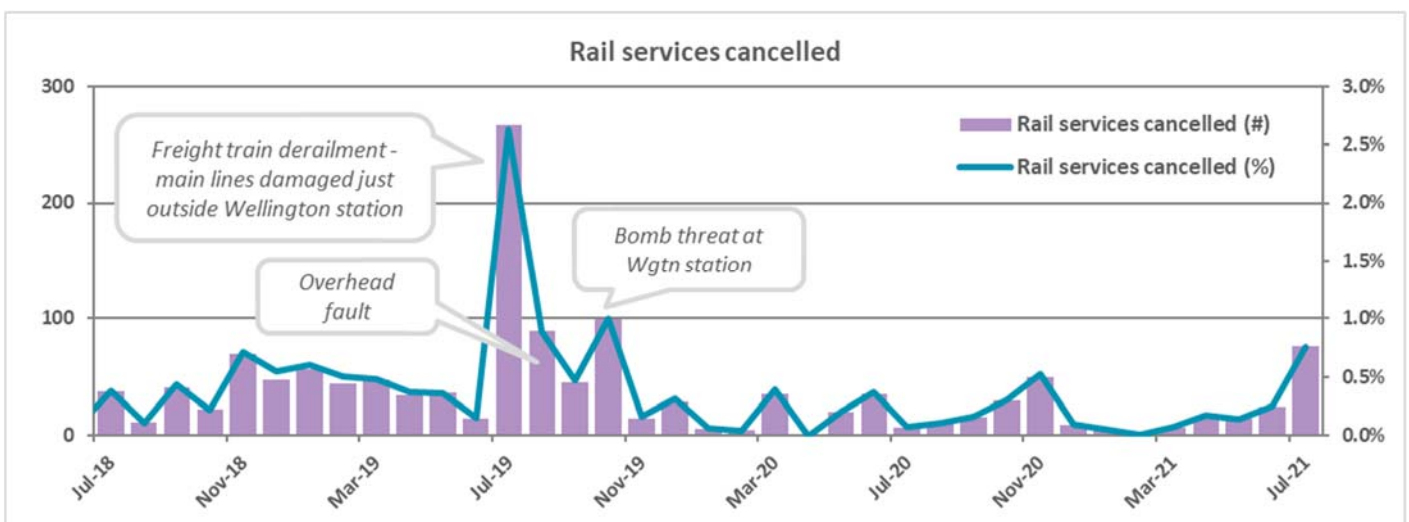
The rail reliability measure shows the percentage of scheduled services that depart from origin and key stations no earlier than 30 seconds before the scheduled time, meet the consist size for the scheduled service, and stop at all stations timetabled for the service.

Rail service reliability was 98.7% in July. Weather continued to cause some issues on the network, with ice affecting services on the Kapiti line, stopping services throughout the morning peak. Services on all lines were affected by severe weather and flooding on 17th July, including the closure of SH2 affecting bus replacements. Interpeak Wairarapa services were also affected by the closure of SH2 due to an accident on 20th July.



Reliability - current month

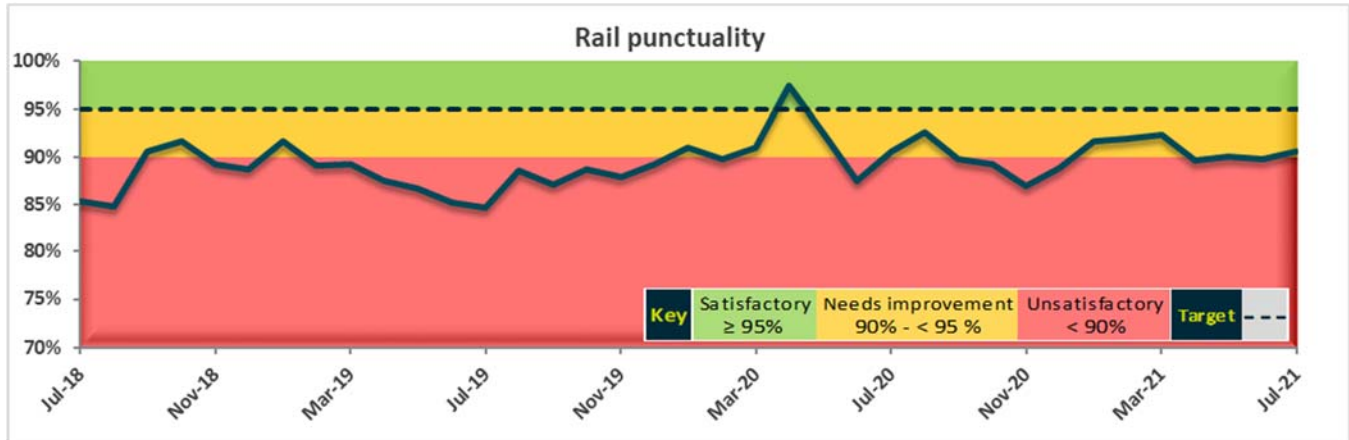
	Jul-21	Jul-20	% Change
Hutt Valley	99.8%	98.6%	1.2%
Johnsonville	98.3%	98.0%	0.3%
Kapiti	97.6%	97.8%	-0.2%
Wairarapa	99.4%	98.2%	1.2%
Total	98.7%	98.2%	0.5%



