



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.

December 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

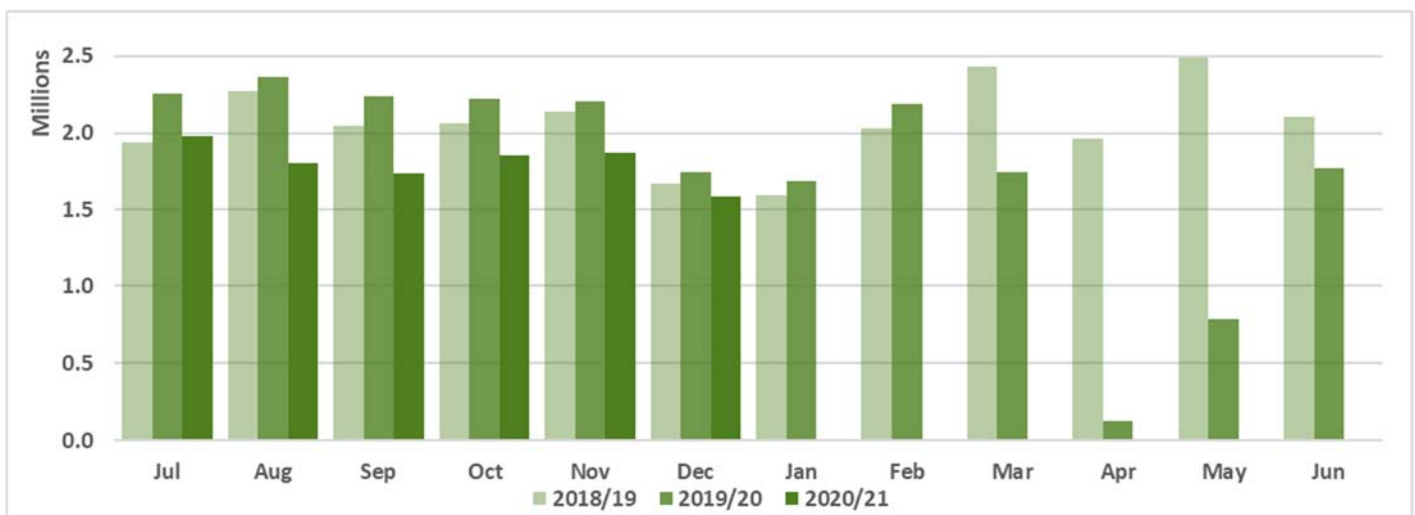
Under alert level 1, December passenger boardings were 9.0% lower than the same month last year, and 16.9% lower for the year to date. Prior to COVID-19 (in 2019/20), we were seeing increased growth of 7.3% (July 2019 to February 2020).

By area for Dec

	Dec-20	Dec-19	% Change
Wellington	1,173,812	1,284,625	-8.6%
Hutt Valley	315,888	351,474	-10.1%
Porirua	59,154	65,348	-9.5%
Kapiti	34,277	39,371	-12.9%
Wairarapa	8,569	8,814	-2.8%
Total	1,591,700	1,749,632	-9.0%

By area - year to date (Jul - Dec)

	2020/21	2019/20	% Change
Wellington	7,880,273	9,579,264	-17.7%
Hutt Valley	2,156,065	2,523,826	-14.6%
Porirua	448,969	514,670	-12.8%
Kapiti	271,987	328,120	-17.1%
Wairarapa	75,533	85,363	-11.5%
Total	10,832,827	13,031,243	-16.9%



Rail Passenger boardings

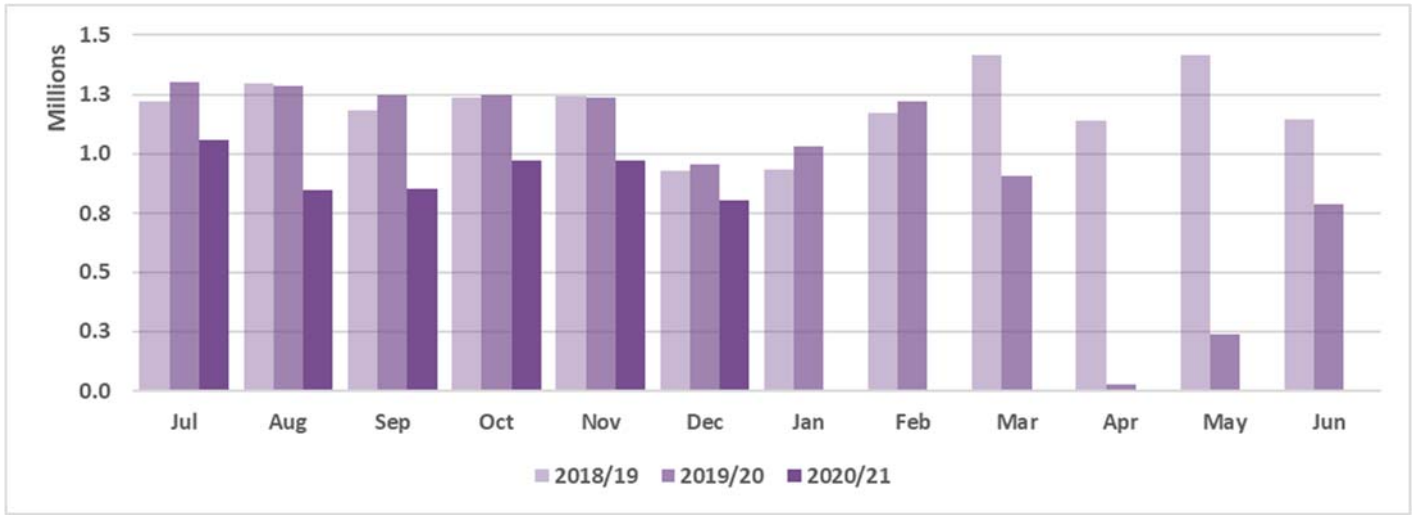
Under alert level 1, rail recorded a decrease in passenger boardings of 15.6% for the month, and a decrease of 24.1% for the year to date. Prior to COVID-19 (in 2019/20), we were seeing increased growth of 3.5% (July 2019 to February 2020).

