

# Metlink performance report



April 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.

Please note: due to reduced patronage in April 2020 (under Covid-19 alert level 4), we are using April 2019 (and July 2018 to April 2019 for year to date) to compare passenger boardings in this report.

April 2021 saw reduced passenger boardings under alert level 1, compared to 2019. 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, April passenger boardings were 16.5% lower than the same month in 2019, and 11.6% lower for the year to date (c.f. 2018/19). Prior to Covid-19 (in 2019/20), we were seeing increased growth of 7.3% (July 2019 to February 2020).

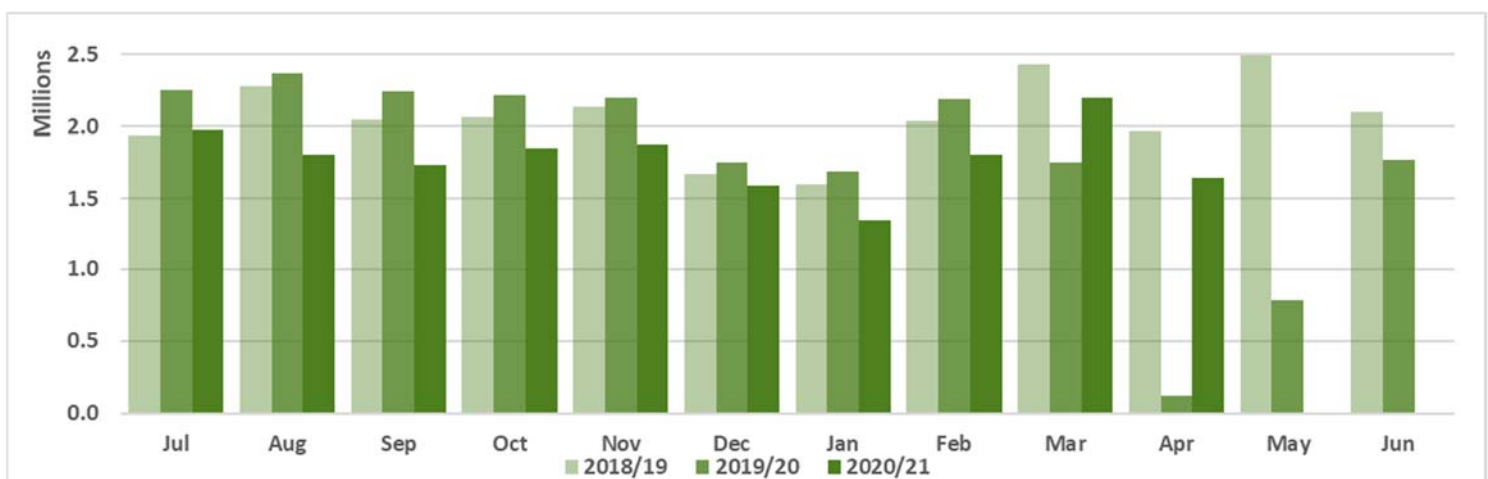
During April boardings were affected by a union meeting, a full day stop work and a full day lockout by NZ Bus.

#### By area for Apr

|              | Apr-21           | Apr-19           | % Change      |
|--------------|------------------|------------------|---------------|
| Wellington   | 1,208,548        | 1,458,647        | -17.1%        |
| Hutt Valley  | 314,685          | 366,737          | -14.2%        |
| Porirua      | 66,052           | 76,191           | -13.3%        |
| Kapiti       | 38,635           | 48,817           | -20.9%        |
| Wairarapa    | 10,922           | 13,153           | -17.0%        |
| <b>Total</b> | <b>1,638,842</b> | <b>1,963,545</b> | <b>-16.5%</b> |

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

|              | 2020/21           | 2018/19           | % Change      |
|--------------|-------------------|-------------------|---------------|
| Wellington   | 13,008,953        | 14,913,075        | -12.8%        |
| Hutt Valley  | 3,513,194         | 3,805,523         | -7.7%         |
| Porirua      | 729,371           | 795,213           | -8.3%         |
| Kapiti       | 443,665           | 500,568           | -11.4%        |
| Wairarapa    | 124,609           | 137,716           | -9.5%         |
| <b>Total</b> | <b>17,819,792</b> | <b>20,152,095</b> | <b>-11.6%</b> |



## Rail Passenger boardings

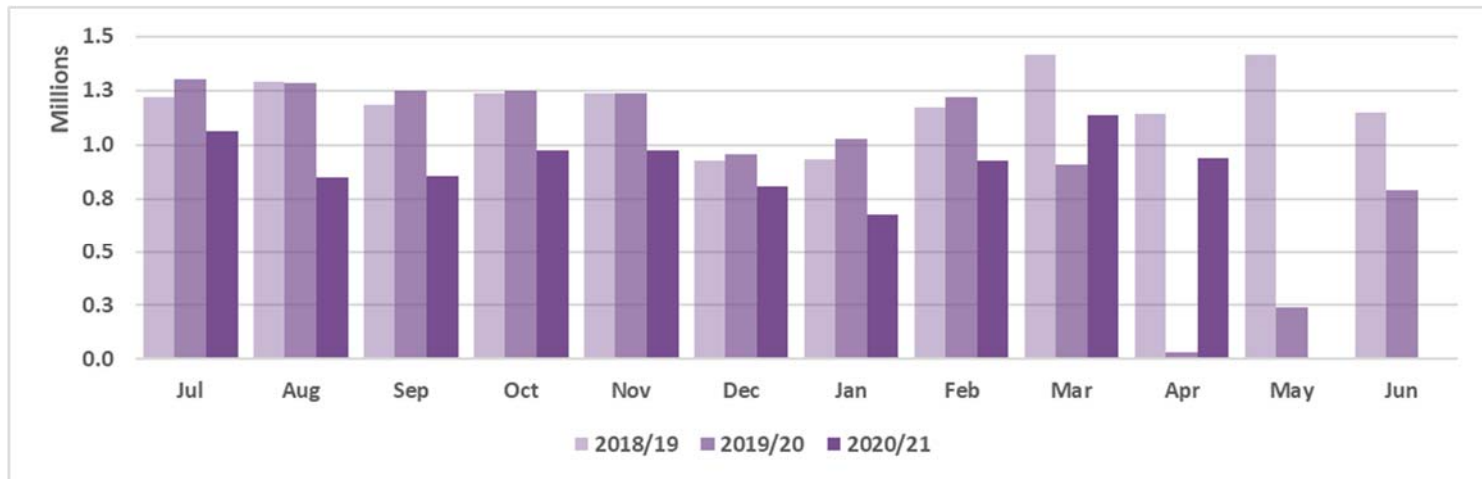
Under alert level 1, rail recorded a decrease in passenger boardings of 17.8% for the month (compared to 2019), and a decrease of 21.8% for the year to date (c.f. 2018/19). Prior to Covid-19 (in 2019/20), we were seeing increased growth of 3.5% (July 2019 to February 2020).

