

Metlink performance report



September 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.

September 2020 saw continued reduced passenger boardings under alert levels 2 and 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

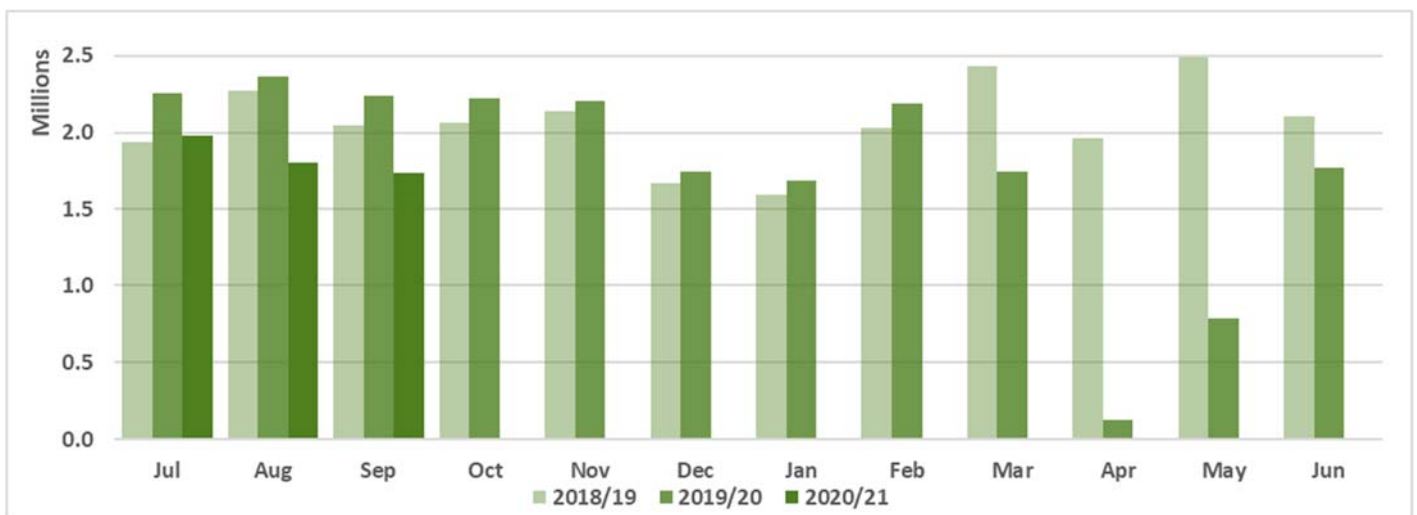
Under alert levels 2 and 1, September passenger boardings were 22.6% lower than the same month last year, and 19.6% lower for the year to date. Prior to COVID-19, we were seeing increased growth of 7.3% (July 2019 to February 2020).

By area for Sep

	Sep-20	Sep-19	% Change
Wellington	1,246,208	1,640,598	-24.0%
Hutt Valley	352,752	432,318	-18.4%
Porirua	75,795	91,709	-17.4%
Kapiti	46,885	61,459	-23.7%
Wairarapa	12,950	15,731	-17.7%
Total	1,734,590	2,241,815	-22.6%

By area - year to date (Jul - Sep)

	2020/21	2019/20	% Change
Wellington	3,993,921	5,046,266	-20.9%
Hutt Valley	1,103,267	1,314,698	-16.1%
Porirua	236,560	274,897	-13.9%
Kapiti	142,996	178,926	-20.1%
Wairarapa	39,401	46,905	-16.0%
Total	5,516,145	6,861,692	-19.6%



Rail Passenger boardings

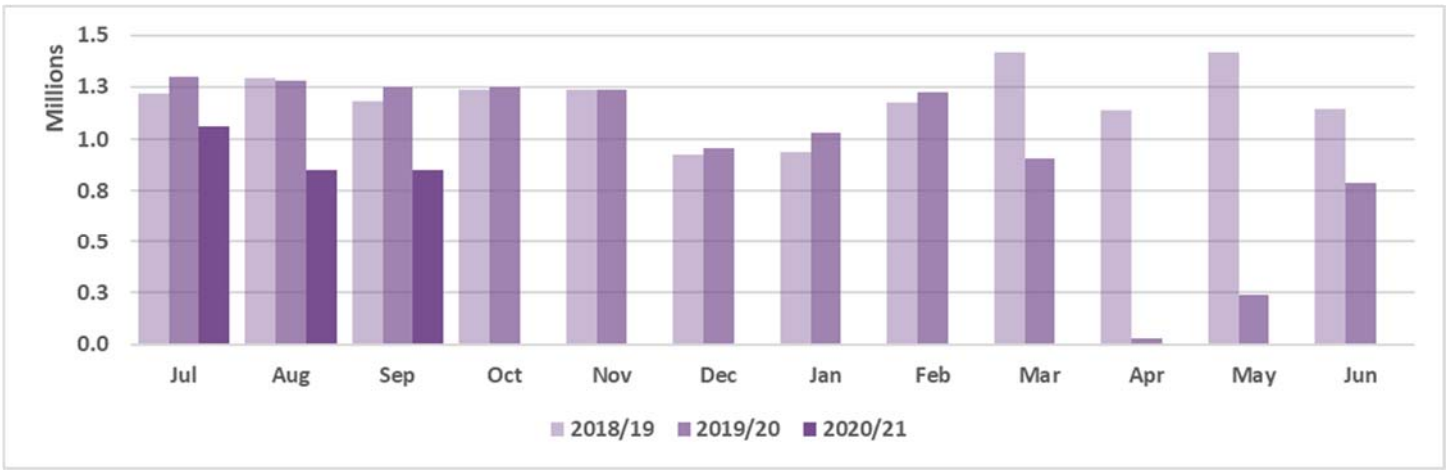
Under alert levels 2 and 1, rail recorded a decrease in passenger boardings of 31.6% for the month, and 27.9% for the year to date. Prior to COVID-19, we were seeing increased growth of 3.5% (July 2019 to February 2020).