By line for Dec

	Dec-20	Dec-19	% Change
Hutt Valley	341,429	401,300	-14.9%
Kapiti	337,255	407,751	-17.3%
Johnsonville	80,536	92,405	-12.8%
Wairarapa	47,917	54,424	-12.0%
Total	807,137	955,880	-15.6%

By line - year to date (Jul - Dec)

	2020/21	2019/20	% Change
Hutt Valley	2,326,638	3,127,406	-25.6%
Kapiti	2,308,767	3,044,106	-24.2%
Johnsonville	572,822	705,900	-18.9%
Wairarapa	309,704	395,342	-21.7%
Total	5,517,931	7,272,754	-24.1%



Ferry Passenger boardings

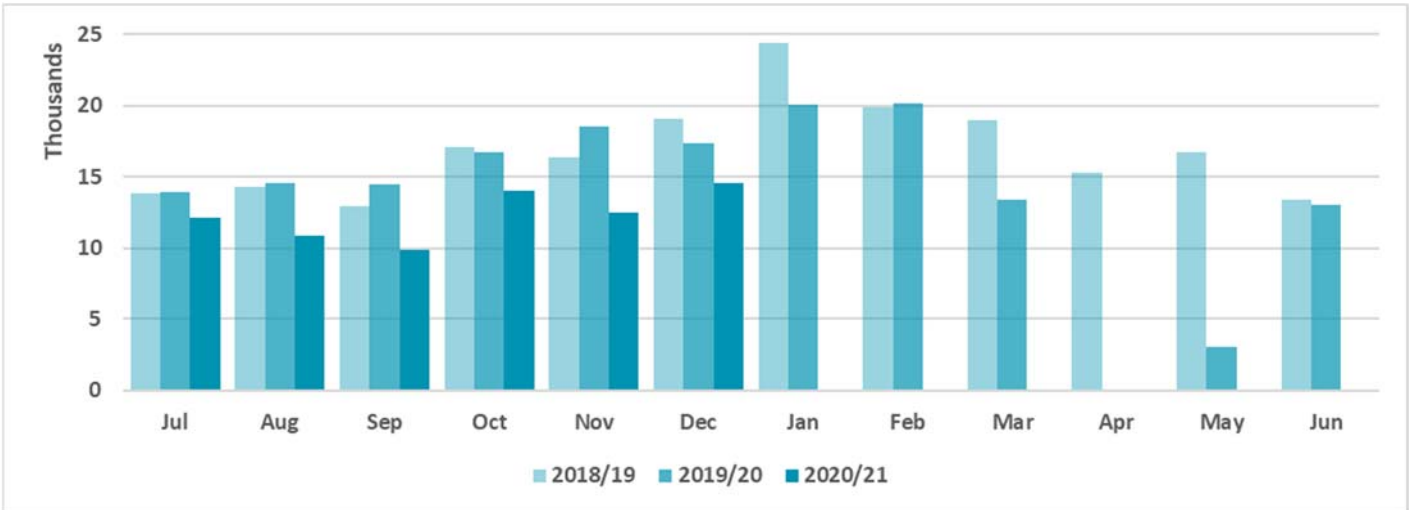
December boardings show a decrease of 15.8% on the same month last year. Year to date boardings show a decrease of 22.5% compared to a decrease of 1.4% pre-COVID-19 (July 2019 to February 2020). Boardings are often affected by weather conditions.

For Dec

	Dec-20	Dec-19	% Change
Total	14,586	17,318	-15.8%

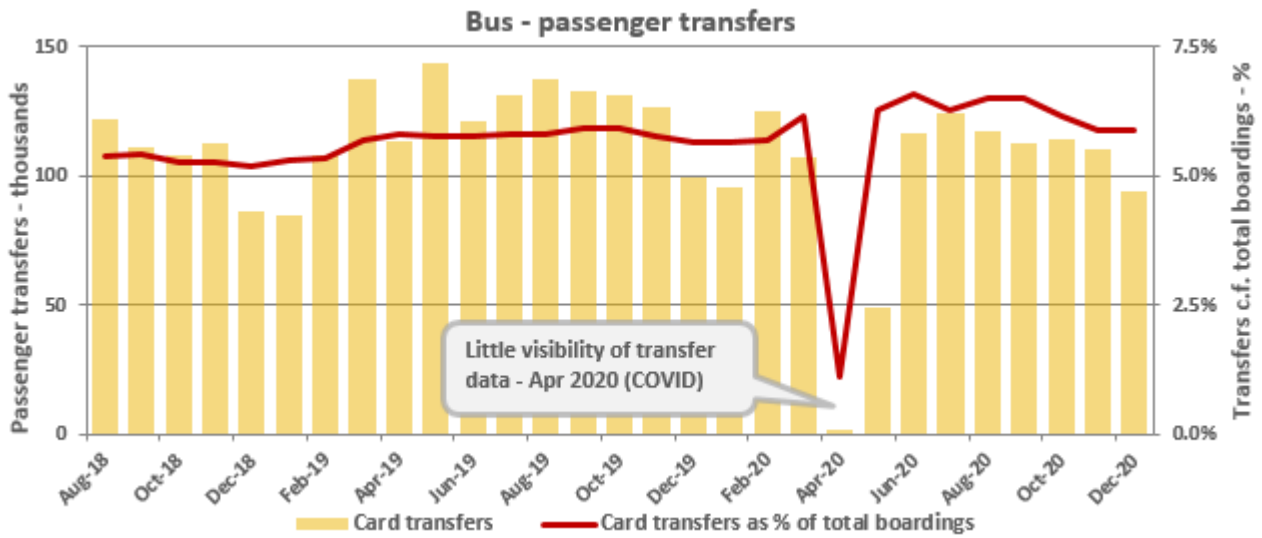
Year to date (Jul - Dec)

