

# Metlink performance report



November 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.

November 2020 saw continued reduced passenger boardings under alert level 1. 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

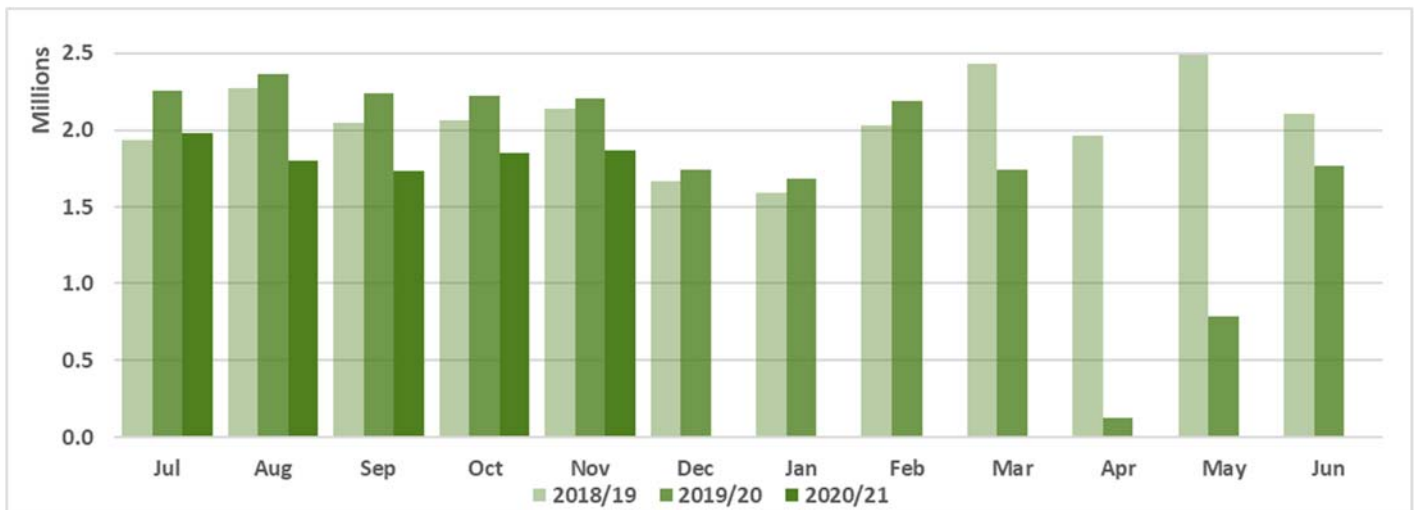
Under alert level 1, November passenger boardings were 14.9% lower than the same month last year, and 18.1% lower for the year to date. Prior to COVID-19 (in 2019/20), we were seeing increased growth of 7.3% (July 2019 to February 2020).

#### By area for Nov

|              | Nov-20           | Nov-19           | % Change      |
|--------------|------------------|------------------|---------------|
| Wellington   | 1,364,537        | 1,608,152        | -15.1%        |
| Hutt Valley  | 368,138          | 434,219          | -15.2%        |
| Porirua      | 77,520           | 88,695           | -12.6%        |
| Kapiti       | 48,423           | 55,058           | -12.1%        |
| Wairarapa    | 13,959           | 15,495           | -9.9%         |
| <b>Total</b> | <b>1,872,577</b> | <b>2,201,619</b> | <b>-14.9%</b> |

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

|              | 2020/21          | 2019/20           | % Change      |
|--------------|------------------|-------------------|---------------|
| Wellington   | 6,706,461        | 8,294,639         | -19.1%        |
| Hutt Valley  | 1,840,177        | 2,172,352         | -15.3%        |
| Porirua      | 389,815          | 449,322           | -13.2%        |
| Kapiti       | 237,710          | 288,749           | -17.7%        |
| Wairarapa    | 66,964           | 76,549            | -12.5%        |
| <b>Total</b> | <b>9,241,127</b> | <b>11,281,611</b> | <b>-18.1%</b> |



### Rail Passenger boardings

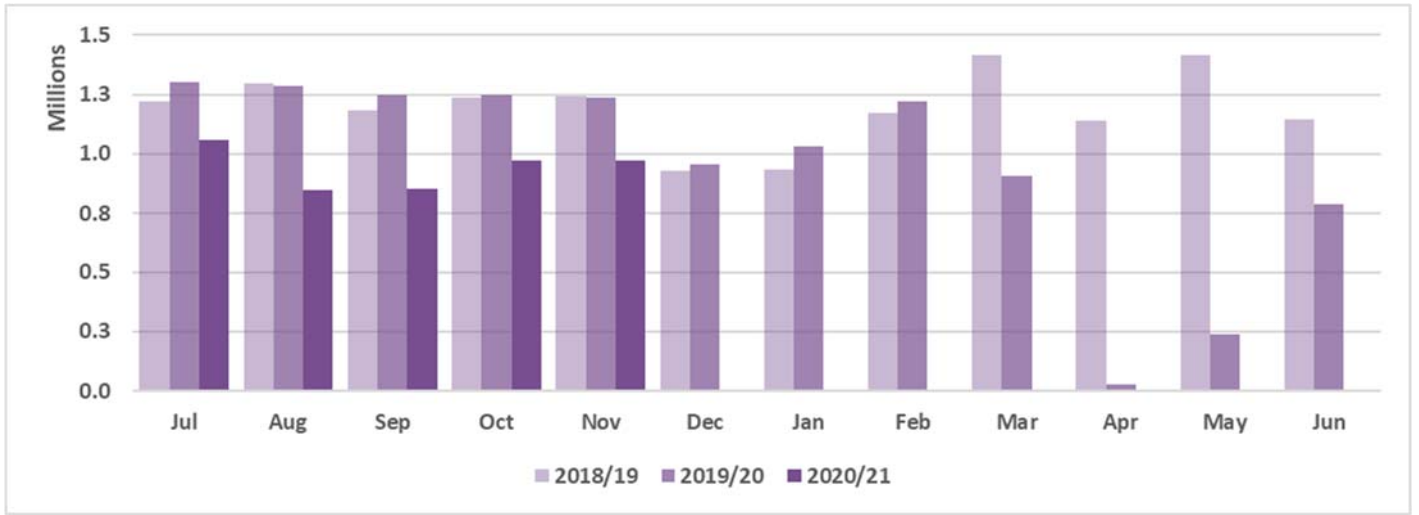
Under alert level 1, rail recorded a decrease in passenger boardings of 21.3% for the month, and a decrease of 25.4% for the year to date. Prior to COVID-19 (in 2019/20), we were seeing increased growth of 3.5% (July 2019 to February 2020).