By line for Sep

	Sep-20	Sep-19	% Change
Hutt Valley	359,574	544,406	-34.0%
Kapiti	355,439	518,883	-31.5%
Johnsonville	91,267	120,669	-24.4%
Wairarapa	47,353	64,407	-26.5%
Total	853,633	1,248,365	-31.6%

By line - year to date (Jul - Sep)

	2020/21	2019/20	% Change
Hutt Valley	1,161,506	1,654,959	-29.8%
Kapiti	1,159,536	1,600,298	-27.5%
Johnsonville	290,874	372,786	-22.0%
Wairarapa	150,807	203,365	-25.8%
Total	2,762,723	3,831,408	-27.9%



Ferry Passenger boardings

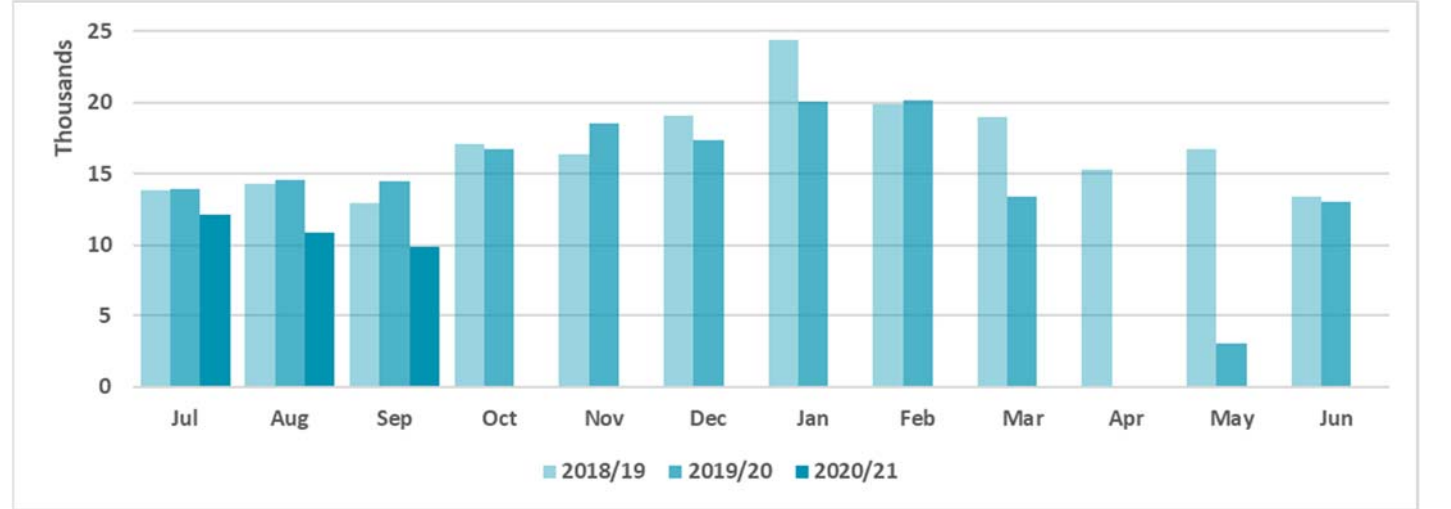
September boardings show a decrease of 31.6% on the same month last year. Year to date boardings show a decrease of 23.3% compared to a decrease of 1.4% pre-COVID-19 (July 2019 to February 2020).

For Sep

	Sep-20	Sep-19	% Change
Total	9,932	14,514	-31.6%

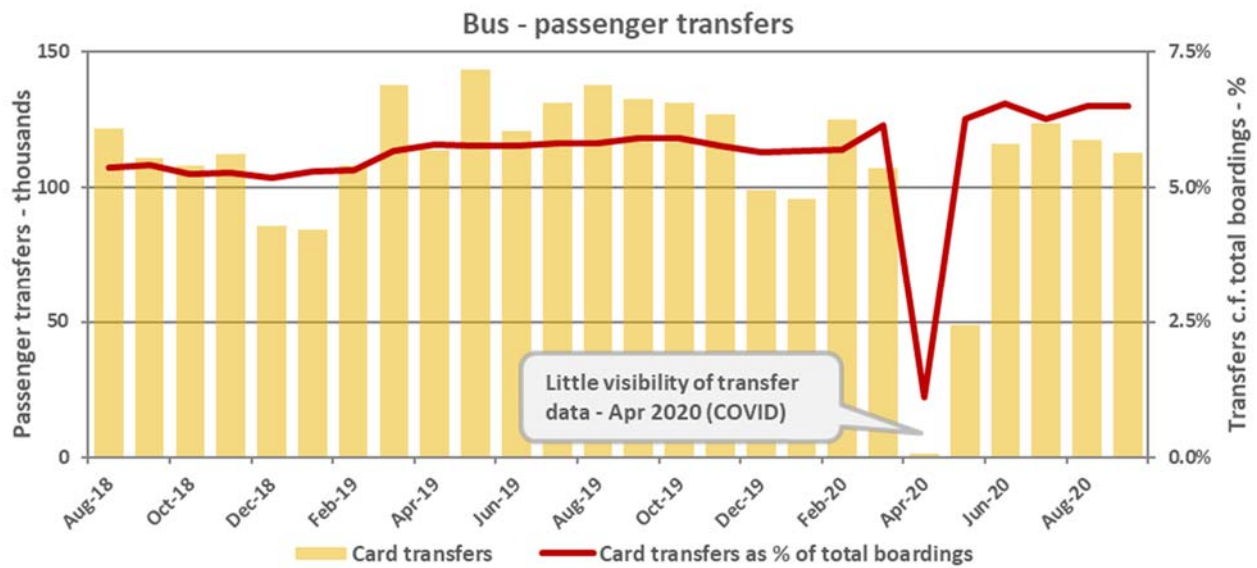
Year to date (Jul - Sep)

	2020/21	2019/20	% Change
Total	32,984	43,005	-23.3%



Bus Passenger transfers and Journeys

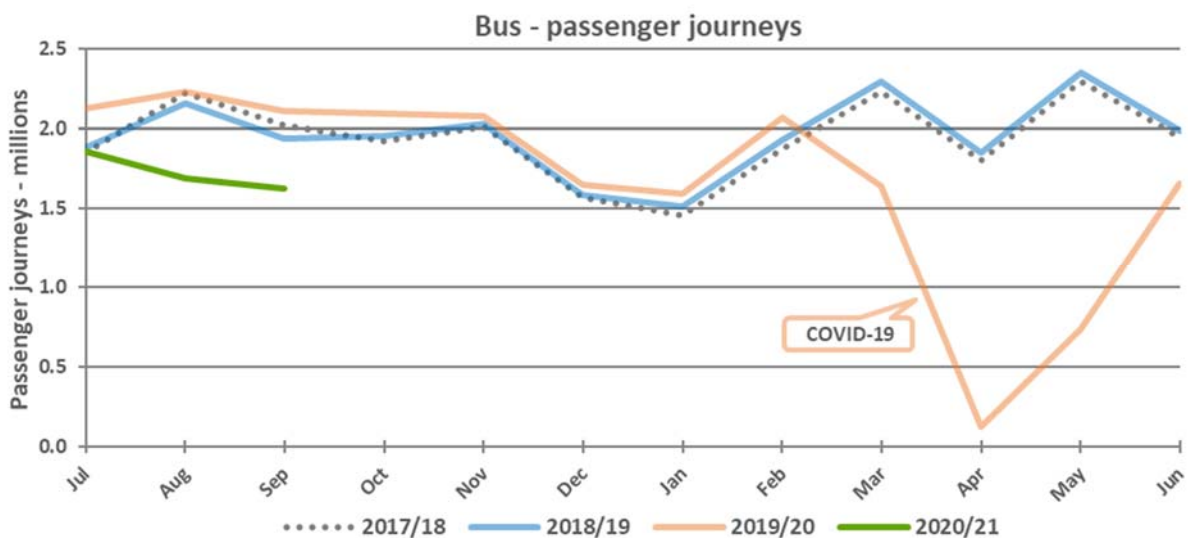
Metlink allows bus to bus transfers at no extra cost to passengers using a Snapper card, provided they tap on to the next bus within 30 minutes of tagging off the bus before. These card transfers accounted for 6.5% of passenger boardings for September.