	2020/21	2019/20	% Change
Total	74,094	95,608	-22.5%



Bus Passenger transfers and Journeys

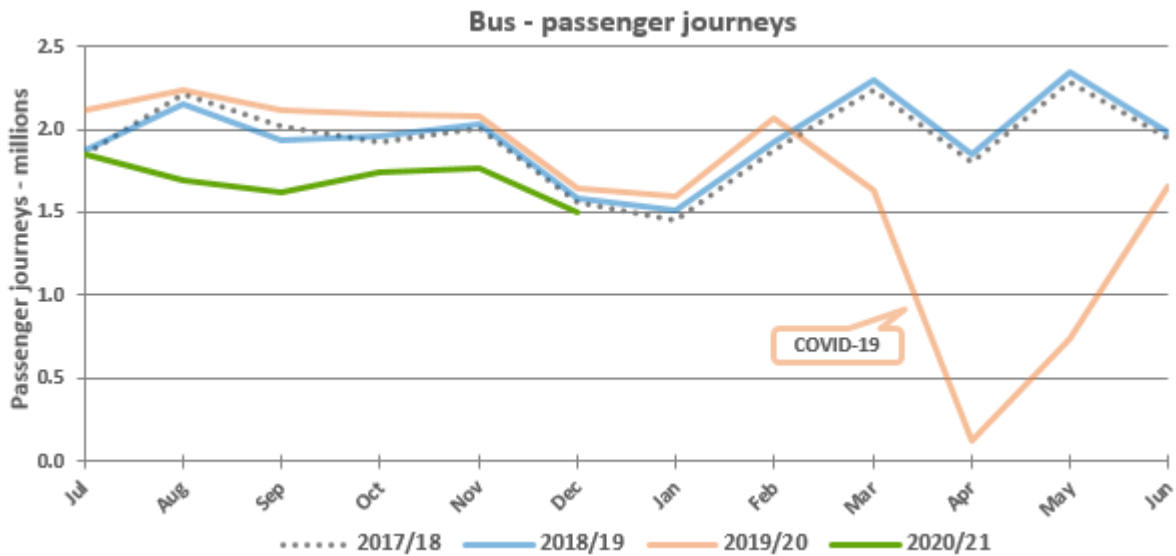
Metlink allows bus to bus transfers at no extra cost to passengers using a Snapper card, provided they tap on to the next bus within 30 minutes of tagging off the bus before. These card transfers accounted for 5.9% of passenger boardings for December.



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 December 2020 show a decrease of 9.3% on the same month last year. This compares to growth of 6.5% from July 2019 to February 2020 (pre-COVID).



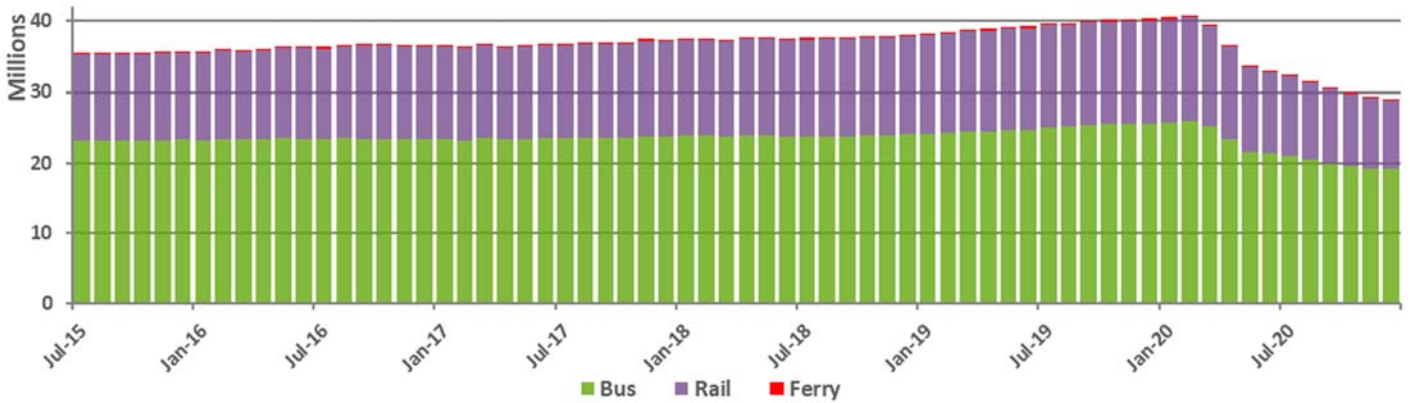
¹ Prior to the new Network, transfers accounted for c. 2.6 % based on 2014/15 data available to Metlink. This transfer rate has been assumed up until the new contracts were implemented between April and July 2018.