### By line for Apr

|              | Apr-21         | Apr-19           | % Change      |
|--------------|----------------|------------------|---------------|
| Hutt Valley  | 396,998        | 483,957          | -18.0%        |
| Kapiti       | 395,260        | 475,277          | -16.8%        |
| Johnsonville | 89,188         | 117,425          | -24.0%        |
| Wairarapa    | 55,901         | 63,130           | -11.5%        |
| <b>Total</b> | <b>937,347</b> | <b>1,139,789</b> | <b>-17.8%</b> |

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

|              | 2020/21          | 2018/19           | % Change      |
|--------------|------------------|-------------------|---------------|
| Hutt Valley  | 3,885,765        | 4,976,951         | -21.9%        |
| Kapiti       | 3,855,802        | 4,927,011         | -21.7%        |
| Johnsonville | 938,400          | 1,212,404         | -22.6%        |
| Wairarapa    | 514,256          | 646,234           | -20.4%        |
| <b>Total</b> | <b>9,194,223</b> | <b>11,762,600</b> | <b>-21.8%</b> |



## Ferry Passenger boardings

April boardings show an increase of 9.0%, on the same month in 2019. Year to date boardings show a decrease of 17.1% (c.f. 2018/19). We were seeing a decrease of 1.4% prior to Covid-19 (July 2019 to February 2020).

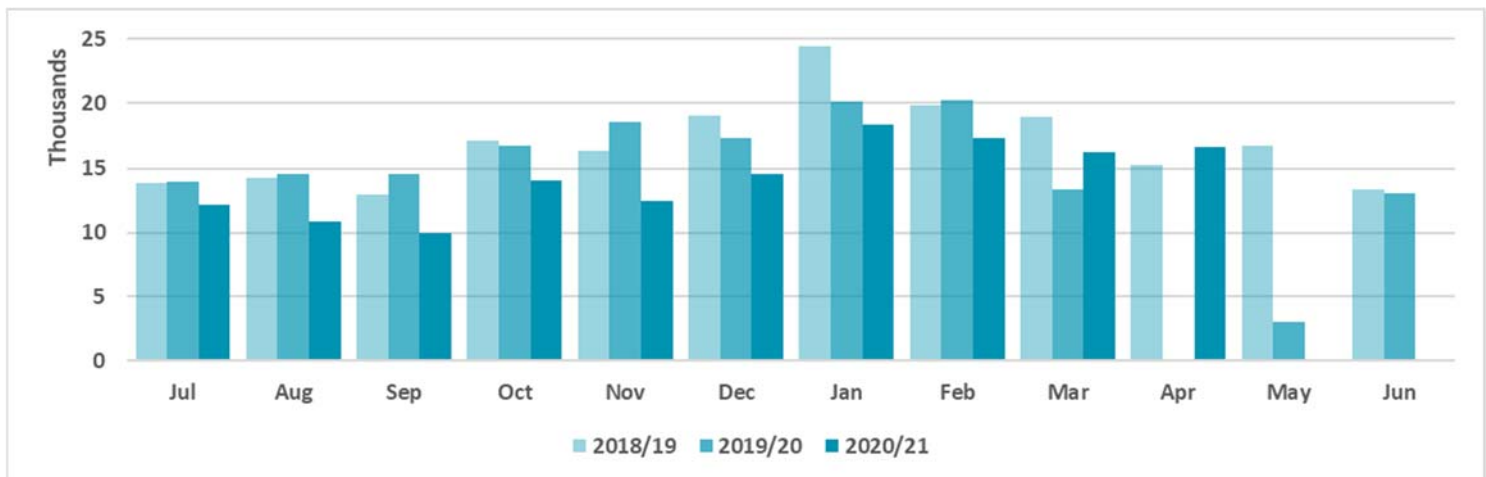
Ferry boardings are often affected by weather conditions.

### For Apr

|              | Apr-21        | Apr-19        | % Change    |
|--------------|---------------|---------------|-------------|
| <b>Total</b> | <b>16,635</b> | <b>15,265</b> | <b>9.0%</b> |

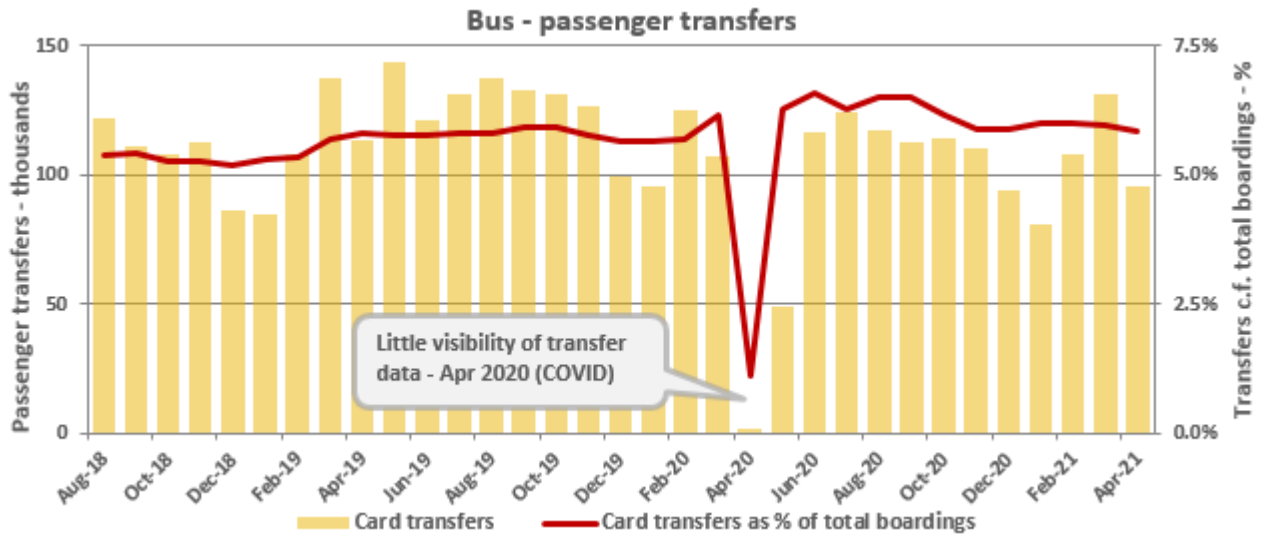
### Year to date (Jul - Apr)

|              | 2020/21        | 2018/19        | % Change      |
|--------------|----------------|----------------|---------------|
| <b>Total</b> | <b>142,602</b> | <b>172,079</b> | <b>-17.1%</b> |