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 July was 90.6%. There were small number of track issues and mechanical faults as well as the weather related issues that affected punctuality, and a large number of speed restrictions affected performance on the Kapiti line.



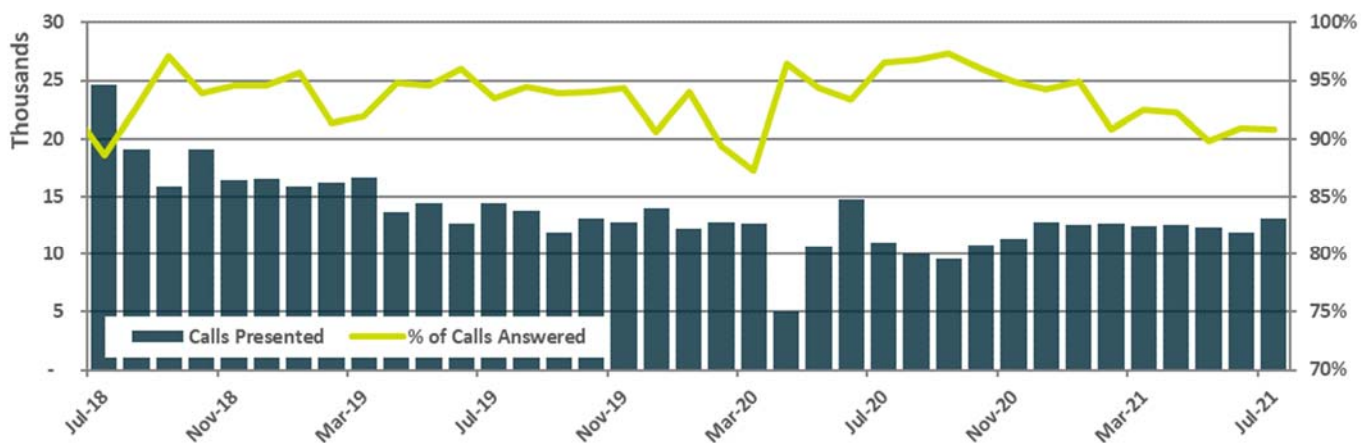
Punctuality - current month

	Jul-21	Jul-20	% Change
Hutt Valley	92.3%	87.7%	4.6%
Johnsonville	97.4%	99.0%	-1.6%
Kapiti	85.3%	91.3%	-6.0%
Wairarapa	64.3%	44.9%	19.4%
Total	90.6%	90.6%	0.0%