#### By line for Nov

|              | Nov-20         | Nov-19           | % Change      |
|--------------|----------------|------------------|---------------|
| Hutt Valley  | 412,058        | 533,987          | -22.8%        |
| Kapiti       | 402,421        | 517,276          | -22.2%        |
| Johnsonville | 103,098        | 119,067          | -13.4%        |
| Wairarapa    | 56,021         | 67,361           | -16.8%        |
| <b>Total</b> | <b>973,598</b> | <b>1,237,691</b> | <b>-21.3%</b> |

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

|              | 2020/21          | 2019/20          | % Change      |
|--------------|------------------|------------------|---------------|
| Hutt Valley  | 1,985,209        | 2,726,106        | -27.2%        |
| Kapiti       | 1,971,512        | 2,636,355        | -25.2%        |
| Johnsonville | 492,286          | 613,495          | -19.8%        |
| Wairarapa    | 261,787          | 340,918          | -23.2%        |
| <b>Total</b> | <b>4,710,794</b> | <b>6,316,874</b> | <b>-25.4%</b> |



## Ferry Passenger boardings

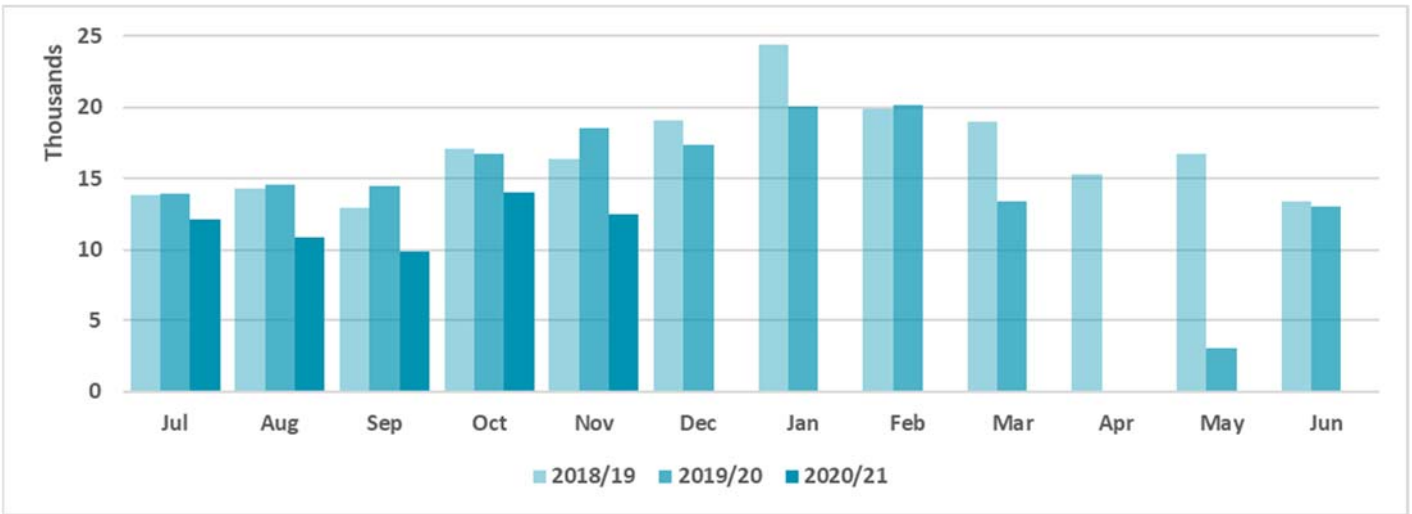
November boardings show a decrease of 32.7% on the same month last year. Year to date boardings show a decrease of 24.0% compared to a decrease of 1.4% pre-COVID-19 (July 2019 to February 2020). Boardings are often affected by weather conditions.

### For Nov

|              | Nov-20        | Nov-19        | % Change      |
|--------------|---------------|---------------|---------------|
| <b>Total</b> | <b>12,474</b> | <b>18,542</b> | <b>-32.7%</b> |

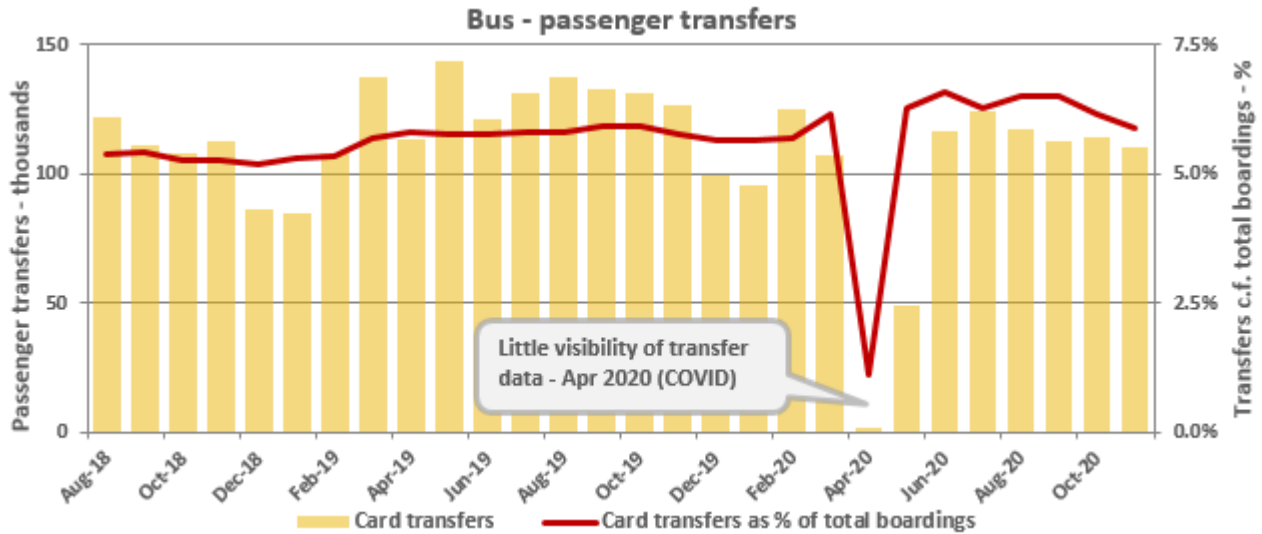
### Year to date (Jul - Nov)

|              | 2020/21       | 2019/20       | % Change      |
|--------------|---------------|---------------|---------------|
| <b>Total</b> | <b>59,508</b> | <b>78,290</b> | <b>-24.0%</b> |



## Bus Passenger transfers and Journeys

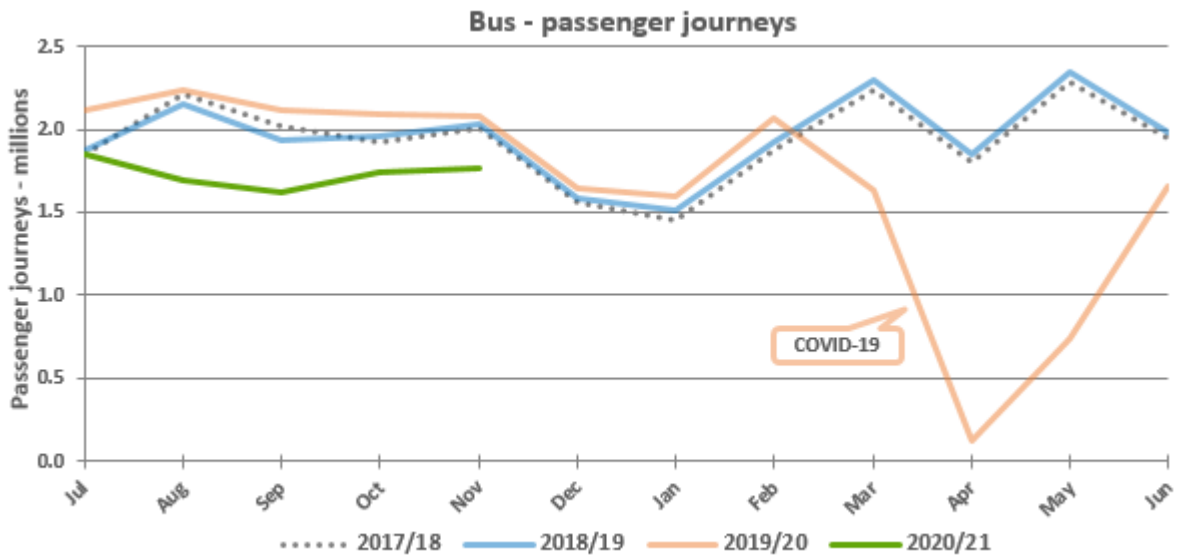
Metlink allows bus to bus transfers at no extra cost to passengers using a Snapper card, provided they tap on to the next bus within 30 minutes of tagging off the bus before. These card transfers accounted for 5.9% of passenger boardings for November.