## Bus Passenger transfers and Journeys

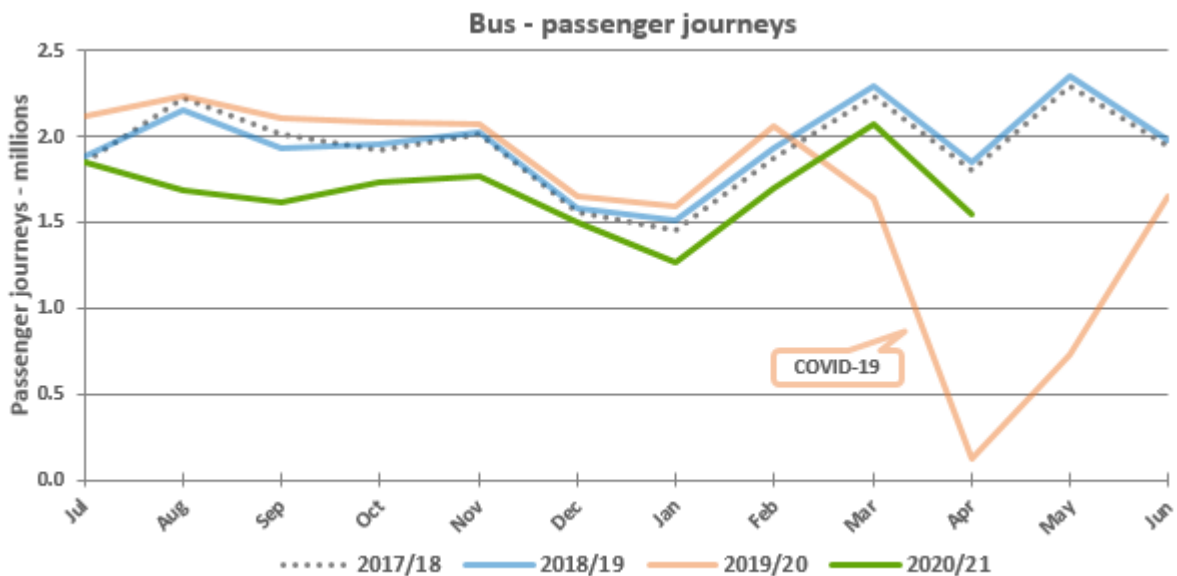
Metlink allows bus to bus transfers at no extra cost to passengers using a Snapper card, provided they tap on to the next bus within 30 minutes of tagging off the bus before. These card transfers accounted for 5.8% of passenger boardings for April.



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 April 2021 show a decrease of 16.6% on the same month in 2019. This compares to growth of 6.5% from July 2019 to February 2020 (prior to Covid-19).



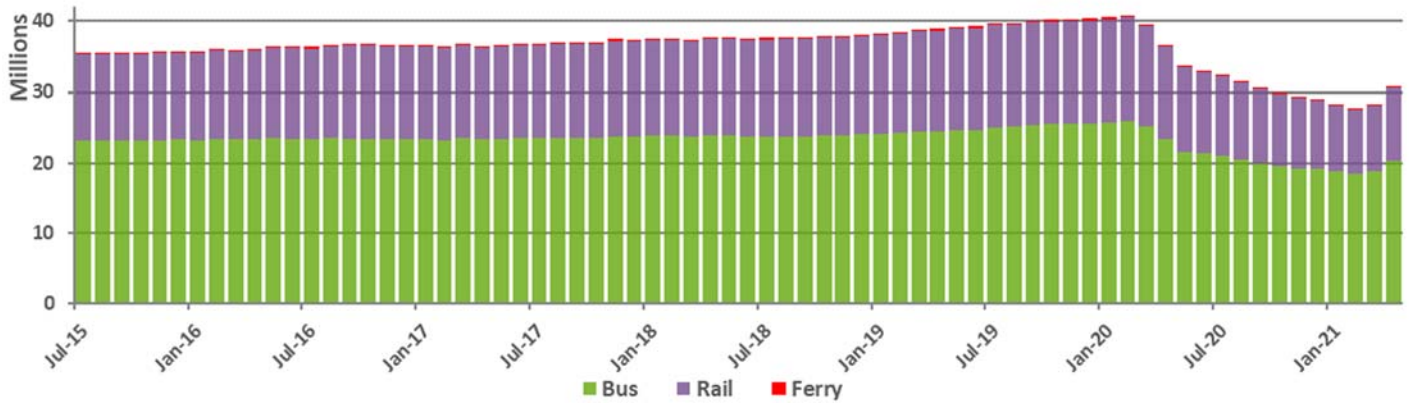
<sup>1</sup> Prior to the new Network, transfers accounted for c. 2.6 % based on 2014/15 data available to Metlink. This transfer rate has been assumed up until the new contracts were implemented between April and July 2018.

## Passenger boardings trend

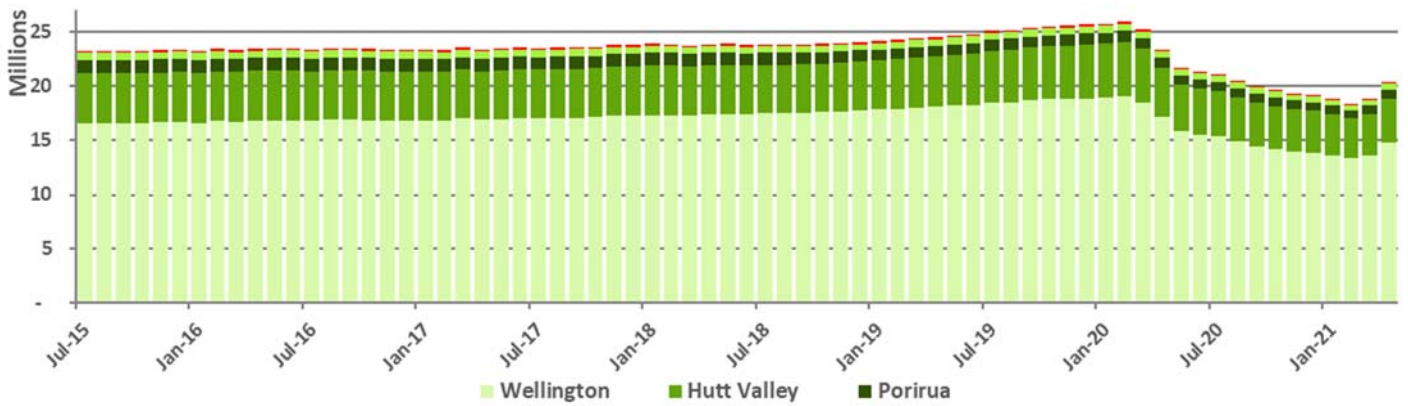
The following graphs show the number of passenger boardings using a 12-month rolling total.