Passenger boardings trend

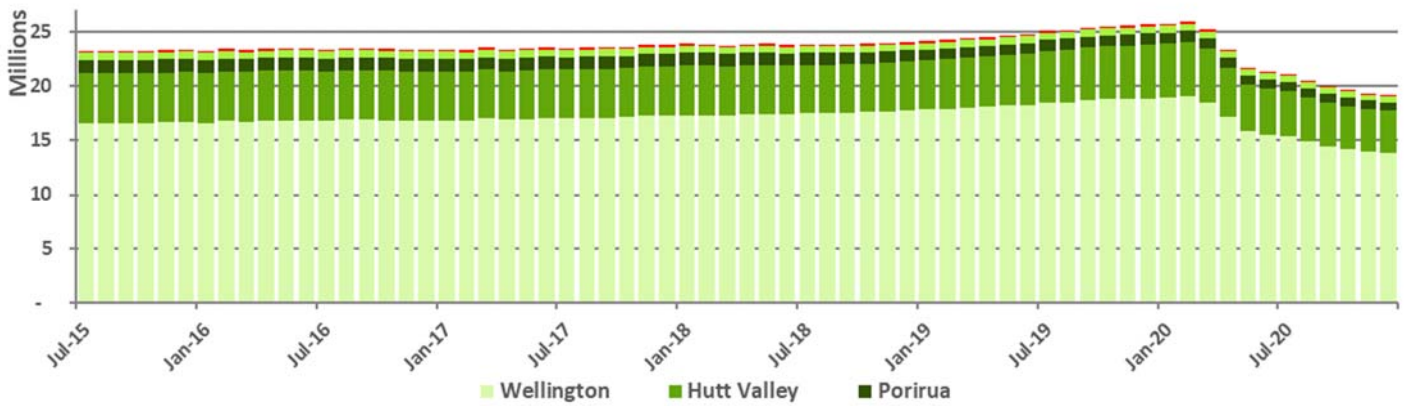
The following graphs show the number of passenger boardings using a 12-month rolling total.

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



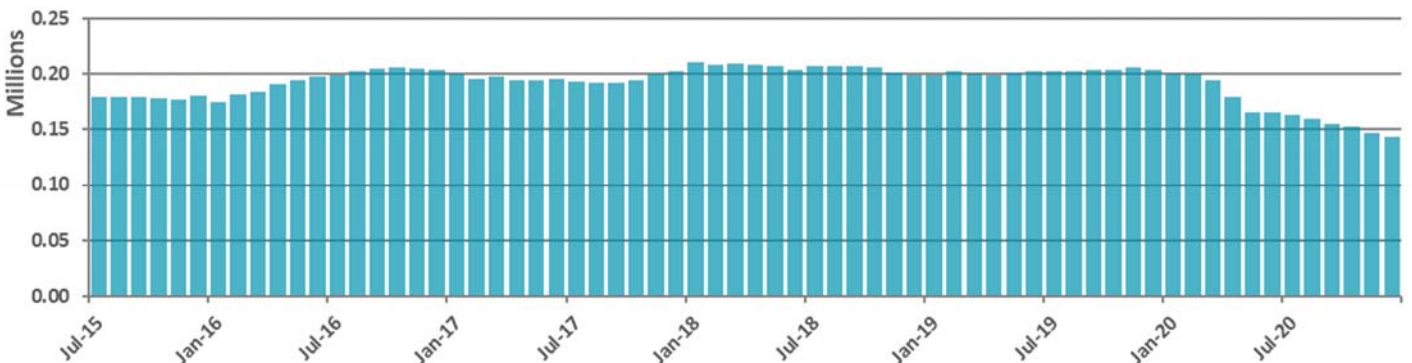
Bus



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.

98.7% of bus services were delivered reliably in December 2020. Service cancellations in Wellington City and a traffic incident on SH2 in the Wairarapa impacted reliability this month.

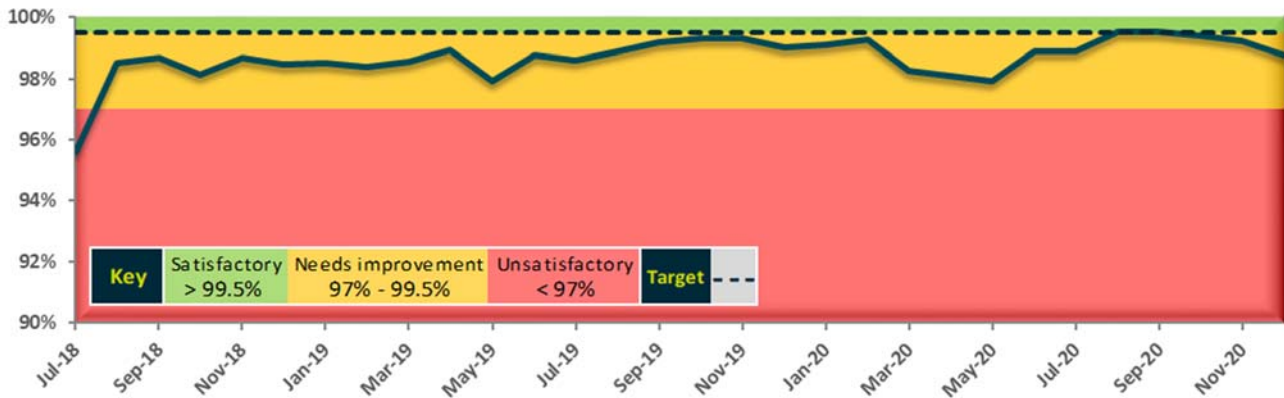
Reliability - current month

	Dec-20	Dec-19	% Change
Wellington City			
Newlands & Tawa	99.7%	99.1%	0.6%
East, West & City	97.7%	98.8%	-1.1%
North, South, Khandallah & Brooklyn	99.0%	99.0%	-0.1%
Hutt Valley	99.2%	99.0%	0.3%
Porirua	99.3%	99.0%	0.3%
Kapiti	99.8%	99.8%	0.0%
Wairarapa	97.8%	96.8%	1.0%
Total	98.7%	99.0%	-0.2%