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.

Bus journeys for November 2020 show a decrease of 18.4% on the same month last year. This compares to growth of 6.5% from July 2019 to February 2020 (pre-COVID).



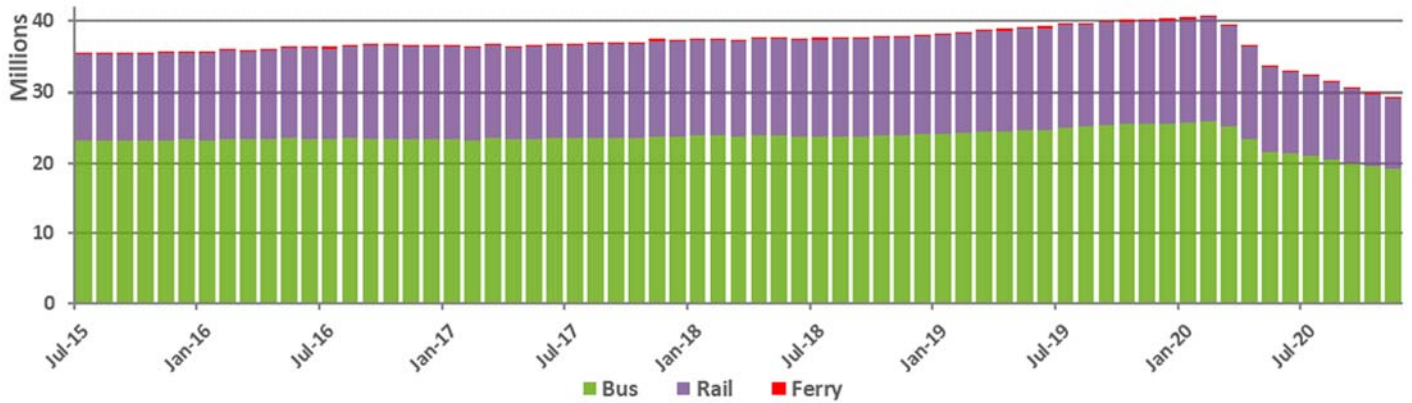
<sup>1</sup> Prior to the new Network, transfers accounted for c. 2.6 % based on 2014/15 data available to Metlink. This transfer rate has been assumed up until the new contracts were implemented between April and July 2018.

## Passenger boardings trend

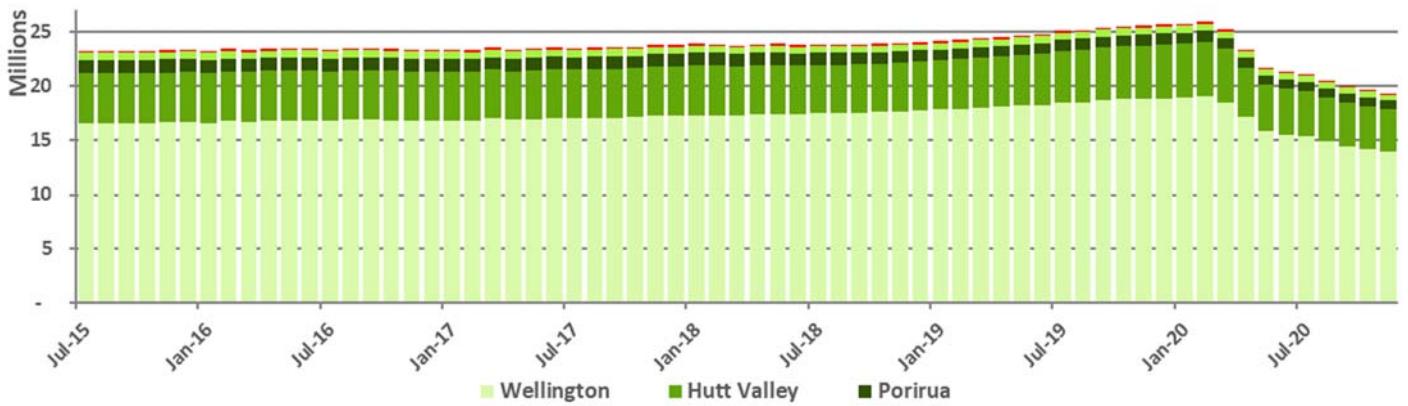
The following graphs show the number of passenger boardings using a 12-month rolling total.