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 September 2020 show a decrease of 23.1% on the same month last year. This compares to growth of 6.5% from July 2019 to February 2020 (pre-COVID).



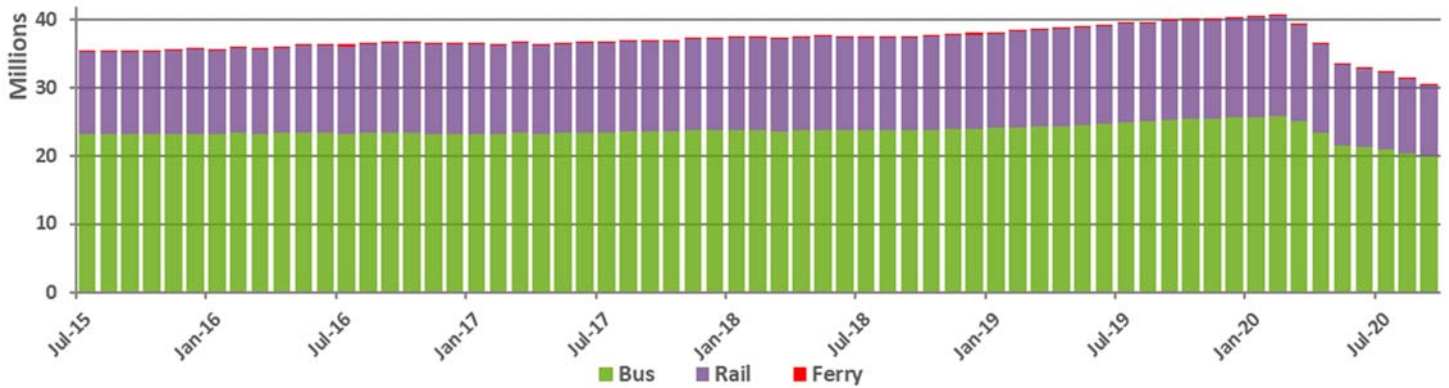
¹ Prior to the new Network, transfers accounted for c. 2.6 % based on 2014/15 data available to Metlink. This transfer rate has been assumed up until the new contracts were implemented between April and July 2018.

Passenger boardings trend

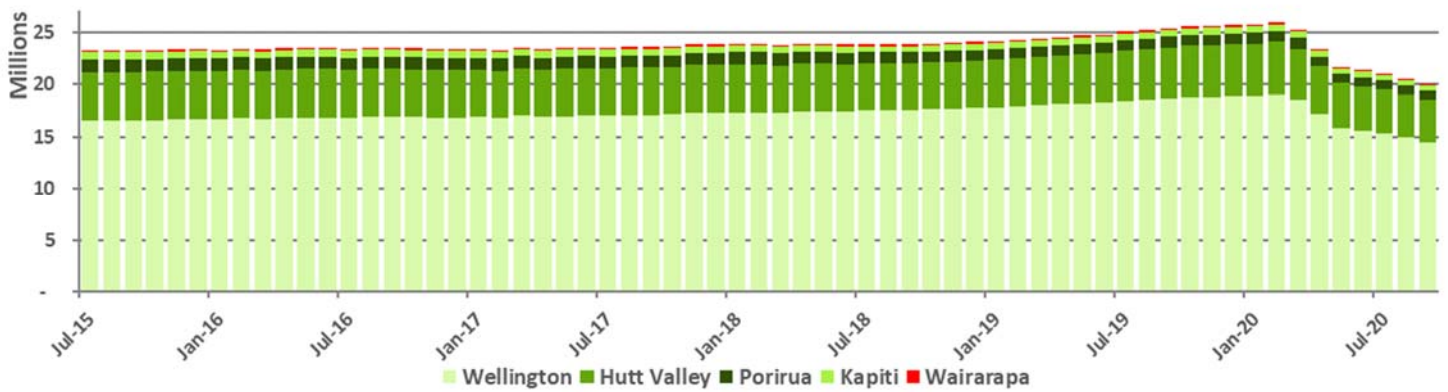
The following graphs show the number of passenger boardings using a 12-month rolling total.

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.