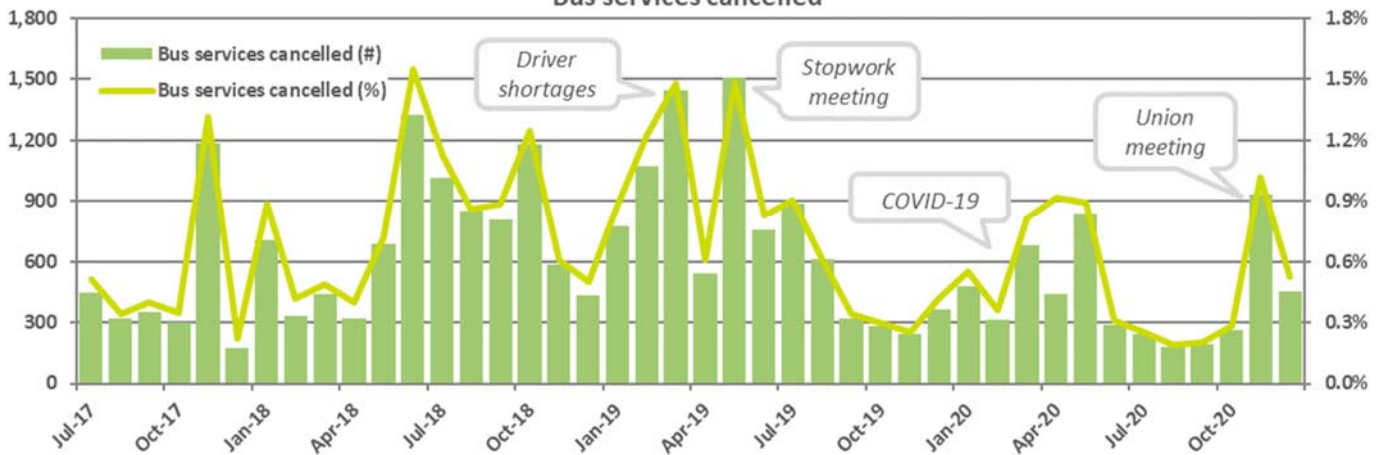
Reliability - year to date (Jul - Dec)

	2020/21	2019/20	% Change
Wellington City			
Newlands & Tawa	99.7%	99.6%	0.1%
East, West & City	98.3%	98.9%	-0.6%
North, South, Khandallah & Brooklyn	99.3%	98.6%	0.7%
Hutt Valley	99.5%	99.2%	0.3%
Porirua	99.5%	99.1%	0.4%
Kapiti	99.8%	99.8%	0.0%
Wairarapa	99.2%	99.1%	0.1%
Total	99.1%	99.1%	0.0%

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 December was 95.5%, an improvement of 2.2% on the same month last year. There were no material impacts on punctuality this month.

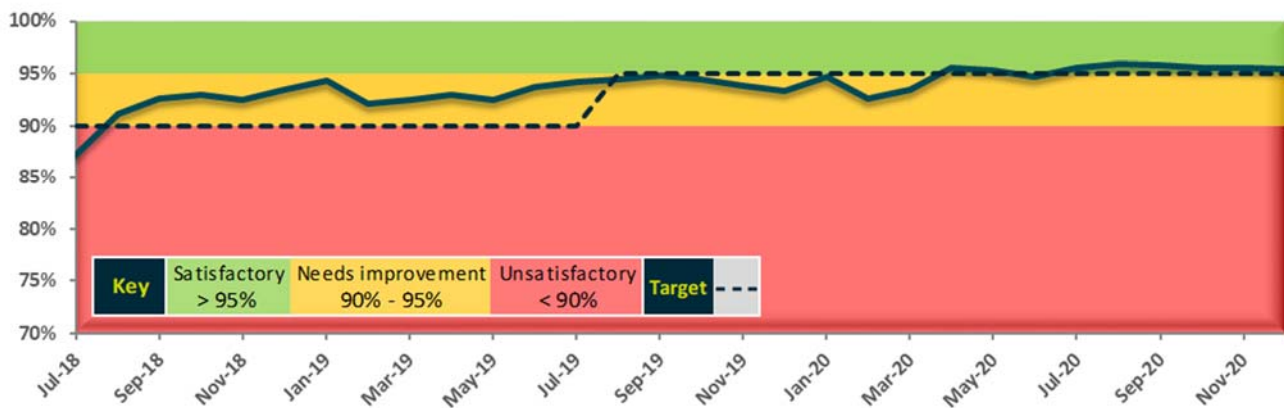
Punctuality - current month

	Dec-20	Dec-19	% Change
Wellington City			
Newlands & Tawa	93.6%	92.5%	1.1%
East, West & City	96.2%	92.5%	3.7%
North, South, Khandallah & Brooklyn	94.5%	91.7%	2.8%
Hutt Valley	94.7%	93.8%	0.9%
Porirua	96.7%	95.0%	1.7%
Kapiti	97.7%	98.3%	-0.6%
Wairarapa	92.6%	92.5%	0.1%
Total	95.5%	93.3%	2.2%

Punctuality - year to date (Jul - Dec)

	2020/21	2019/20	% Change
Wellington City			
Newlands & Tawa	94.1%	96.4%	-2.2%
East, West & City	96.0%	93.1%	2.9%
North, South, Khandallah & Brooklyn	94.1%	93.0%	1.1%
Hutt Valley	96.0%	94.9%	1.1%
Porirua	96.3%	95.1%	1.2%
Kapiti	98.3%	98.4%	-0.1%
Wairarapa	93.7%	93.8%	-0.2%
Total	95.6%	94.2%	1.4%

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.