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

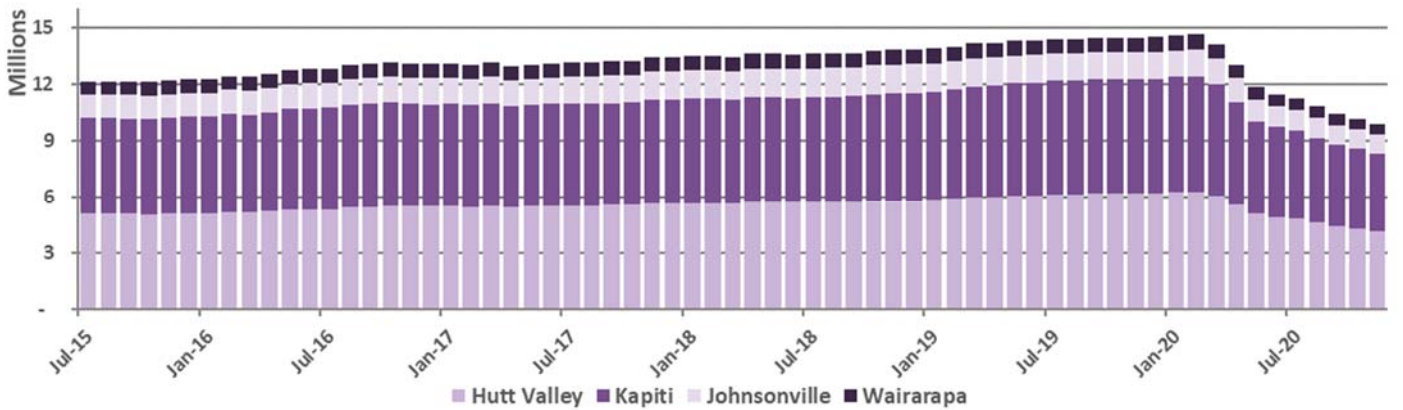
### All modes



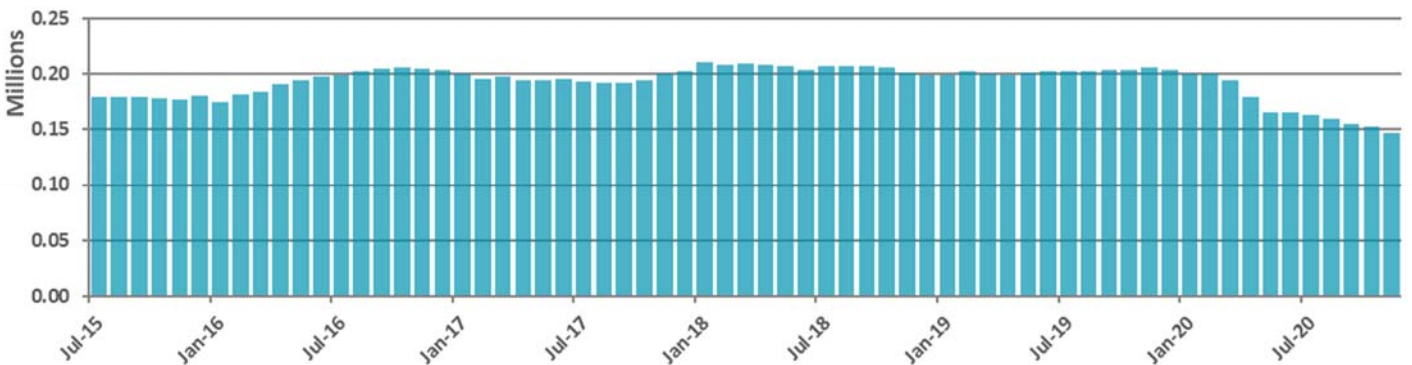
### Bus



### 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.

98.6% of bus services were delivered reliably in November 2020. Service cancellations and a union meeting impacted reliability this month

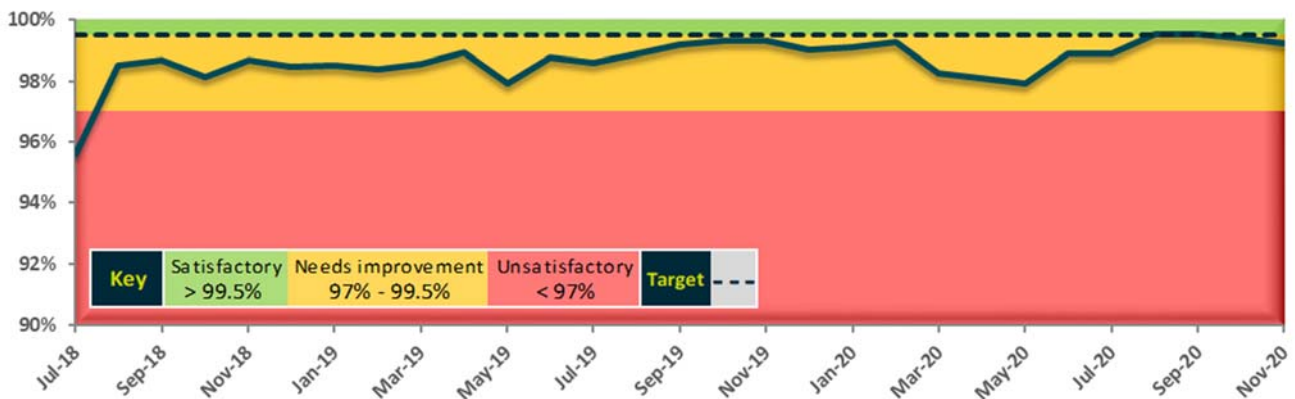
Reliability - current month

|                                     | Nov-20       | Nov-19       | % Change     |
|-------------------------------------|--------------|--------------|--------------|
| Wellington City                     |              |              |              |
| Newlands & Tawa                     | 99.3%        | 99.7%        | -0.3%        |
| East, West & City                   | 97.2%        | 99.0%        | -1.8%        |
| North, South, Khandallah & Brooklyn | 99.0%        | 99.2%        | -0.2%        |
| Hutt Valley                         | 99.3%        | 99.5%        | -0.2%        |
| Porirua                             | 99.5%        | 99.4%        | 0.1%         |
| Kapiti                              | 99.7%        | 99.8%        | -0.2%        |
| Wairarapa                           | 99.1%        | 99.6%        | -0.5%        |
| <b>Total</b>                        | <b>98.6%</b> | <b>99.3%</b> | <b>-0.7%</b> |

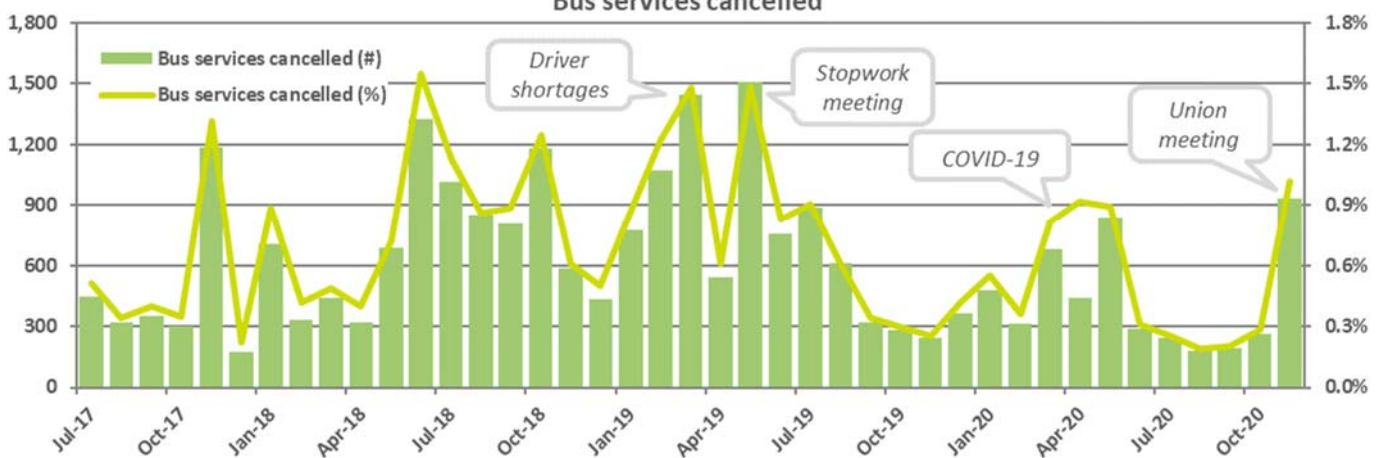
Reliability - year to date (Jul - Nov)

|                                     | 2020/21      | 2019/20      | % Change    |
|-------------------------------------|--------------|--------------|-------------|
| Wellington City                     |              |              |             |
| Newlands & Tawa                     | 99.7%        | 99.7%        | 0.0%        |
| East, West & City                   | 98.4%        | 99.0%        | -0.6%       |
| North, South, Khandallah & Brooklyn | 99.4%        | 98.6%        | 0.8%        |
| Hutt Valley                         | 99.5%        | 99.3%        | 0.2%        |
| Porirua                             | 99.6%        | 99.2%        | 0.4%        |
| Kapiti                              | 99.8%        | 99.8%        | 0.0%        |
| Wairarapa                           | 99.5%        | 99.5%        | 0.0%        |
| <b>Total</b>                        | <b>99.2%</b> | <b>99.1%</b> | <b>0.1%</b> |

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 November was 95.6%, with an improvement of 1.7% on the same month last year. There were no material impacts on punctuality this month, except for a lengthy unplanned disruption to Northern Suburbs routes.