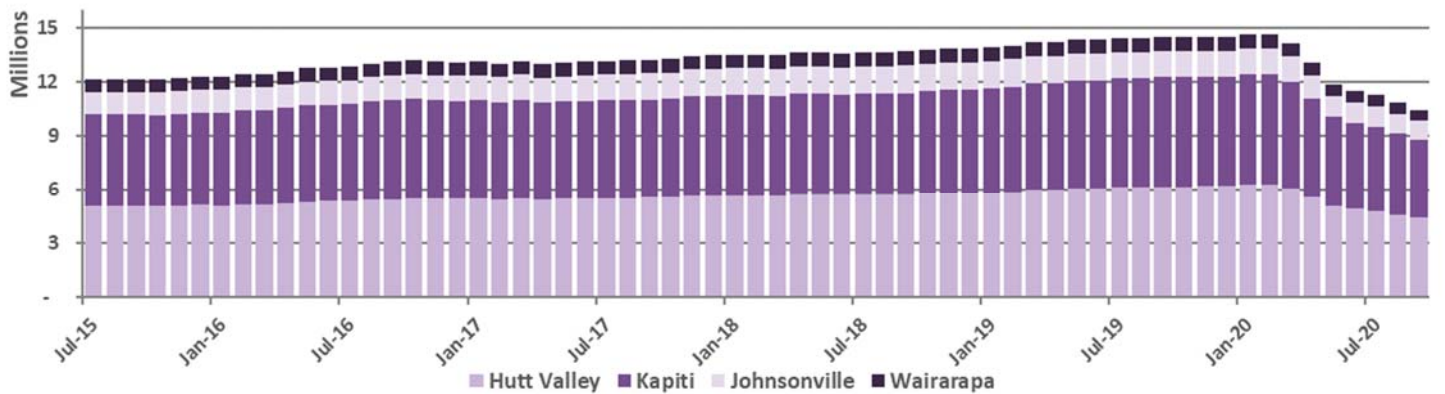
All modes



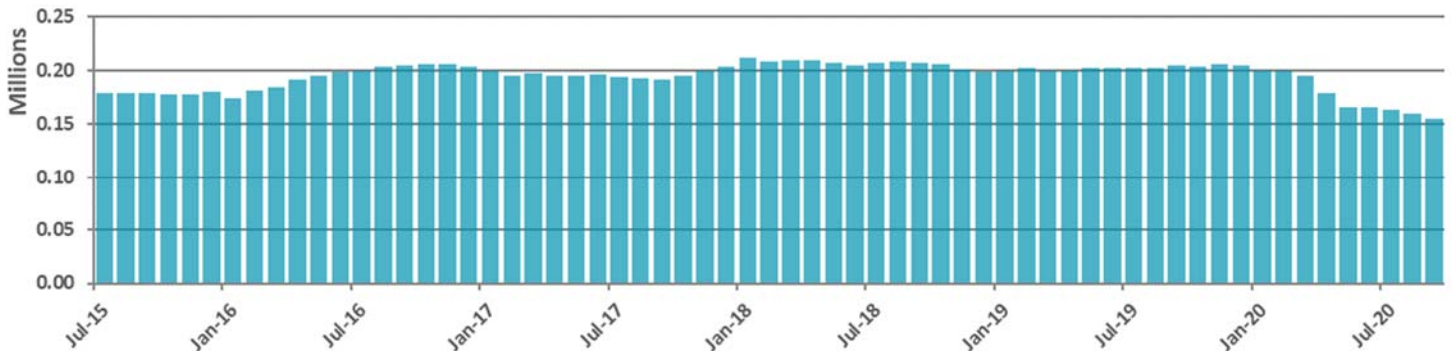
Bus



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 September 2020. There were no significant disruptions affecting reliability this month.

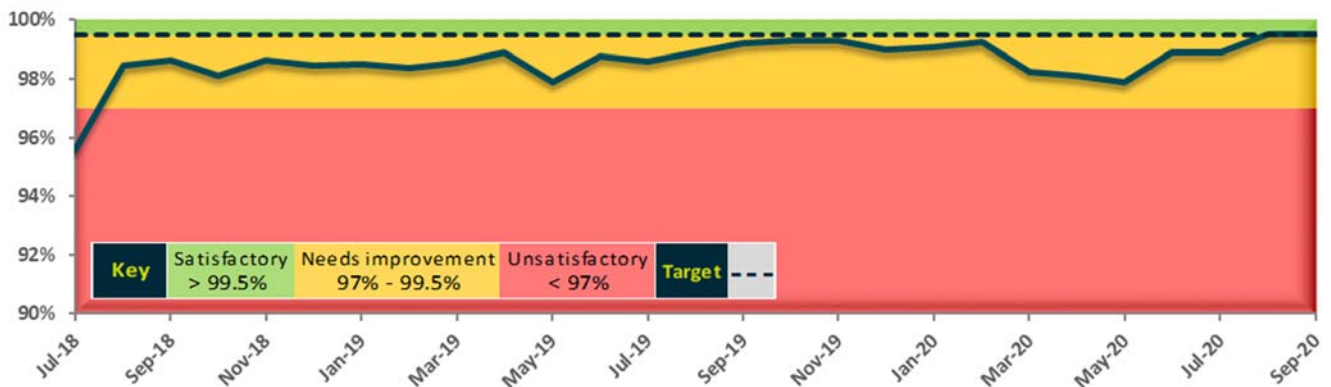
Reliability - current month

	Sep-20	Sep-19	% Change
Wellington City			
Newlands & Tawa	99.6%	99.6%	0.0%
East, West & City	99.4%	99.0%	0.4%
North, South, Khandallah & Brooklyn	99.4%	99.2%	0.2%
Hutt Valley	99.7%	99.2%	0.5%
Porirua	99.6%	99.1%	0.5%
Kapiti	99.8%	99.9%	-0.1%
Wairarapa	99.7%	99.2%	0.5%
Total	99.5%	99.2%	0.3%

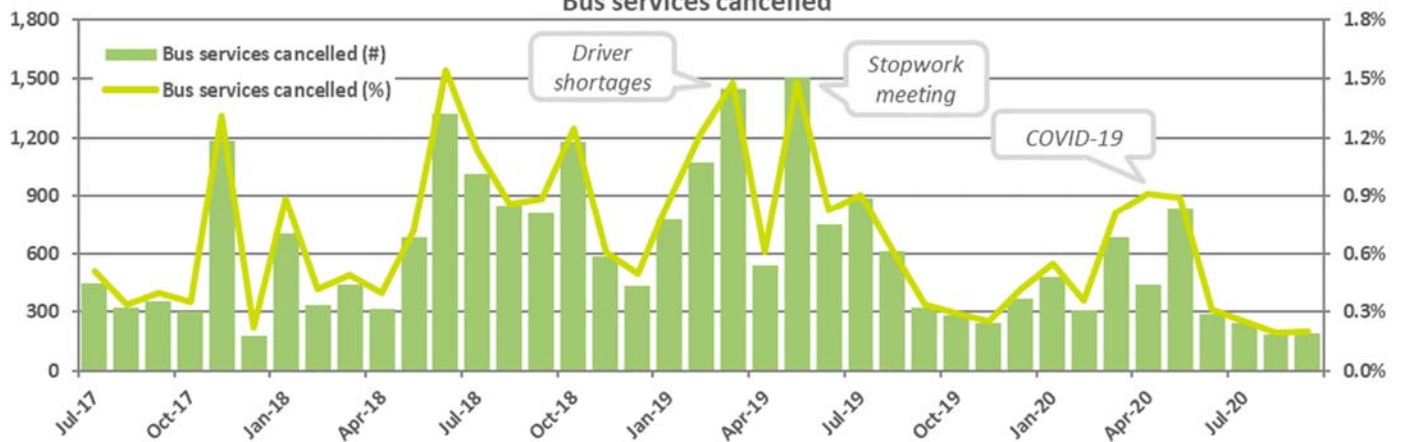
Reliability - year to date (Jul - Sep)

	2020/21	2019/20	% Change
Wellington City			
Newlands & Tawa	99.8%	99.7%	0.1%
East, West & City	98.6%	99.0%	-0.4%
North, South, Khandallah & Brooklyn	99.5%	98.1%	1.4%
Hutt Valley	99.7%	99.2%	0.5%
Porirua	99.6%	99.0%	0.6%
Kapiti	99.8%	99.8%	0.0%
Wairarapa	99.6%	99.4%	0.2%
Total	99.3%	98.9%	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 September was 95.8%, with an improvement of 1.0% on the same month last year. During the month, punctuality may have continued to be impacted by fewer boardings (including a traditional easing at peak times due to school holidays) leading to shorter dwell times at bus stops.