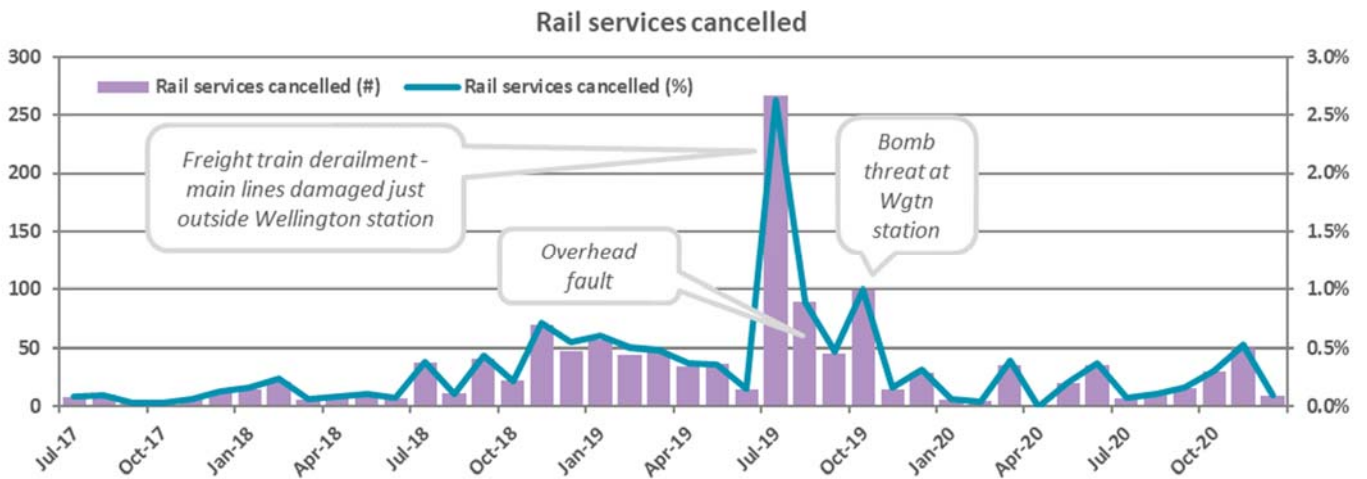
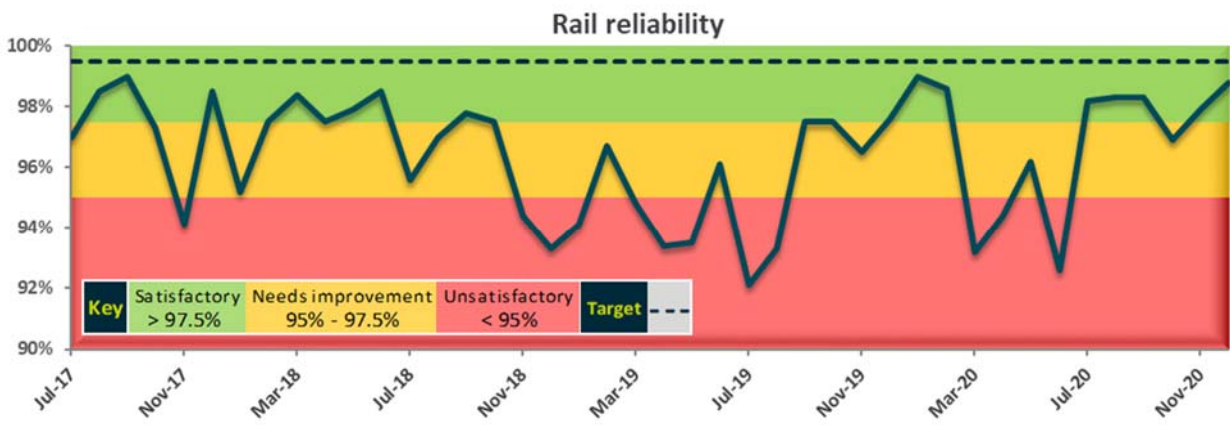
Rail service reliability was 98.8% in December, and 98.1% for the year to date. An ongoing intermittent signal fault near Petone and a tree coming down over the line near Paekākāriki affected services this month.

Reliability - current month

	Dec-20	Dec-19	% Change
Hutt Valley	99.0%	96.6%	2.4%
Johnsonville	99.1%	98.3%	0.8%
Kapiti	99.1%	98.3%	0.8%
Wairarapa	88.3%	95.3%	-7.0%
Total	98.8%	97.6%	1.2%

Reliability - year to date (Jul - Dec)

	2020/21	2019/20	% Change
Hutt Valley	98.2%	95.7%	2.5%
Johnsonville	98.9%	96.8%	2.1%
Kapiti	97.9%	95.0%	2.9%
Wairarapa	93.3%	91.7%	1.6%
Total	98.1%	95.7%	2.4%



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 December was 88.8%, and 89.7% for the year to date.

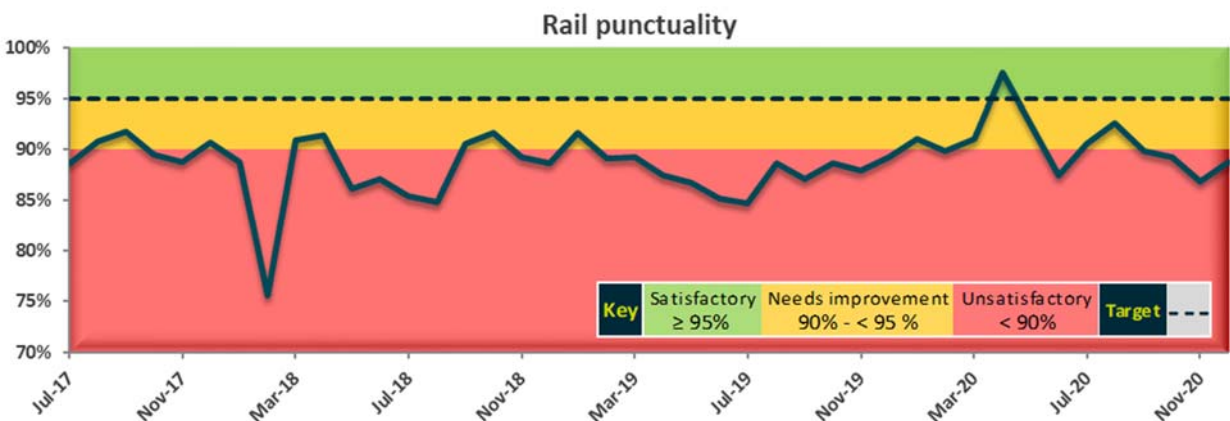
Services on the Kāpiti line continue to be affected by a speed restriction through a slip site near Pukerua Bay - it is expected that the speed restriction will be removed over the next month, which will improve performance. The Wairarapa line remains a focus for service improvements - with delays due to network speed restrictions and worksites being in operation while services are running.