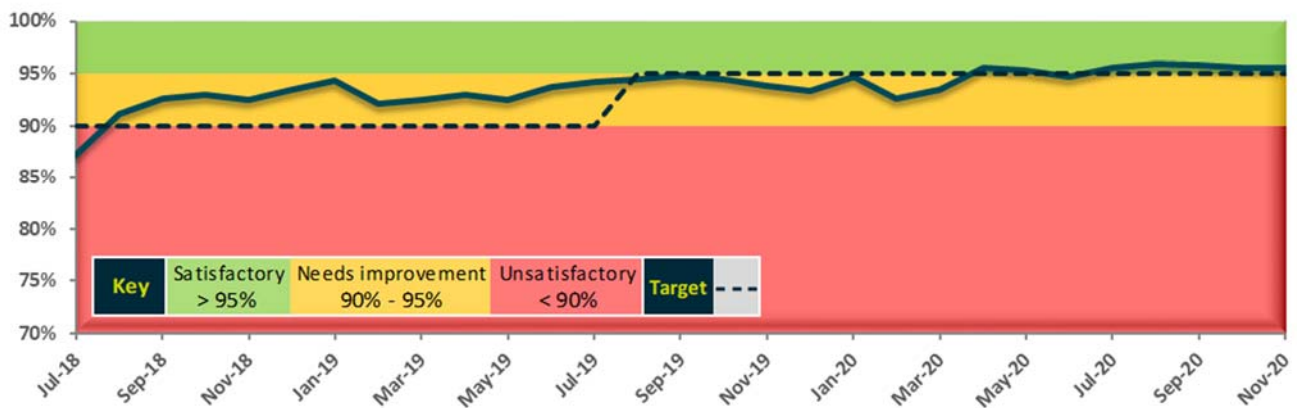
### Punctuality - current month

|                                     | Nov-20       | Nov-19       | % Change    |
|-------------------------------------|--------------|--------------|-------------|
| Wellington City                     |              |              |             |
| Newlands & Tawa                     | 94.2%        | 95.7%        | -1.5%       |
| East, West & City                   | 96.0%        | 93.0%        | 3.0%        |
| North, South, Khandallah & Brooklyn | 94.4%        | 92.5%        | 1.8%        |
| Hutt Valley                         | 95.1%        | 94.3%        | 0.8%        |
| Porirua                             | 97.1%        | 94.7%        | 2.4%        |
| Kapiti                              | 98.3%        | 98.2%        | 0.1%        |
| Wairarapa                           | 94.2%        | 93.8%        | 0.4%        |
| <b>Total</b>                        | <b>95.6%</b> | <b>93.9%</b> | <b>1.7%</b> |

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

|                                     | 2020/21      | 2019/20      | % Change    |
|-------------------------------------|--------------|--------------|-------------|
| Wellington City                     |              |              |             |
| Newlands & Tawa                     | 94.2%        | 97.0%        | -2.8%       |
| East, West & City                   | 96.0%        | 93.2%        | 2.8%        |
| North, South, Khandallah & Brooklyn | 94.0%        | 93.3%        | 0.8%        |
| Hutt Valley                         | 96.2%        | 95.1%        | 1.1%        |
| Porirua                             | 96.2%        | 95.1%        | 1.1%        |
| Kapiti                              | 98.4%        | 98.4%        | 0.0%        |
| Wairarapa                           | 93.8%        | 94.1%        | -0.2%       |
| <b>Total</b>                        | <b>95.7%</b> | <b>94.4%</b> | <b>1.3%</b> |

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

### Correct bus used - current month

|                                     | Nov-20     | Nov-19     | % Change     |
|-------------------------------------|------------|------------|--------------|
| Wellington City                     |            |            |              |
| Newlands & Tawa                     | 98%        | 100%       | -2.0%        |
| East, West & City                   | 97%        | 99%        | -2.0%        |
| North, South, Khandallah & Brooklyn | 98%        | 96%        | 2.0%         |
| Hutt Valley                         | 100%       | 100%       | 0.0%         |
| Porirua                             | 99%        | 100%       | -1.0%        |
| Kapiti                              | 100%       | 100%       | 0.0%         |
| Wairarapa                           | 95%        | 99%        | -4.0%        |
| <b>Total</b>                        | <b>98%</b> | <b>99%</b> | <b>-1.0%</b> |

### Correct bus used - year to date (Jul - Nov)

|                                     | 2020/21    | 2019/20    | % Change     |
|-------------------------------------|------------|------------|--------------|
| Wellington City                     |            |            |              |
| Newlands & Tawa                     | 99%        | 100%       | -1.0%        |
| East, West & City                   | 97%        | 99%        | -2.0%        |
| North, South, Khandallah & Brooklyn | 97%        | 96%        | 1.0%         |
| Hutt Valley                         | 99%        | 99%        | 0.0%         |
| Porirua                             | 99%        | 100%       | -1.0%        |
| Kapiti                              | 100%       | 100%       | 0.0%         |
| Wairarapa                           | 96%        | 99%        | -3.0%        |
| <b>Total</b>                        | <b>98%</b> | <b>99%</b> | <b>-1.0%</b> |



# 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.

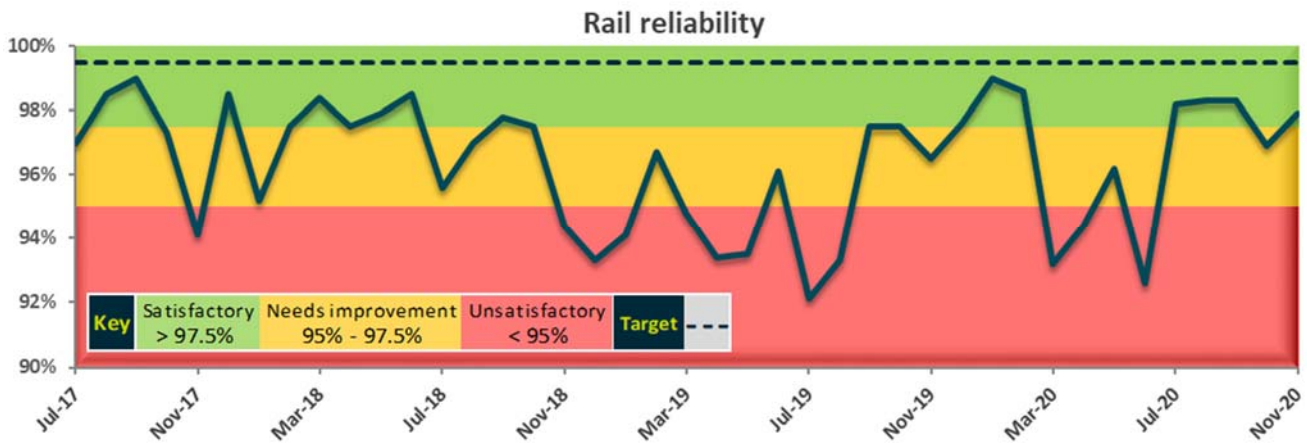
Rail service reliability was 97.9% in November, and 98.0% for the year to date. . A morning peak was disrupted with a broken sleeper on HVL and an incorrectly installed overhead cable on KPL caused major disruption. Weather has resulted in a number of slips on JVL and KPL.