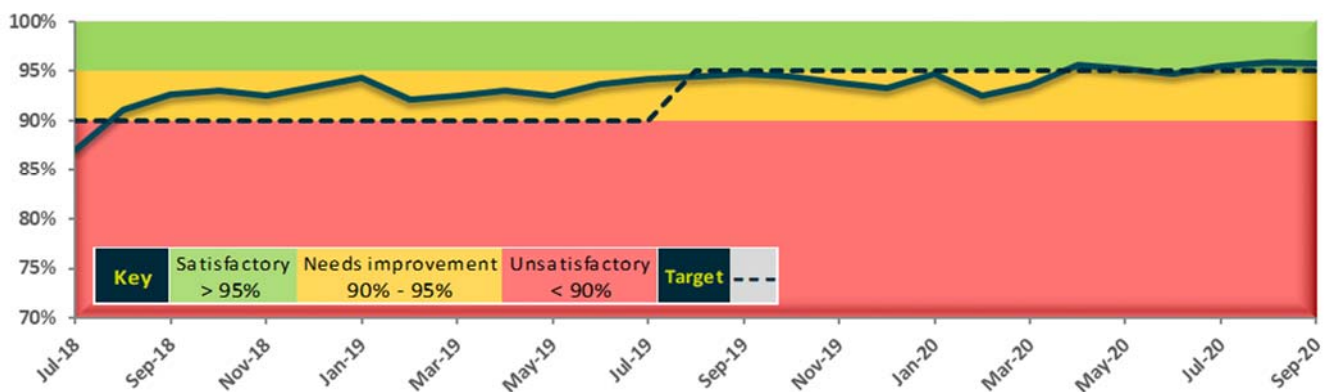
Punctuality - current month

	Sep-20	Sep-19	% Change
Wellington City			
Newlands & Tawa	94.3%	97.7%	-3.4%
East, West & City	96.2%	93.6%	2.5%
North, South, Khandallah & Brooklyn	94.1%	93.7%	0.4%
Hutt Valley	96.9%	95.4%	1.5%
Porirua	95.6%	95.0%	0.5%
Kapiti	98.4%	98.5%	-0.1%
Wairarapa	92.4%	95.0%	-2.6%
Total	95.8%	94.8%	1.0%

Punctuality - year to date (Jul - Sep)

	2020/21	2019/20	% Change
Wellington City			
Newlands & Tawa	94.1%	97.4%	-3.2%
East, West & City	96.0%	93.2%	2.8%
North, South, Khandallah & Brooklyn	93.9%	93.4%	0.6%
Hutt Valley	96.7%	95.3%	1.4%
Porirua	95.8%	95.2%	0.5%
Kapiti	98.6%	98.4%	0.2%
Wairarapa	94.0%	94.2%	-0.2%
Total	95.8%	94.5%	1.2%

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

Correct bus used - current month

	Sep-20	Sep-19	% Change
Wellington City			
Newlands & Tawa	100%	100%	0.0%
East, West & City	97%	99%	-2.0%
North, South, Khandallah & Brooklyn	97%	97%	0.0%
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 - Sep)

	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	96%	100%	-4.0%
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.

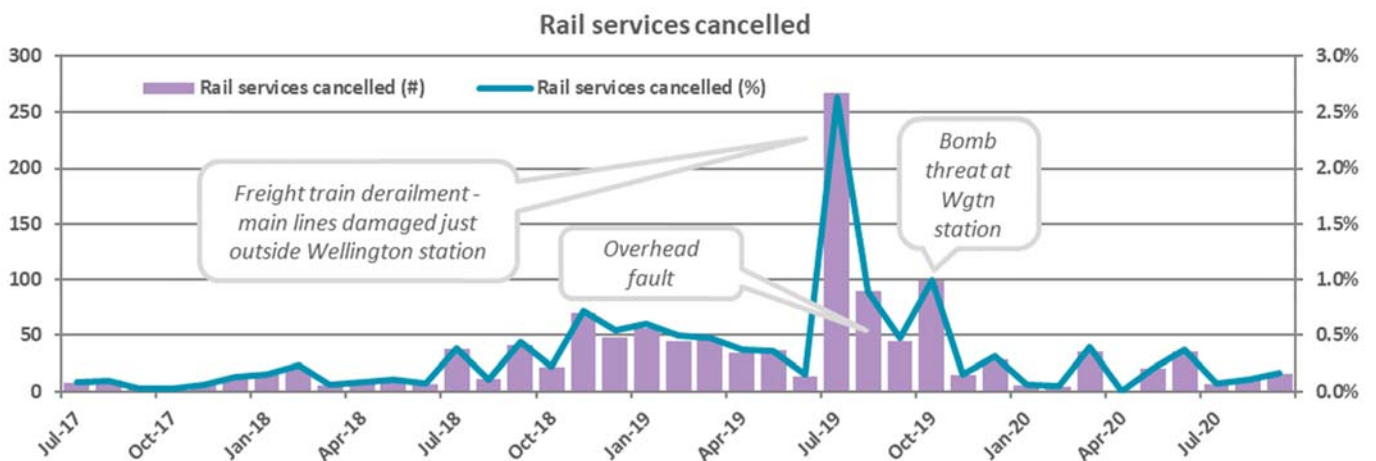
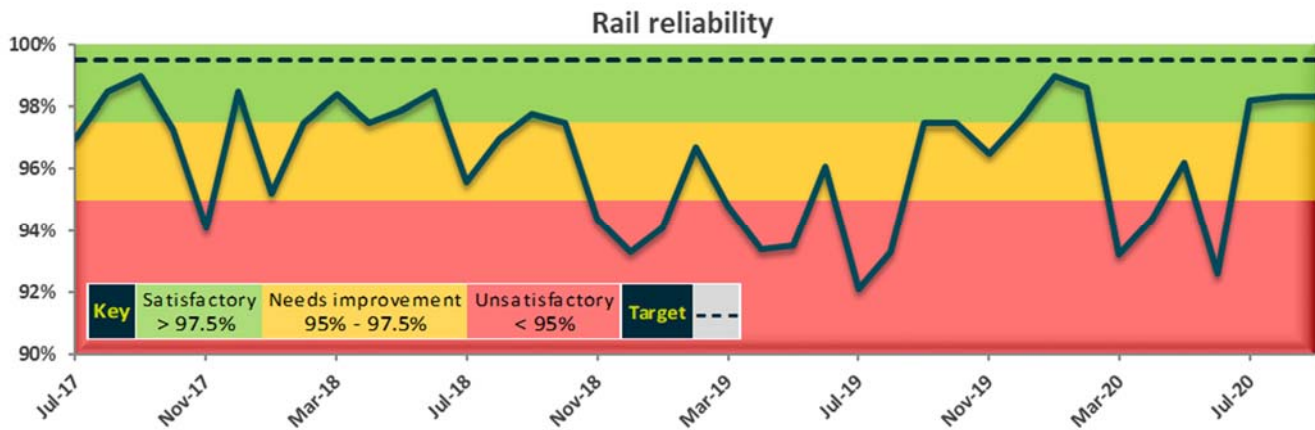
Rail service reliability was 98.3% in September, an improvement of 0.8% on the same month last year. Weather related incidents affected services this month, with slips on the Johnsonville and Kapiti lines leading to cancelled services. There were also some disruptions due to mechanical faults on vehicles.