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

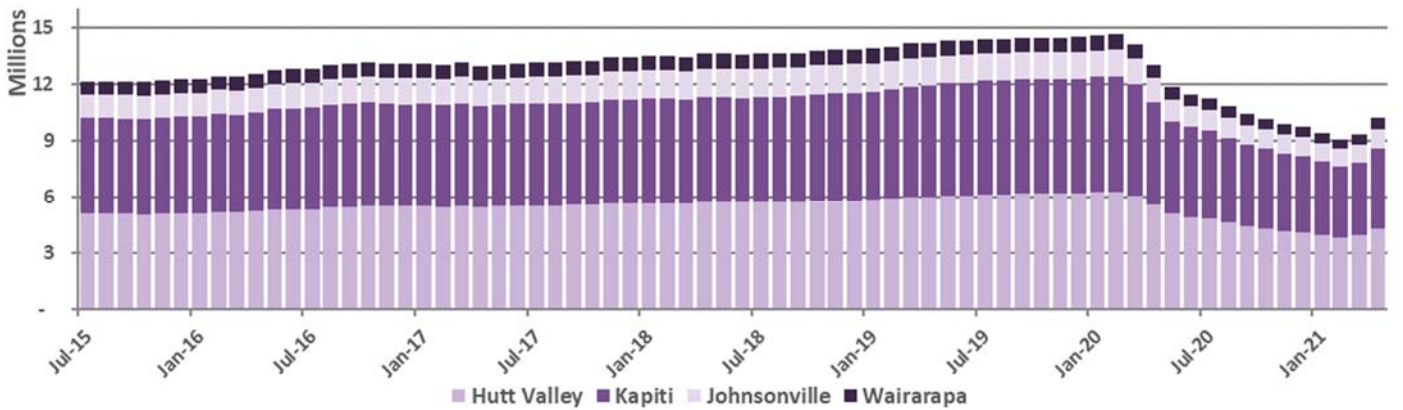
### All modes



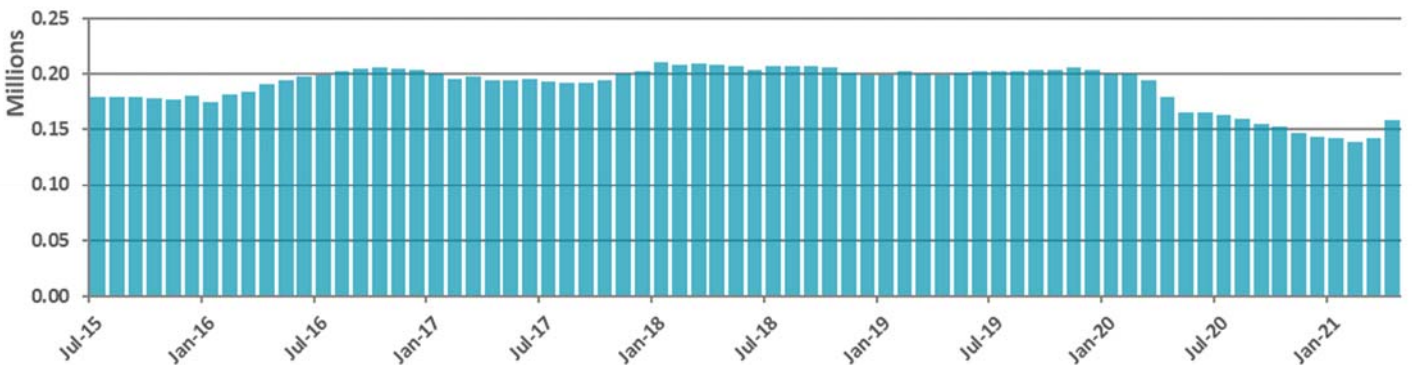
### Bus



### 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.

96.1% of bus services were delivered reliably in April 2021. Reliability this month was affected by a union meeting, a full day stopwork, a full day lockout by NZ Bus, and a number of service cancellations, generally due to staff shortages in Wellington.

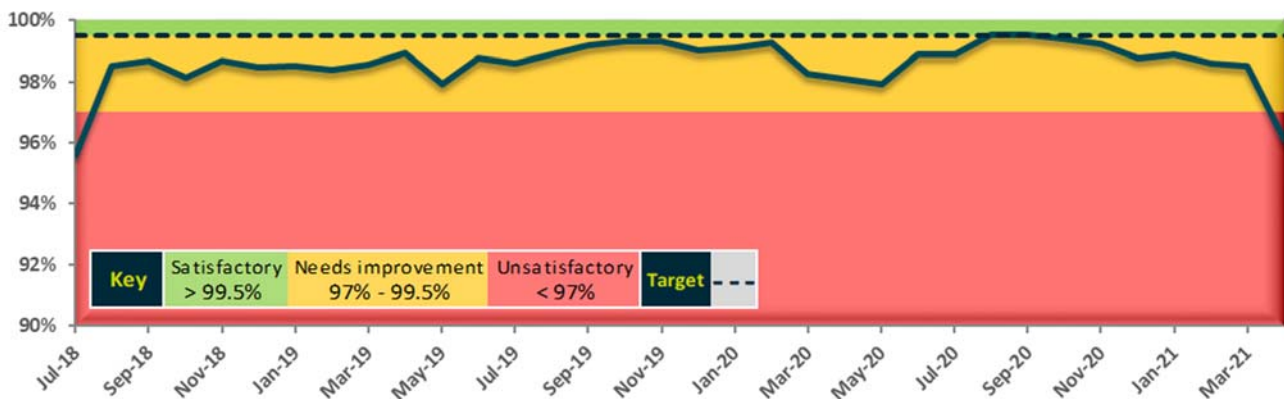
Reliability - current month

|                                     | Apr-21       | Apr-20       | % Change     |
|-------------------------------------|--------------|--------------|--------------|
| Wellington City                     |              |              |              |
| Newlands & Tawa                     | 99.8%        | 98.7%        | 1.0%         |
| East, West & City                   | 90.7%        | 97.7%        | -7.0%        |
| North, South, Khandallah & Brooklyn | 98.5%        | 98.9%        | -0.5%        |
| Hutt Valley                         | 98.3%        | 98.1%        | 0.1%         |
| Porirua                             | 98.5%        | 97.8%        | 0.7%         |
| Kapiti                              | 99.9%        | 98.7%        | 1.2%         |
| Wairarapa                           | 98.7%        | 79.1%        | 19.5%        |
| <b>Total</b>                        | <b>96.1%</b> | <b>98.1%</b> | <b>-2.0%</b> |

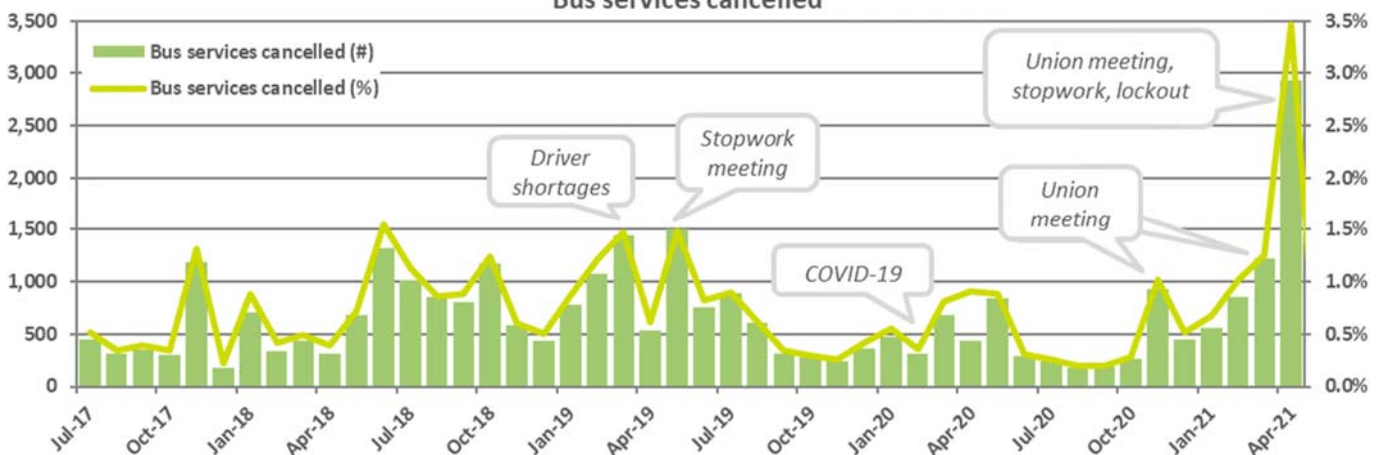
Reliability - year to date (Jul - Apr)