Punctuality - current month

	Dec-20	Dec-19	% Change
Hutt Valley	91.7%	90.4%	1.3%
Johnsonville	96.9%	96.4%	0.5%
Kapiti	79.6%	83.7%	-4.1%
Wairarapa	73.6%	62.8%	10.8%
Total	88.8%	89.2%	-0.4%

Punctuality - year to date (Jul - Dec)

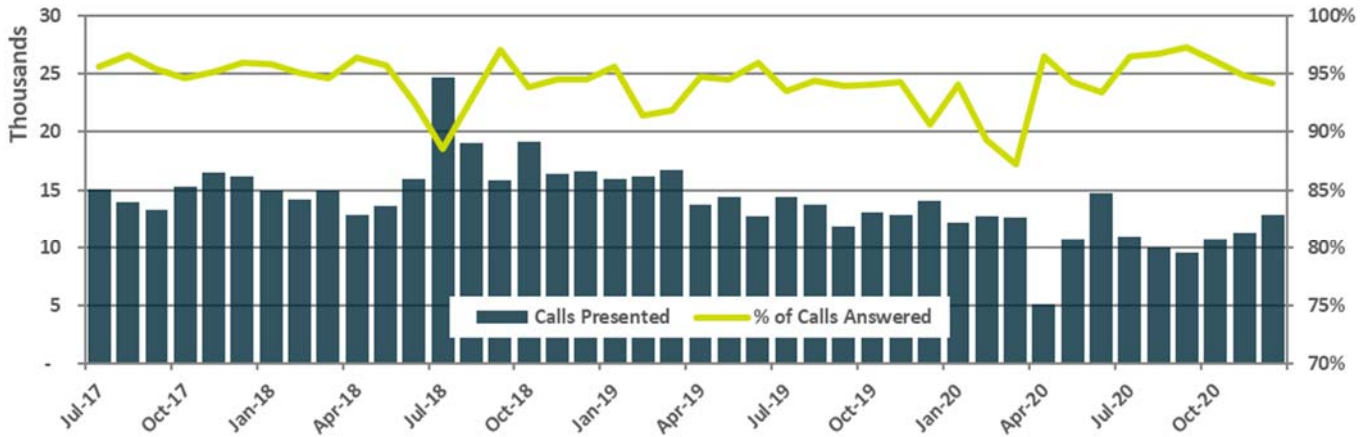
	2020/21	2019/20	% Change
Hutt Valley	90.1%	87.8%	2.3%
Johnsonville	97.5%	95.0%	2.5%
Kapiti	85.2%	83.8%	1.4%
Wairarapa	60.1%	59.9%	0.2%
Total	89.7%	87.6%	2.1%



Customer Contact

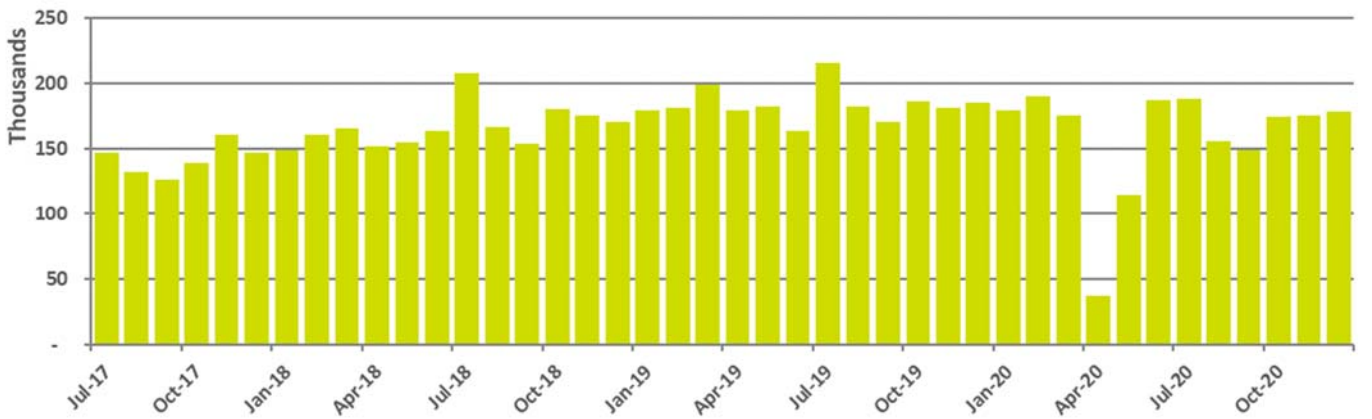
Call centre incoming calls

Metlink answered 94.2% of the 12,000 calls received in December.