Reliability - current month

	Sep-20	Sep-19	% Change
Hutt Valley	98.4%	97.3%	1.1%
Johnsonville	98.7%	98.5%	0.2%
Kapiti	98.5%	97.1%	1.4%
Wairarapa	88.8%	95.3%	-6.5%
Total	98.3%	97.5%	0.8%

Reliability - year to date (Jul - Sep)

	2020/21	2019/20	% Change
Hutt Valley	98.3%	94.2%	4.1%
Johnsonville	98.7%	95.1%	3.6%
Kapiti	98.2%	93.7%	4.5%
Wairarapa	93.9%	91.6%	2.3%
Total	98.3%	94.2%	4.1%



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.

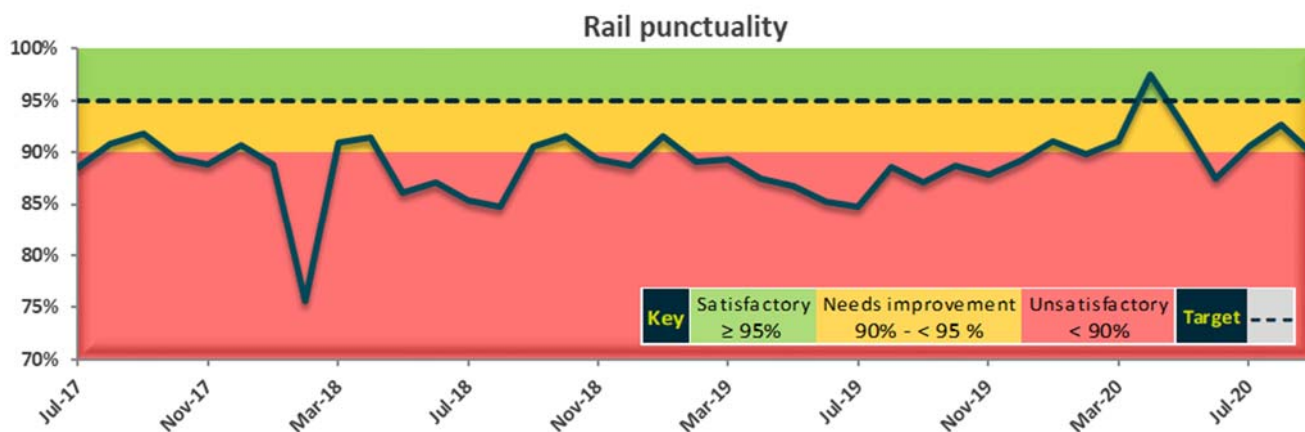
Punctuality for September was 89.8%, a 2.7% improvement on the same month the previous year. This improvement was partly due to COVID restrictions resulting in fewer passenger boardings, which reduces dwell times at stations - although speed restrictions on the Kapiti line affected punctuality. The Wairarapa 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

	Sep-20	Sep-19	% Change
Hutt Valley	88.4%	88.1%	0.3%
Johnsonville	97.0%	96.3%	0.7%
Kapiti	88.2%	80.8%	7.4%
Wairarapa	60.8%	57.3%	3.5%
Total	89.8%	87.1%	2.7%

Punctuality - year to date (Jul - Sep)

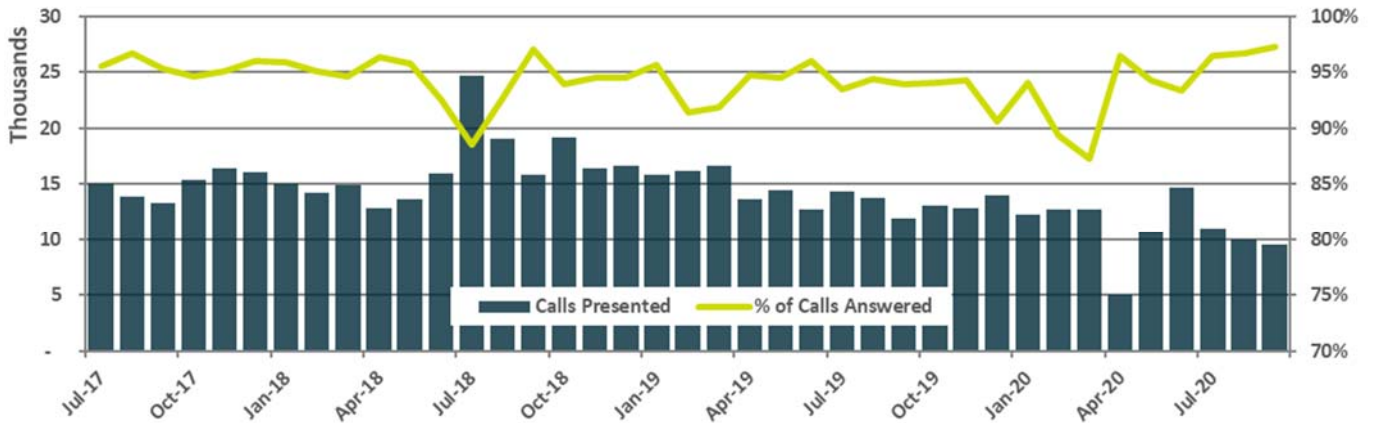
	2020/21	2019/20	% Change
Hutt Valley	89.3%	86.5%	2.8%
Johnsonville	97.7%	96.1%	1.6%
Kapiti	90.6%	82.1%	8.5%
Wairarapa	54.8%	54.6%	0.2%
Total	91.0%	86.8%	4.2%