|                                     | 2020/21      | 2019/20      | % Change     |
|-------------------------------------|--------------|--------------|--------------|
| Wellington City                     |              |              |              |
| Newlands & Tawa                     | 99.7%        | 99.6%        | 0.1%         |
| East, West & City                   | 97.4%        | 98.6%        | -1.2%        |
| North, South, Khandallah & Brooklyn | 99.0%        | 98.8%        | 0.2%         |
| Hutt Valley                         | 99.3%        | 99.2%        | 0.1%         |
| Porirua                             | 99.3%        | 99.0%        | 0.3%         |
| Kapiti                              | 99.8%        | 99.7%        | 0.1%         |
| Wairarapa                           | 99.2%        | 98.2%        | 1.0%         |
| <b>Total</b>                        | <b>98.7%</b> | <b>98.9%</b> | <b>-0.2%</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 April was 95.3%, close to the same month last year. Wairarapa punctuality in particular was affected by late train arrivals.

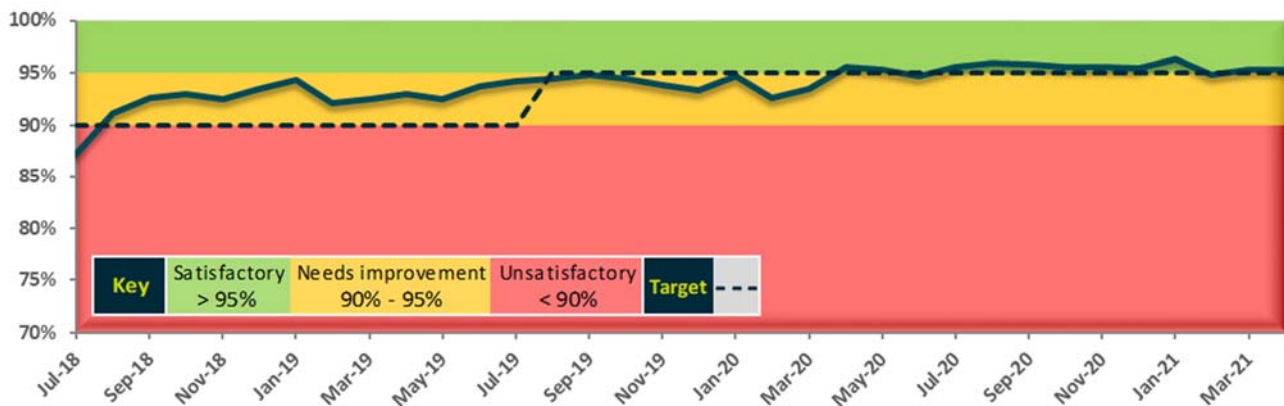
### Punctuality - current month

|                                     | Apr-21       | Apr-20       | % Change     |
|-------------------------------------|--------------|--------------|--------------|
| Wellington City                     |              |              |              |
| Newlands & Tawa                     | 93.8%        | 95.1%        | -1.3%        |
| East, West & City                   | 95.8%        | 95.7%        | 0.1%         |
| North, South, Khandallah & Brooklyn | 93.5%        | 93.2%        | 0.3%         |
| Hutt Valley                         | 95.7%        | 96.6%        | -0.9%        |
| Porirua                             | 95.9%        | 96.2%        | -0.2%        |
| Kapiti                              | 97.8%        | 98.5%        | -0.7%        |
| Wairarapa                           | 93.3%        | 99.1%        | -5.8%        |
| <b>Total</b>                        | <b>95.3%</b> | <b>95.6%</b> | <b>-0.3%</b> |

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

|                                     | 2020/21      | 2019/20      | % Change    |
|-------------------------------------|--------------|--------------|-------------|
| Wellington City                     |              |              |             |
| Newlands & Tawa                     | 94.0%        | 95.1%        | -1.1%       |
| East, West & City                   | 96.0%        | 93.4%        | 2.6%        |
| North, South, Khandallah & Brooklyn | 94.0%        | 92.2%        | 1.8%        |
| Hutt Valley                         | 95.8%        | 94.9%        | 0.9%        |
| Porirua                             | 96.1%        | 95.1%        | 1.0%        |
| Kapiti                              | 98.3%        | 98.5%        | -0.2%       |
| Wairarapa                           | 93.3%        | 94.3%        | -1.0%       |
| <b>Total</b>                        | <b>95.5%</b> | <b>94.1%</b> | <b>1.5%</b> |

### Bus punctuality



## 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 99.1% in April, and 98.3% for the year to date. There were no major disruptions during April, although there were two longer periods of planned bus replacements over Easter and Anzac day Weekend, with Kiwirail now close to opening the second track between Trentham and Upper Hutt.

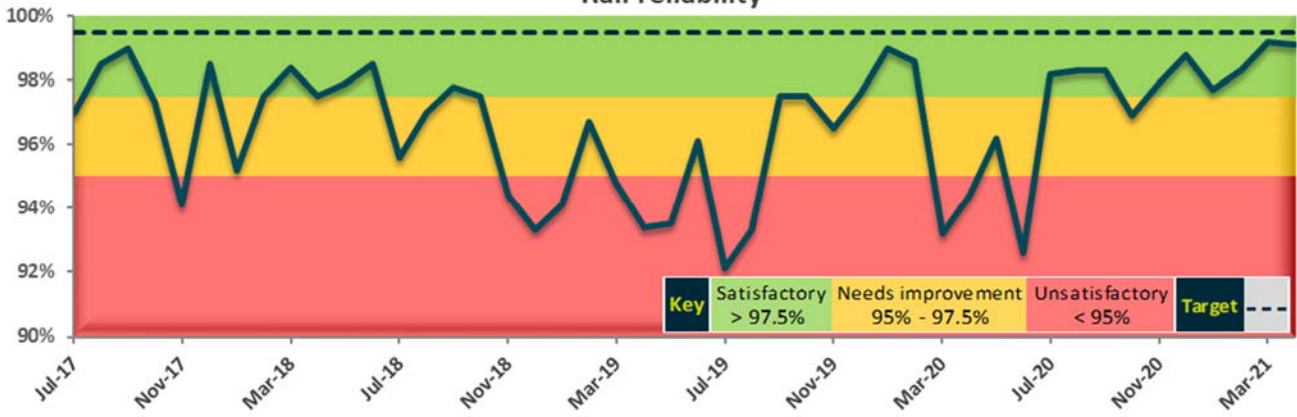
### Reliability - current month

|              | Apr-21       | Apr-20       | % Change    |
|--------------|--------------|--------------|-------------|
| Hutt Valley  | 99.1%        | 95.0%        | 4.1%        |
| Johnsonville | 99.5%        | 99.9%        | -0.4%       |
| Kapiti       | 99.0%        | 94.7%        | 4.3%        |
| Wairarapa    | 96.7%        | 0.0%         | 96.7%       |
| <b>Total</b> | <b>99.1%</b> | <b>94.4%</b> | <b>4.7%</b> |