Customer Contact

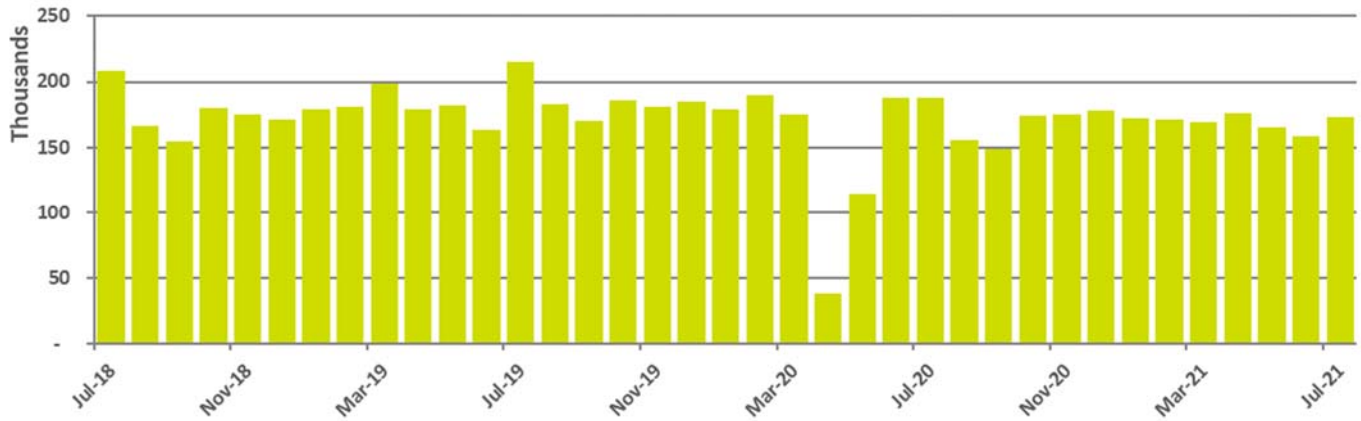
Call centre incoming calls

Metlink answered 90.8% of the 13,000 calls received in July.



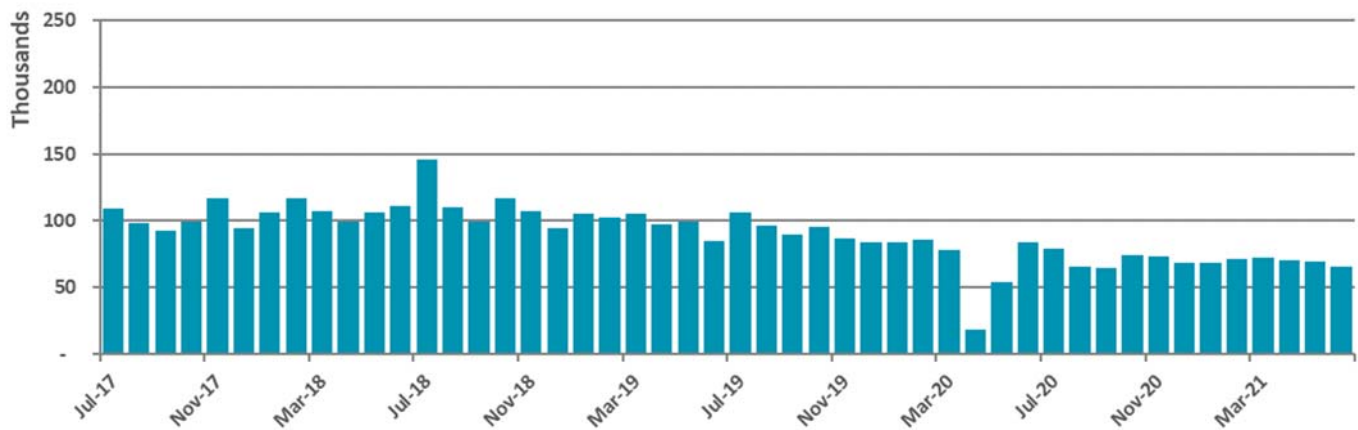
Metlink app – unique users

In July there were 173,000 unique users of the Metlink app, 8.1% less than the same month last year.



Metlink website – unique users

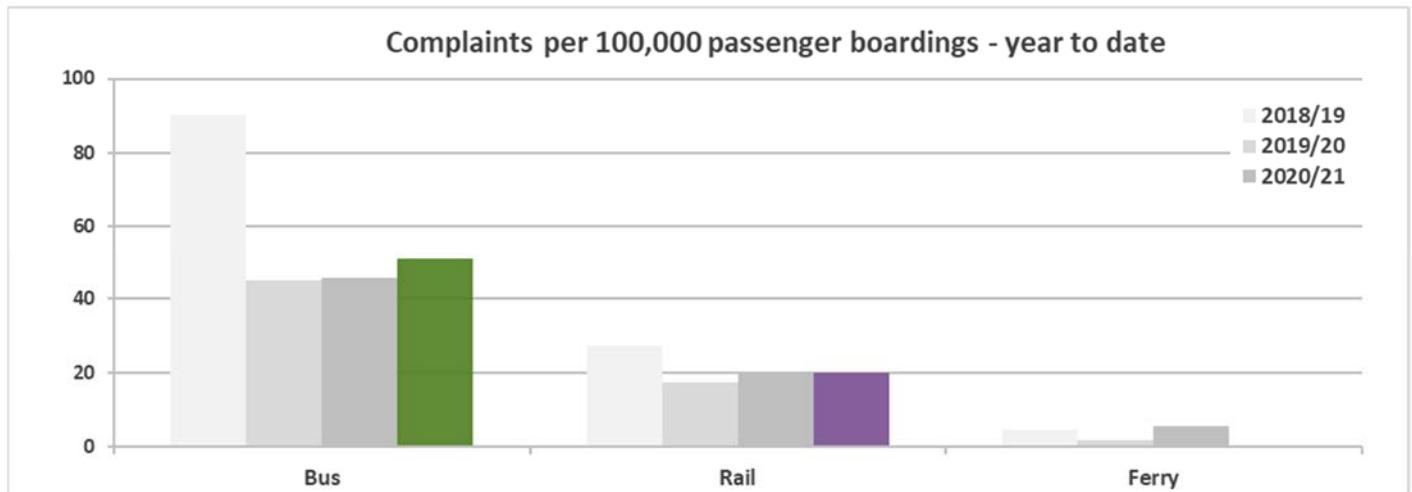
In July there were 70,000 unique users of the Metlink website, a decrease of 11.4% on the same month last year.