Customer Contact

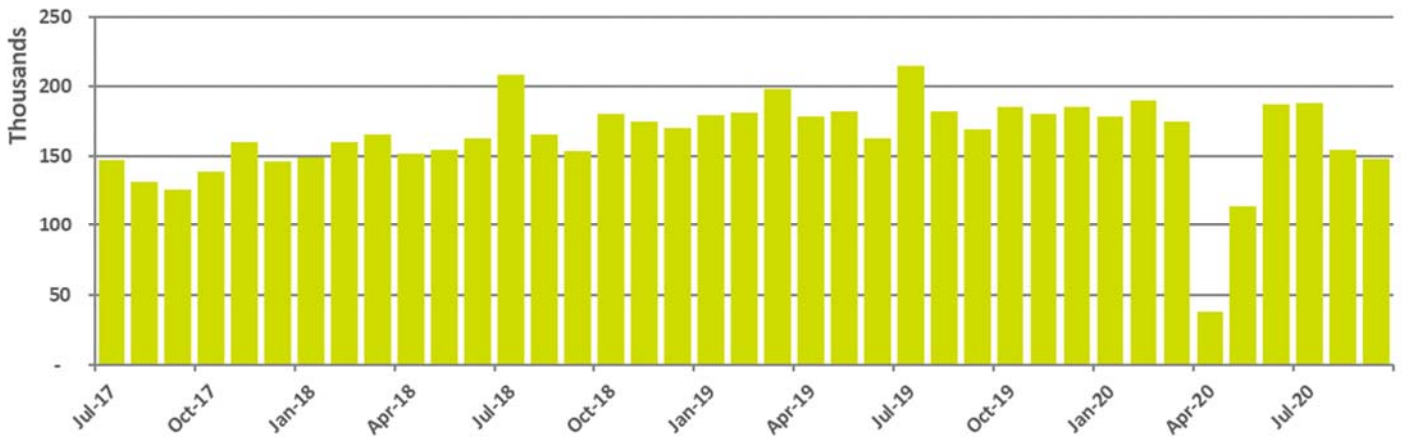
Call centre incoming calls

Metlink answered 97.3% of the 9,500 calls received in September.



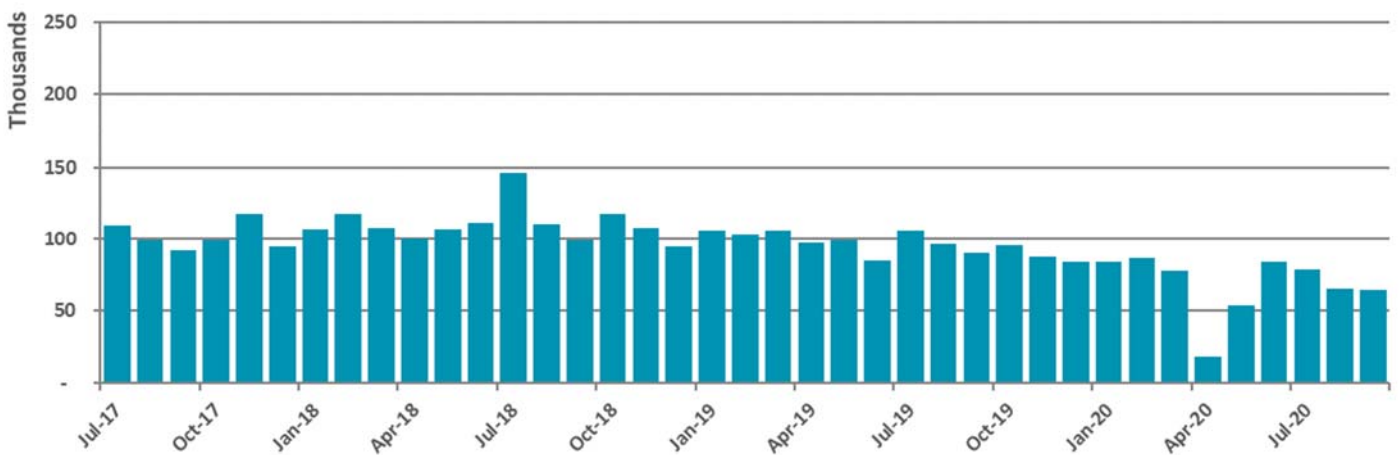
Metlink app – unique users

In September 2020 there were 150,000 unique users of the Metlink app, 12.5% less than the same month the previous year.



Metlink website – unique users

In September 2020 there were 64,000 unique users of the Metlink website, a decrease of 28.4% on the same month the previous year.