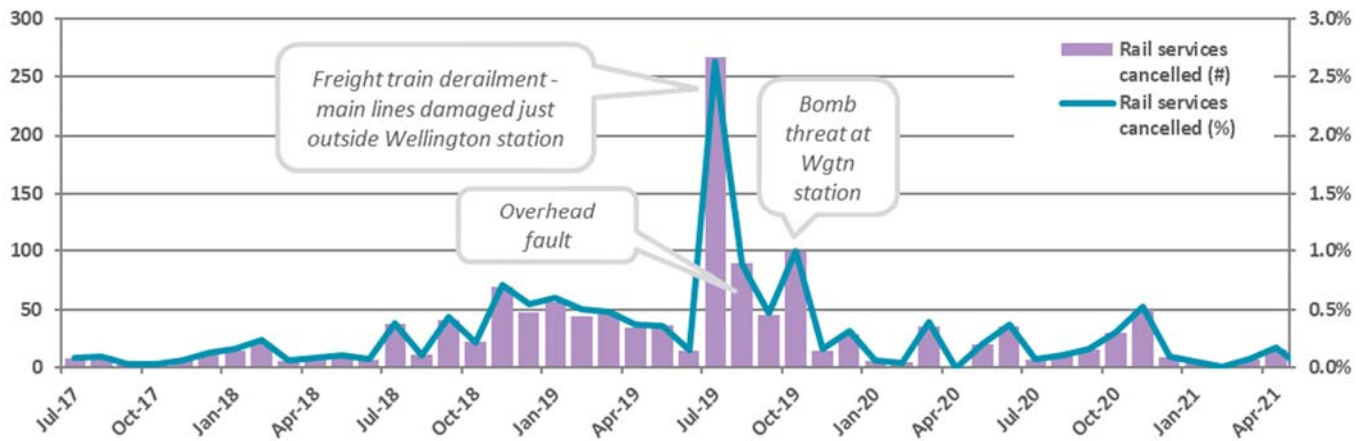
### Reliability - year to date (Jul - Apr)

|              | 2020/21      | 2019/20      | % Change    |
|--------------|--------------|--------------|-------------|
| Hutt Valley  | 98.3%        | 96.1%        | 2.2%        |
| Johnsonville | 99.0%        | 97.5%        | 1.5%        |
| Kapiti       | 98.2%        | 95.4%        | 2.8%        |
| Wairarapa    | 92.9%        | 86.5%        | 6.4%        |
| <b>Total</b> | <b>98.3%</b> | <b>96.0%</b> | <b>2.3%</b> |

### Rail reliability



### 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 April was 89.6% and 90.3% for the year to date. There were small number of track issues that affected punctuality, with all lines except Wairarapa performing well generally. The Wairarapa line upgrade work is due to start from Queen’s birthday weekend, this work will solve some of the long-term issues we have seen with the infrastructure on the line.

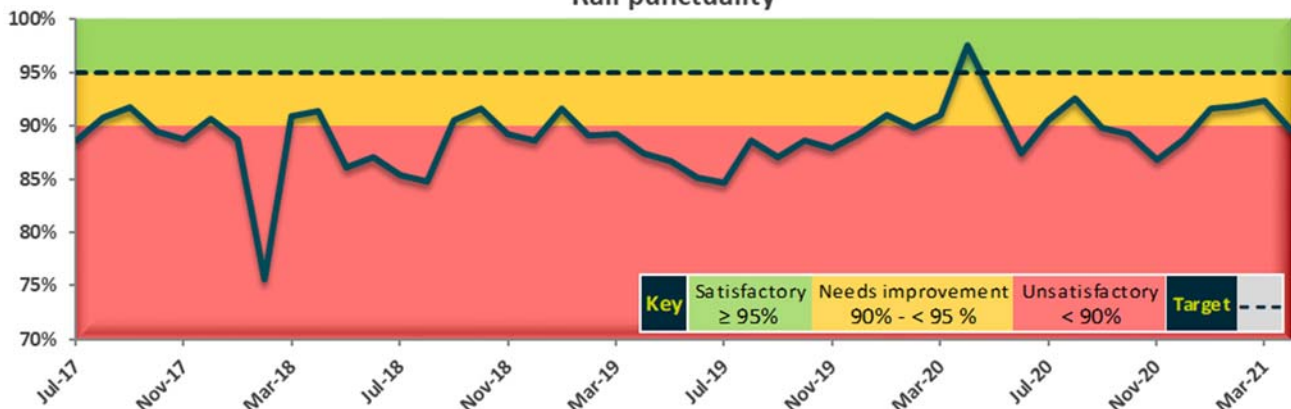
#### Punctuality - current month

|              | Apr-21       | Apr-20       | % Change     |
|--------------|--------------|--------------|--------------|
| Hutt Valley  | 90.9%        | 97.9%        | -7.0%        |
| Johnsonville | 92.6%        | 99.5%        | -6.9%        |
| Kapiti       | 89.8%        | 94.9%        | -5.1%        |
| Wairarapa    | 38.4%        | 100.0%       | -61.6%       |
| <b>Total</b> | <b>89.6%</b> | <b>97.5%</b> | <b>-7.9%</b> |

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

|              | 2020/21      | 2019/20      | % Change    |
|--------------|--------------|--------------|-------------|
| Hutt Valley  | 91.1%        | 89.0%        | 2.1%        |
| Johnsonville | 96.7%        | 96.2%        | 0.5%        |
| Kapiti       | 86.9%        | 86.3%        | 0.6%        |
| Wairarapa    | 58.4%        | 59.3%        | -0.9%       |
| <b>Total</b> | <b>90.3%</b> | <b>89.3%</b> | <b>1.0%</b> |