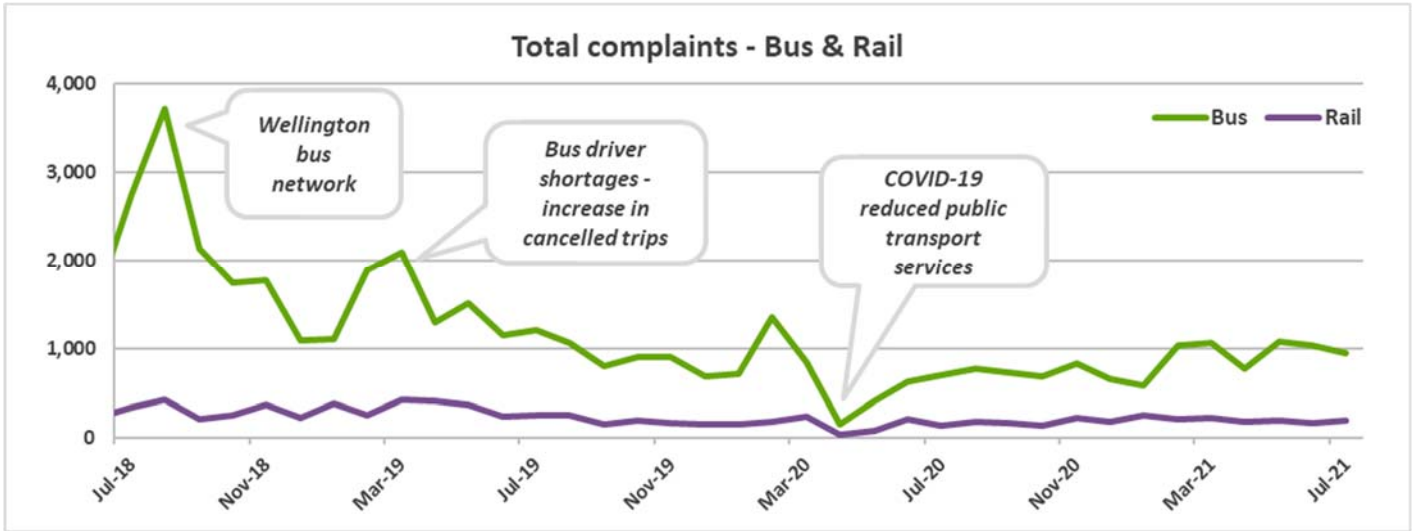
Complaints

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.

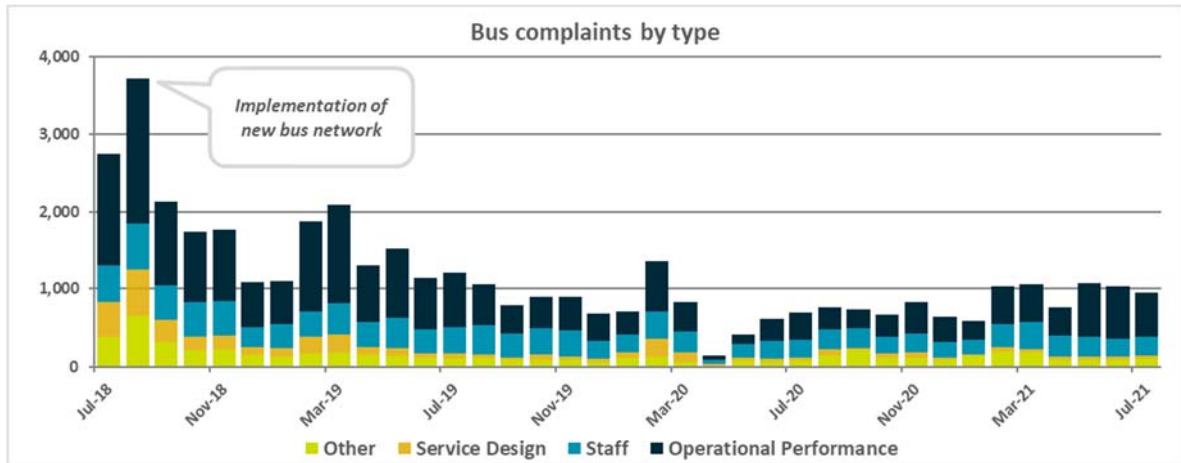


Complaints for both bus and rail continue to trend downwards overall.