Reliability - current month

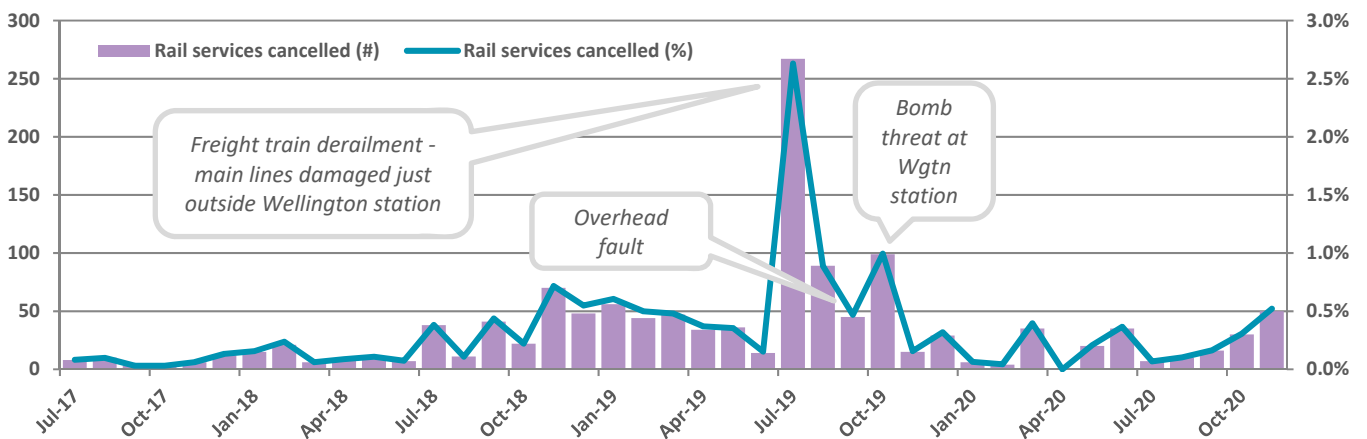
|              | Nov-20       | Nov-19       | % Change    |
|--------------|--------------|--------------|-------------|
| Hutt Valley  | 98.0%        | 97.3%        | 0.7%        |
| Johnsonville | 99.3%        | 98.5%        | 0.8%        |
| Kapiti       | 96.8%        | 94.6%        | 2.2%        |
| Wairarapa    | 97.2%        | 89.0%        | 8.2%        |
| <b>Total</b> | <b>97.9%</b> | <b>96.5%</b> | <b>1.4%</b> |

Reliability - year to date (Jul - Nov)

|              | 2020/21      | 2019/20      | % Change    |
|--------------|--------------|--------------|-------------|
| Hutt Valley  | 98.0%        | 95.6%        | 2.4%        |
| Johnsonville | 98.8%        | 96.5%        | 2.3%        |
| Kapiti       | 97.7%        | 94.4%        | 3.3%        |
| Wairarapa    | 94.2%        | 91.6%        | 2.6%        |
| <b>Total</b> | <b>98.0%</b> | <b>95.3%</b> | <b>2.7%</b> |



Rail services cancelled



## 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 November was 86.9%, and 89.8% for the year to date.

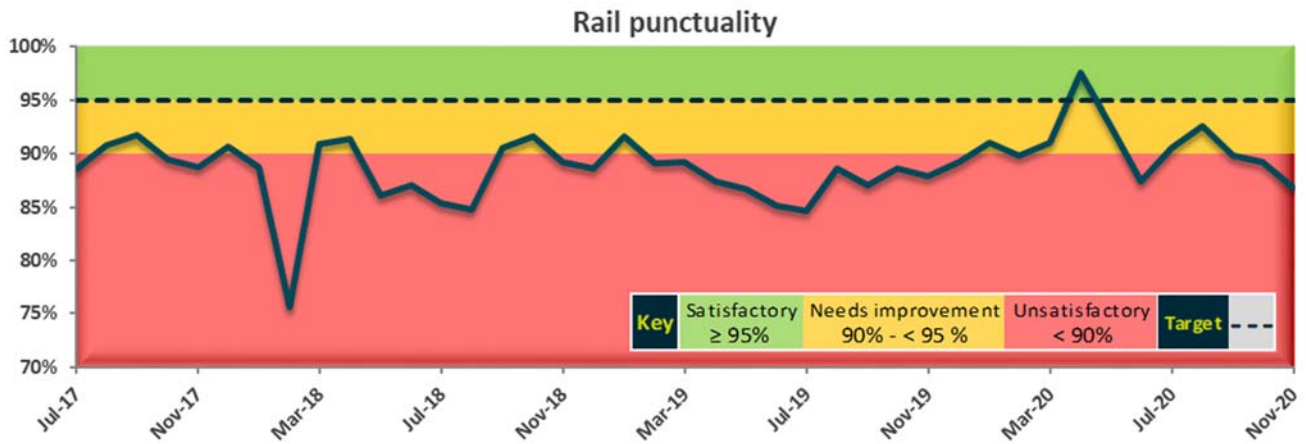
Services on KPL continue to be affected by the speed restriction through a slip site near Pukerua Bay. A spotter was put in place to alleviate some of this delay while slip fencing and alarms were installed. The Wairarapa line remains a focus for service improvements - with delays due to network speed restrictions and worksites being in operation while services are running.

**Punctuality - current month**

|              | Nov-20       | Nov-19       | % Change     |
|--------------|--------------|--------------|--------------|
| Hutt Valley  | 88.9%        | 88.4%        | 0.5%         |
| Johnsonville | 98.2%        | 90.0%        | 8.2%         |
| Kapiti       | 77.3%        | 87.1%        | -9.8%        |
| Wairarapa    | 59.8%        | 67.7%        | -7.9%        |
| <b>Total</b> | <b>86.9%</b> | <b>87.9%</b> | <b>-1.0%</b> |

**Punctuality - year to date (Jul - Nov)**

|              | 2020/21      | 2019/20      | % Change    |
|--------------|--------------|--------------|-------------|
| Hutt Valley  | 89.8%        | 87.3%        | 2.5%        |
| Johnsonville | 97.7%        | 94.8%        | 2.9%        |
| Kapiti       | 86.2%        | 83.9%        | 2.3%        |
| Wairarapa    | 57.6%        | 59.3%        | -1.7%       |
| <b>Total</b> | <b>89.8%</b> | <b>87.4%</b> | <b>2.4%</b> |