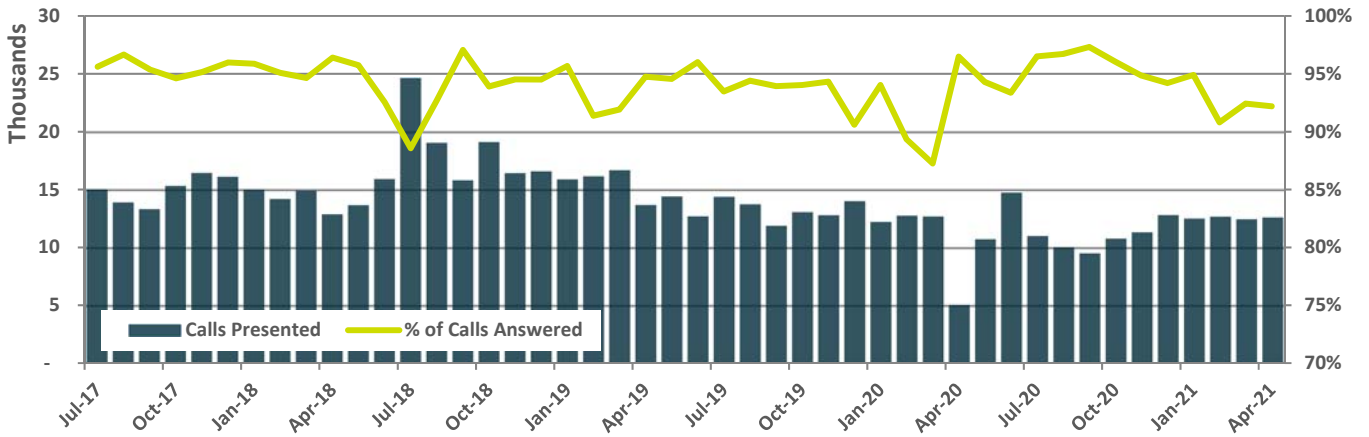
### Rail punctuality



# Customer Contact

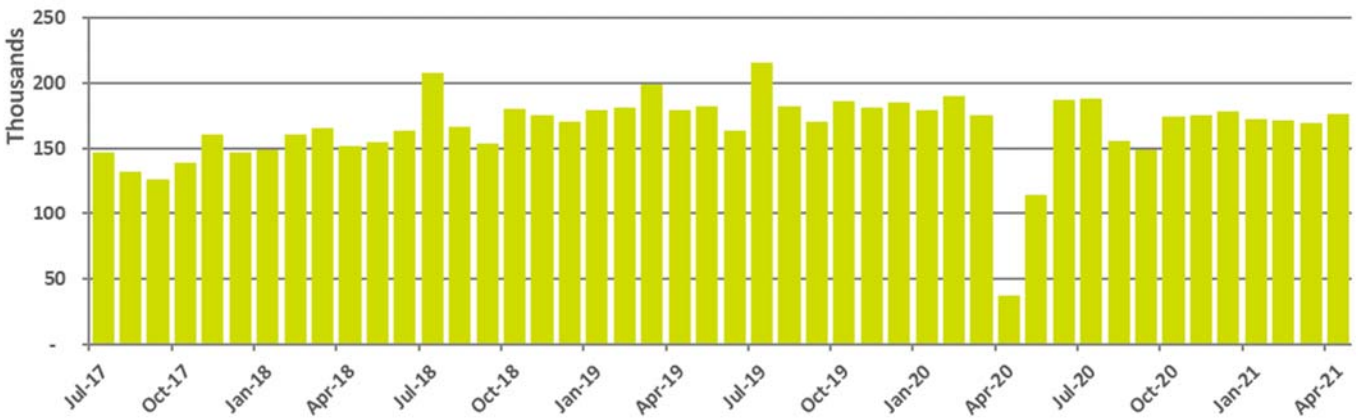
## Call centre incoming calls

Metlink answered 92.2% of the 12,600 calls received in April.



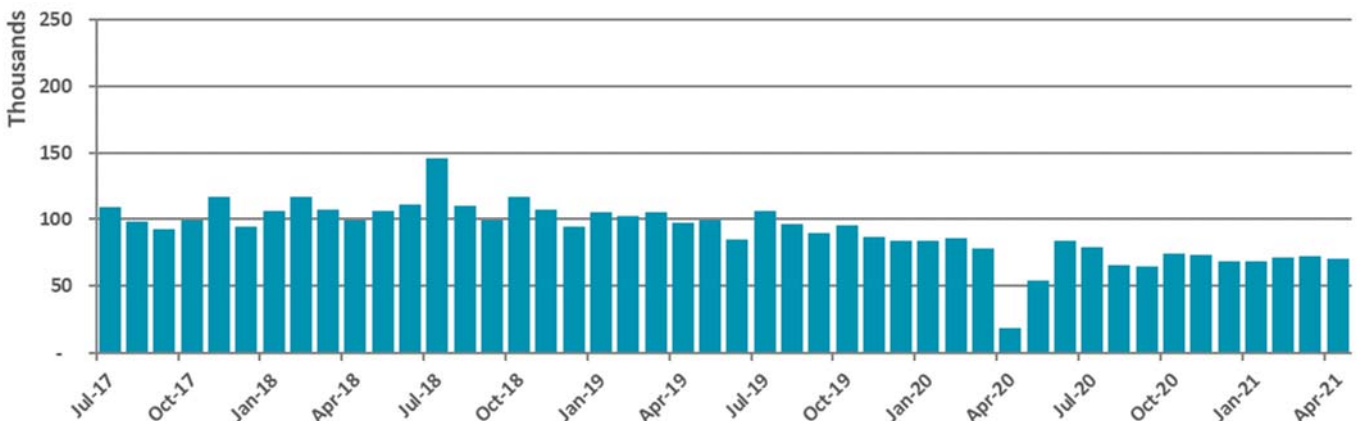
## Metlink app – unique users

In April 2021 there were 176,000 unique users of the Metlink app, 1.8% less than the same month in 2018/19.



## Metlink website – unique users

In April 2021 there were 70,000 unique users of the Metlink website, a decrease of 27.4% on the same month in 2018/19.