Bus complaints

Bus complaints for the month were 36.4% higher than in July last year - operational performance and staff related complaints were 84% of bus complaints for the month.

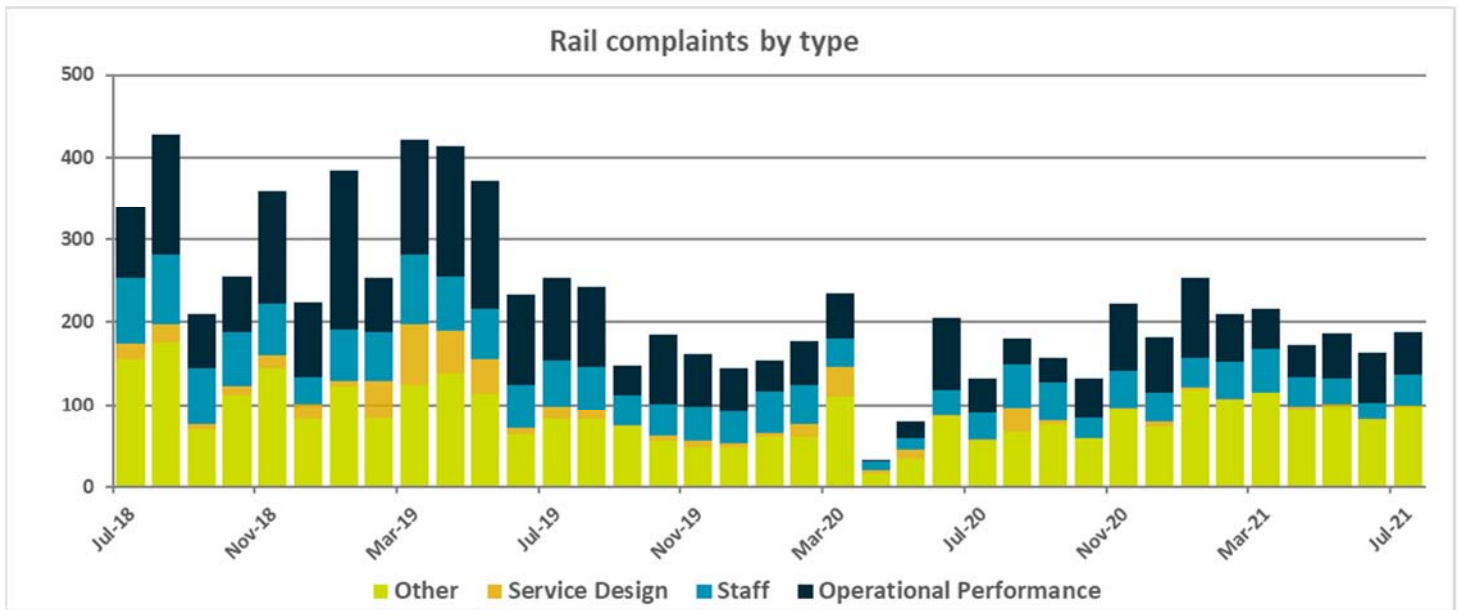


Bus complaints for current month

	Jul-21	Jul-20	% Change
Wellington			
Newlands, Tawa	28	34	-17.6%
East-West, City	328	274	19.7%
North-south, Khandallah, Brooklyn	311	216	44.0%
Hutt Valley	243	131	85.5%
Porirua	30	30	0.0%
Kapiti	7	7	0.0%
Wairarapa	1	3	-66.7%
Total	948	695	36.4%

Rail complaints

Rail complaints for July were 42.1% higher than the same month last year - operational performance and staff related complaints were 48% of rail complaints for the month.



Rail complaints current month

	Jul-21	Jul-20	% Change
Hutt Valley	59	41	43.9%
Kapiti	61	44	38.6%
Johnsonville	10	6	66.7%
Wairarapa	26	18	44.4%
General	33	24	37.5%
Total	189	133	42.1%