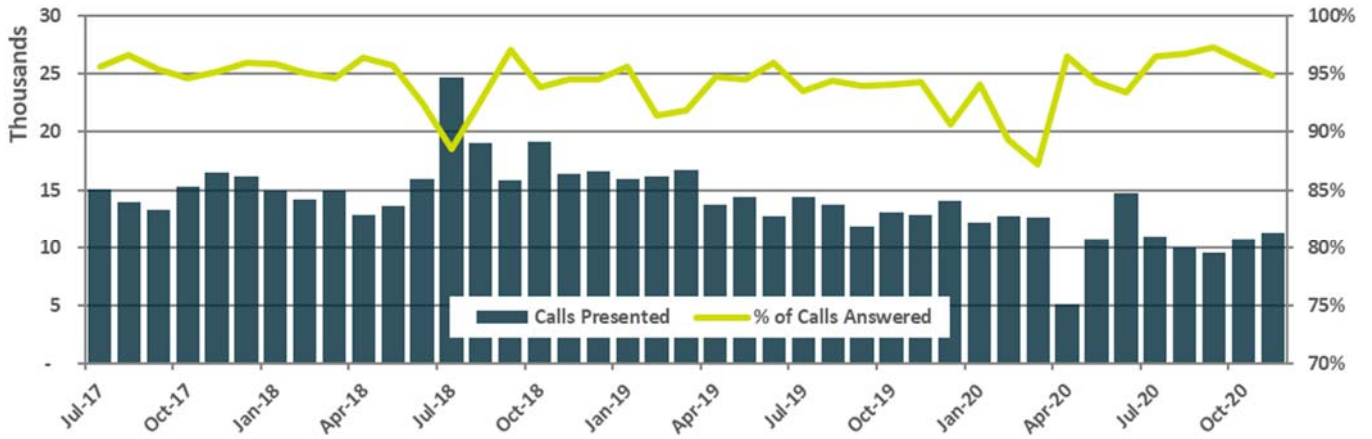




# Customer Contact

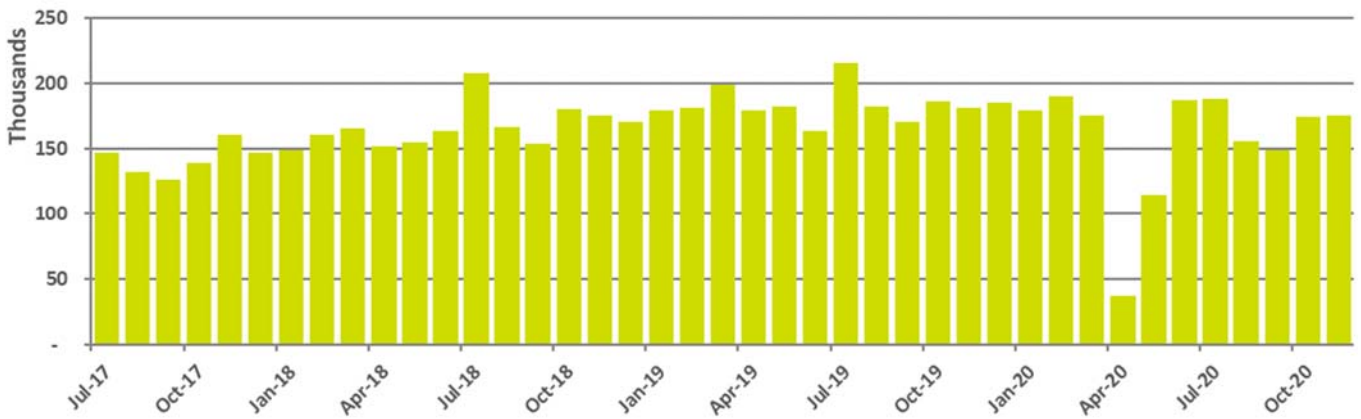
## Call centre incoming calls

Metlink answered 94.9% of the 11,000 calls received in November.



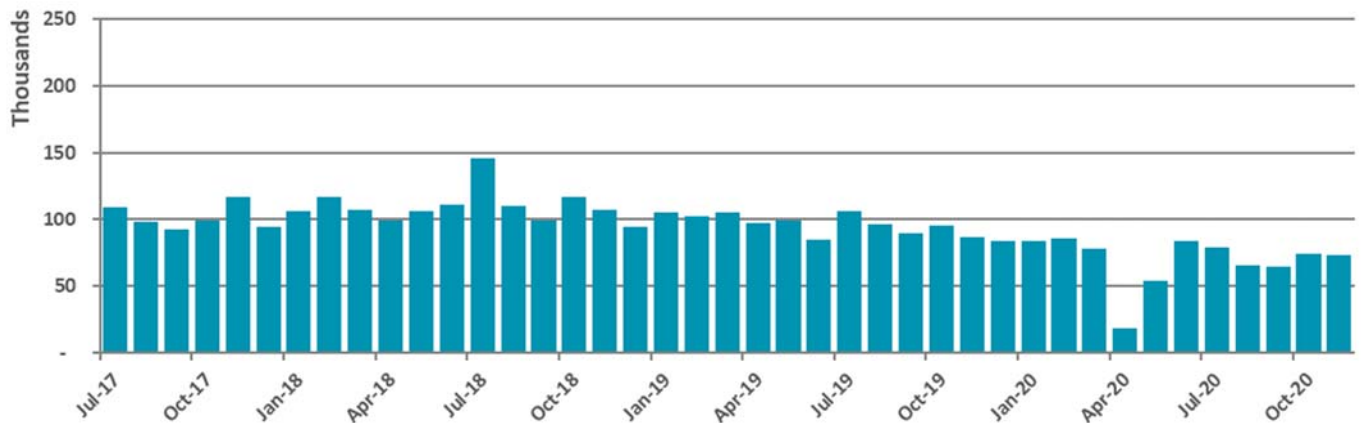
## Metlink app – unique users

In November 2020 there were 176,000 unique users of the Metlink app, 3.0% less than the same month the previous year.



## Metlink website – unique users

In November 2020 there were 73,000 unique users of the Metlink website, a decrease of 16.3% on the same month the previous year.