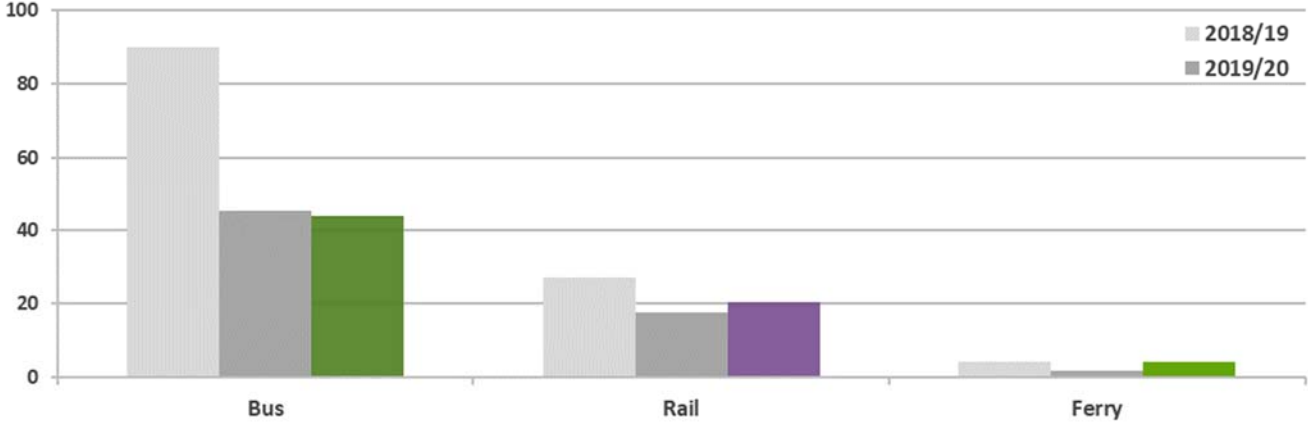


# Complaints

## Complaints volume

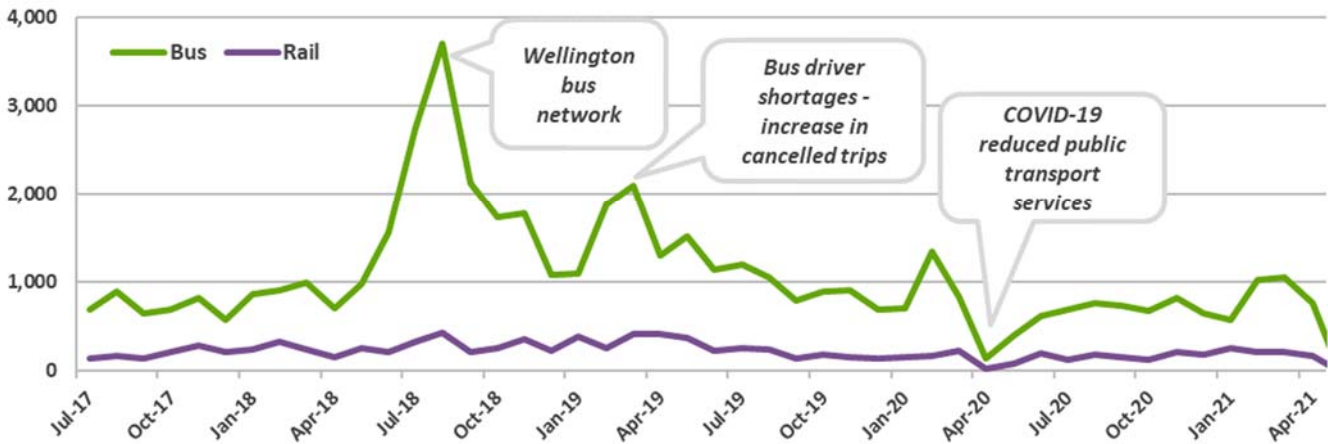
To compare complaint volumes, Metlink reports the number of complaints per 100,000 passenger boardings. This shows that complaint volumes relative to passenger boardings are higher for bus than any other mode.

Complaints per 100,000 passenger boardings - year to date



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

Total complaints - Bus & Rail



## Bus complaints

Bus complaints for the month were 437.3% higher than in April last year, and 9.5% lower year to date. Last year there were few services running during April under Covid-19 alert level 4.

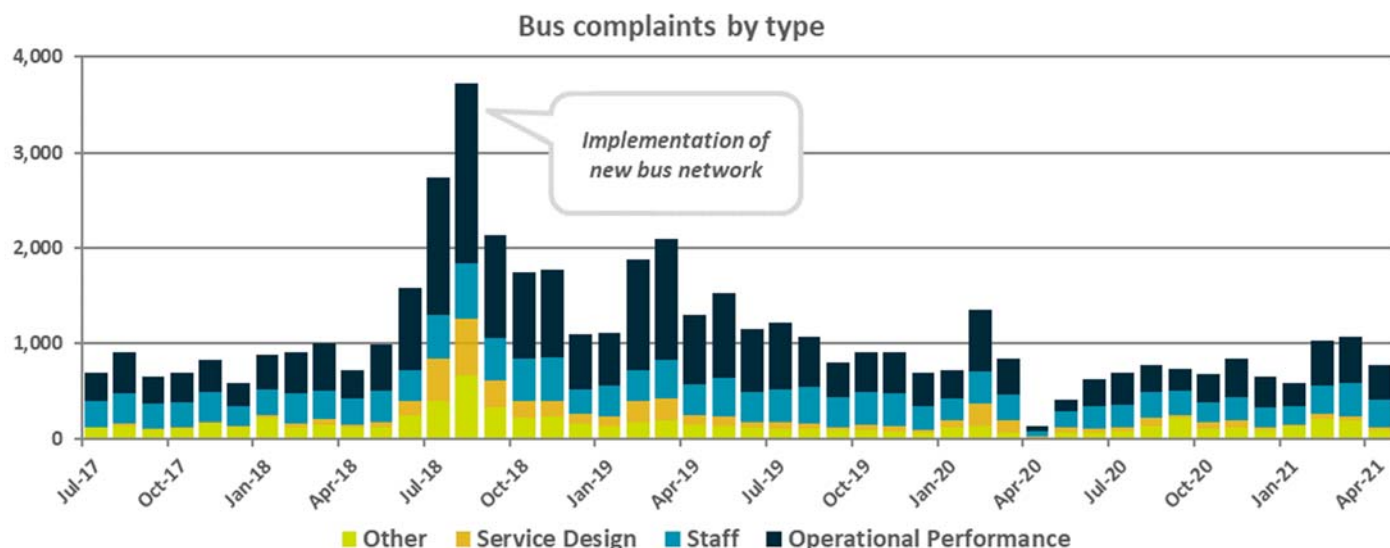
Bus complaints for current month

|                                   | Apr-21     | Apr-20     | % Change      |
|-----------------------------------|------------|------------|---------------|
| Wellington                        |            |            |               |
| Newlands, Tawa                    | 34         | 4          | 750.0%        |
| East-West, City                   | 278        | 35         | 694.3%        |
| North-south, Khandallah, Brooklyn | 251        | 39         | 543.6%        |
| Hutt Valley                       | 157        | 41         | 282.9%        |
| Porirua                           | 25         | 18         | 38.9%         |
| Kapiti                            | 16         | 3          | 433.3%        |
| Wairarapa                         | 2          | 2          | 0.0%          |
| <b>Total</b>                      | <b>763</b> | <b>142</b> | <b>437.3%</b> |

Bus complaints - year to date (Jul - Apr)

|                                   | 2020/21      | 2019/20      | % Change     |
|-----------------------------------|--------------|--------------|--------------|
| Wellington                        |              |              |              |
| Newlands, Tawa                    | 321          | 286          | 12.2%        |
| East-West, City                   | 2,773        | 2,830        | -2.0%        |
| North-south, Khandallah, Brooklyn | 2,518        | 3,224        | -21.9%       |
| Hutt Valley                       | 1,718        | 1,702        | 0.9%         |
| Porirua                           | 323          | 400          | -19.3%       |
| Kapiti                            | 107          | 140          | -23.6%       |
| Wairarapa                         | 30           | 25           | 20.0%        |
| <b>Total</b>                      | <b>7,790</b> | <b>8,607</b> | <b>-9.5%</b> |

Operational performance and staff related complaints were 83% of all bus complaints in April.



### Rail complaints

Rail complaints for April were 424.2% higher than the same month last year and 7.3% higher for the year to date. Last year there were few services running during April under Covid-19 alert level 4.

**Rail complaints current month**

|              | Apr-21     | Apr-20    | % Change      |
|--------------|------------|-----------|---------------|
| Hutt Valley  | 56         | 7         | 700.0%        |
| Kapiti       | 58         | 13        | 346.2%        |
| Johnsonville | 13         | 2         | 550.0%        |
| Wairarapa    | 19         | 1         | 1800.0%       |
| General      | 27         | 10        | 170.0%        |
| <b>Total</b> | <b>173</b> | <b>33</b> | <b>424.2%</b> |

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

|              | 2020/21      | 2019/20      | % Change    |
|--------------|--------------|--------------|-------------|
| Hutt Valley  | 631          | 527          | 19.7%       |
| Kapiti       | 560          | 590          | -5.1%       |
| Johnsonville | 108          | 105          | 2.9%        |
| Wairarapa    | 230          | 161          | 42.9%       |
| General      | 332          | 351          | -5.4%       |
| <b>Total</b> | <b>1,861</b> | <b>1,734</b> | <b>7.3%</b> |

Operational performance and staff related complaints were 43% of all rail complaints in April.