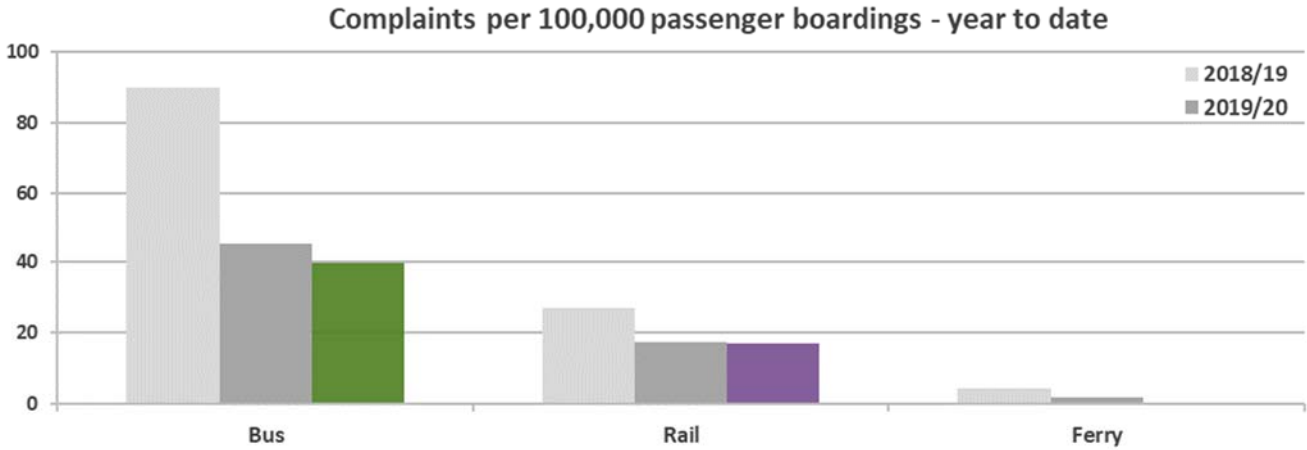


Complaints

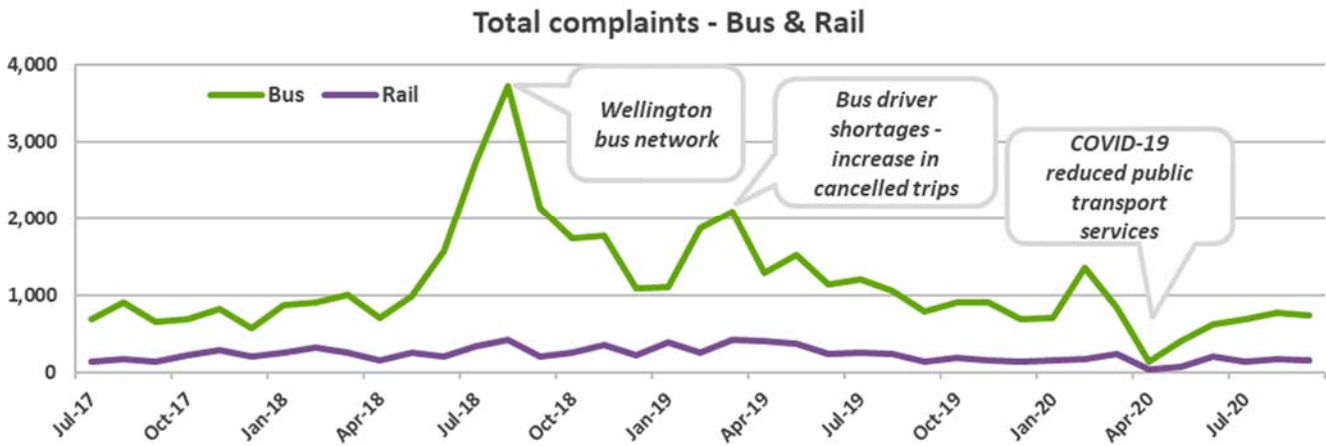
Complaints volume

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, although we have seen an increase in COVID related complaints over the last two months, especially regarding social distancing during alert level 2.



Bus complaints

Bus complaints for the month were 8.0% lower than in September last year, and 28.5% lower for the year to date.

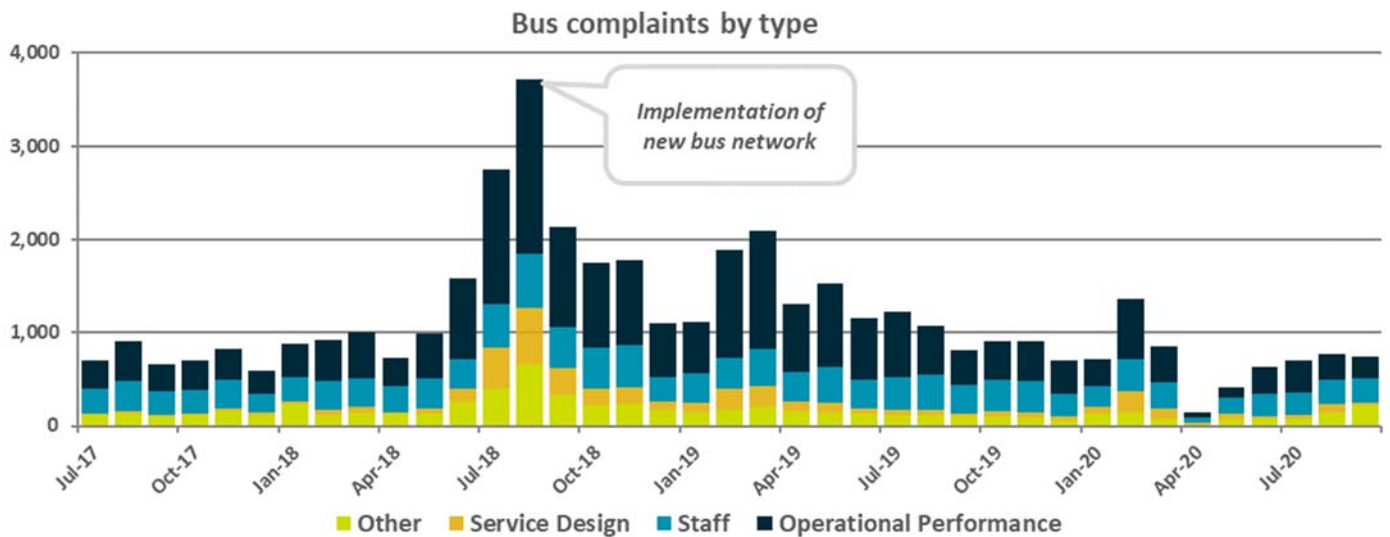
Bus complaints for current month

	Sep-20	Sep-19	% Change
Wellington			
Newlands, Tawa	40	23	73.9%
East-West, City	288	238	21.0%
North-south, Khandallah, Brooklyn	203	305	-33.4%
Hutt Valley	163	173	-5.8%
Porirua	27	40	-32.5%
Kapiti	10	16	-37.5%
Wairarapa	2	2	0.0%
Total	733	797	-8.0%

Bus complaints - year to date (Jul - Sep)

	2020/21	2019/20	% Change
Wellington			
Newlands, Tawa	110	84	31.0%
East-West, City	879	954	-7.9%
North-south, Khandallah, Brooklyn	641	1,234	-48.1%
Hutt Valley	432	590	-26.8%
Porirua	98	141	-30.5%
Kapiti	24	59	-59.3%
Wairarapa	9	5	80.0%
Total	2,193	3,067	-28.5%

Operational performance and staff related complaints were 67% of all bus complaints in September.



Rail complaints

Rail complaints for September were 6.1% higher than the same month last year, and 26.7% lower for the year to date.

Rail complaints current month

	Sep-20	Sep-19	% Change
Hutt Valley	56	44	27.3%
Kapiti	50	56	-10.7%
Johnsonville	12	8	50.0%
Wairarapa	14	14	0.0%
General	25	26	-3.8%
Total	157	148	6.1%

Rail complaints - year to date (Jul - Sep)

	2020/21	2019/20	% Change
Hutt Valley	162	211	-23.2%
Kapiti	144	219	-34.2%
Johnsonville	22	33	-33.3%
Wairarapa	60	59	1.7%
General	83	121	-31.4%
Total	471	643	-26.7%

Operational performance and staff related complaints were 48% of all rail complaints in September.

Rail complaints by type