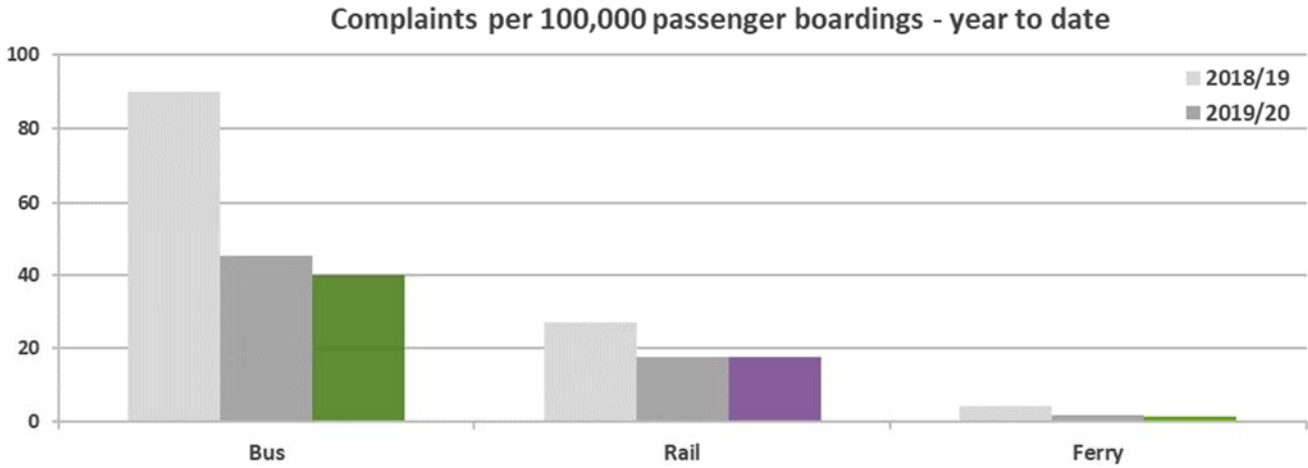


# Complaints

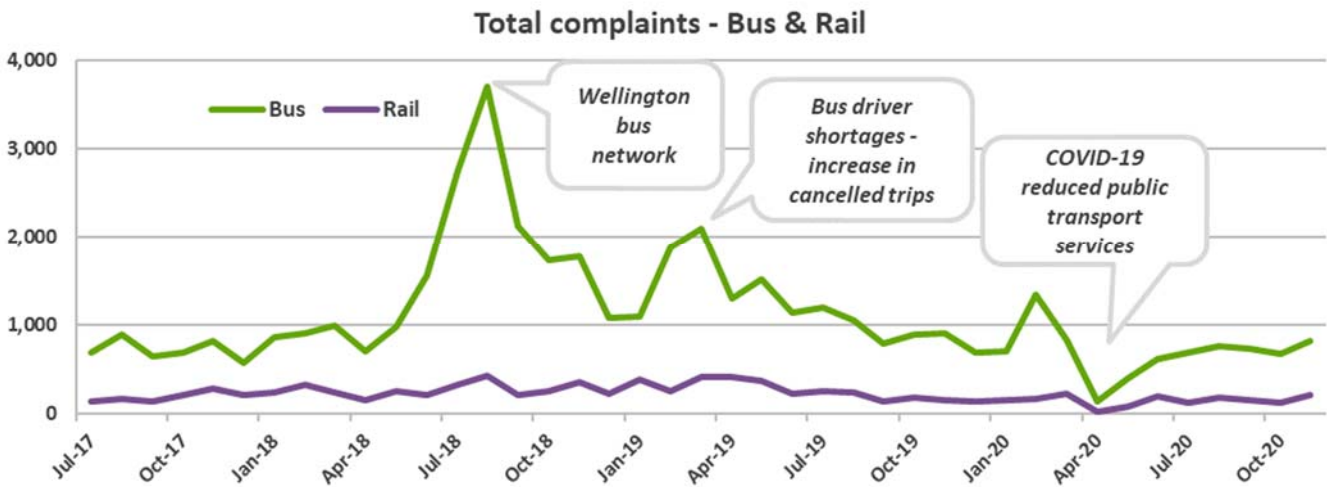
## Complaints volume

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 the previous two year's results.



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



## Bus complaints

Bus complaints for the month were 8.3% lower than in November last year, and 24.1% lower for the year to date.

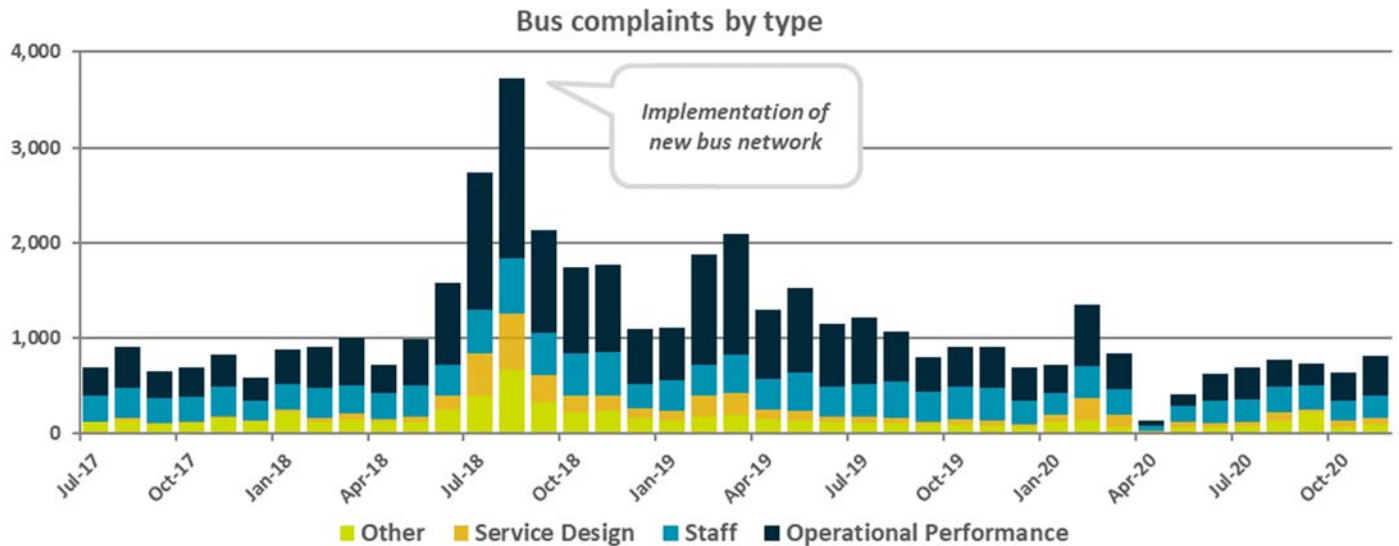
### Bus complaints for current month

|                                   | Nov-20     | Nov-19     | % Change     |
|-----------------------------------|------------|------------|--------------|
| Wellington                        |            |            |              |
| Newlands, Tawa                    | 31         | 37         | -16.2%       |
| East-West, City                   | 324        | 285        | 13.7%        |
| North-south, Khandallah, Brooklyn | 261        | 360        | -27.5%       |
| Hutt Valley                       | 169        | 165        | 2.4%         |
| Porirua                           | 32         | 39         | -17.9%       |
| Kapiti                            | 13         | 17         | -23.5%       |
| Wairarapa                         | -          | 2          | -100.0%      |
| <b>Total</b>                      | <b>830</b> | <b>905</b> | <b>-8.3%</b> |

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

|                                   | 2020/21      | 2019/20      | % Change      |
|-----------------------------------|--------------|--------------|---------------|
| Wellington                        |              |              |               |
| Newlands, Tawa                    | 165          | 148          | 11.5%         |
| East-West, City                   | 1,445        | 1,532        | -5.7%         |
| North-south, Khandallah, Brooklyn | 1,138        | 1,941        | -41.4%        |
| Hutt Valley                       | 743          | 940          | -21.0%        |
| Porirua                           | 154          | 220          | -30.0%        |
| Kapiti                            | 43           | 88           | -51.1%        |
| Wairarapa                         | 13           | 7            | 85.7%         |
| <b>Total</b>                      | <b>3,701</b> | <b>4,876</b> | <b>-24.1%</b> |

Operational performance and staff related complaints were 77% of all bus complaints in November.



## Rail complaints

Rail complaints for November were 37.0% higher than the same month last year, and 16.6% lower for the year to date.

**Rail complaints current month**

|              | Nov-20     | Nov-19     | % Change     |
|--------------|------------|------------|--------------|
| Hutt Valley  | 87         | 45         | 93.3%        |
| Kapiti       | 61         | 67         | -9.0%        |
| Johnsonville | 11         | 23         | -52.2%       |
| Wairarapa    | 19         | 11         | 72.7%        |
| General      | 44         | 16         | 175.0%       |
| <b>Total</b> | <b>222</b> | <b>162</b> | <b>37.0%</b> |

**Rail complaints - year to date (Jul - Nov)**

|              | 2020/21    | 2019/20    | % Change      |
|--------------|------------|------------|---------------|
| Hutt Valley  | 301        | 297        | 1.3%          |
| Kapiti       | 249        | 368        | -32.3%        |
| Johnsonville | 41         | 64         | -35.9%        |
| Wairarapa    | 89         | 86         | 3.5%          |
| General      | 146        | 175        | -16.6%        |
| <b>Total</b> | <b>826</b> | <b>990</b> | <b>-16.6%</b> |

Operational performance and staff related complaints were 57% of all rail complaints in November. An increase in complaints about incident recovery (38 complaints compared to 8 in October) was due to a major disruption on the 23<sup>rd</sup> that disrupted both HVL and KPL during morning peak.

**Rail complaints by type**