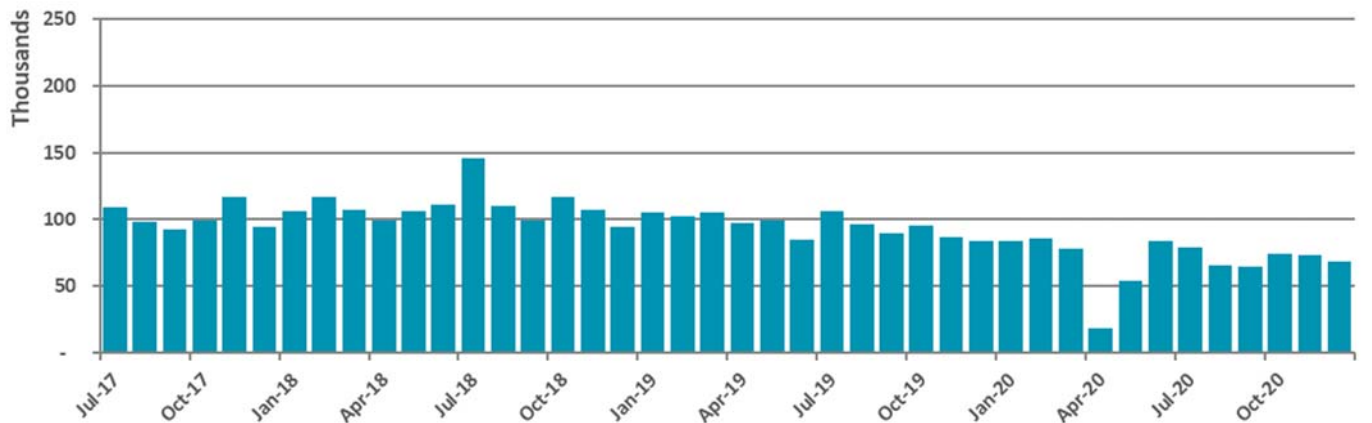
Metlink app – unique users

In December 2020 there were 178,000 unique users of the Metlink app, 3.7% less than the same month the previous year.



Metlink website – unique users

In December 2020 there were 69,000 unique users of the Metlink website, a decrease of 18.0% on the same month the previous year.



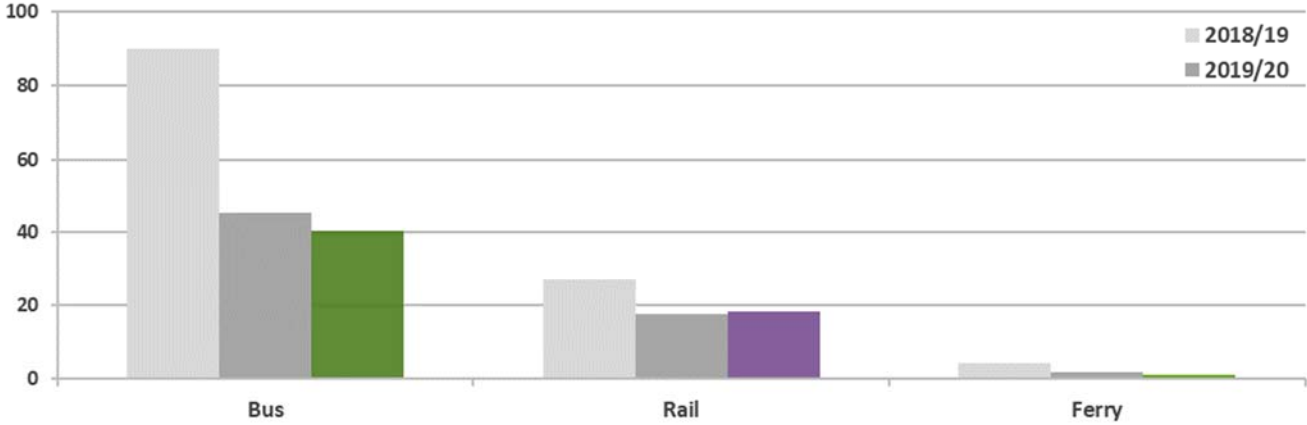
Complaints

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.

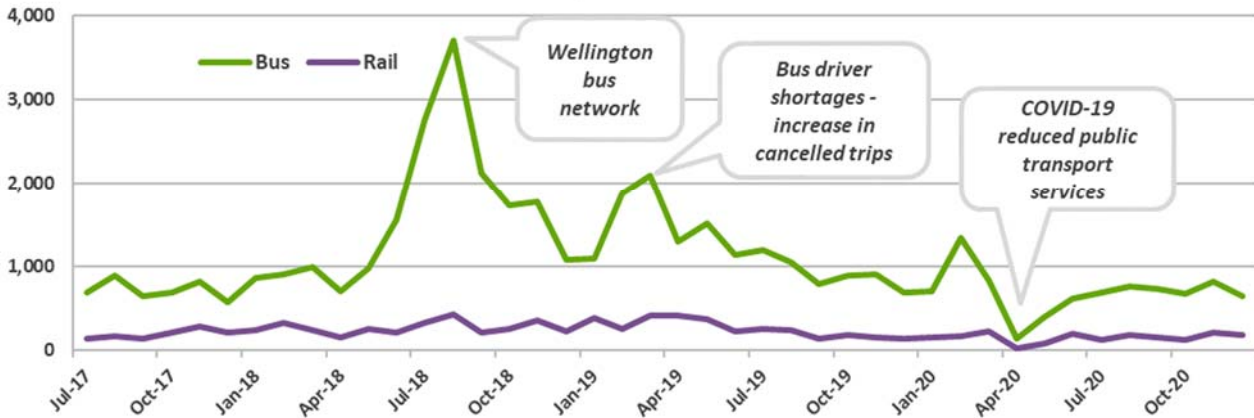
We continue to see an improvement against the previous two year's results.

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 5.7% lower than in December last year, and 21.8% lower for the year to date.

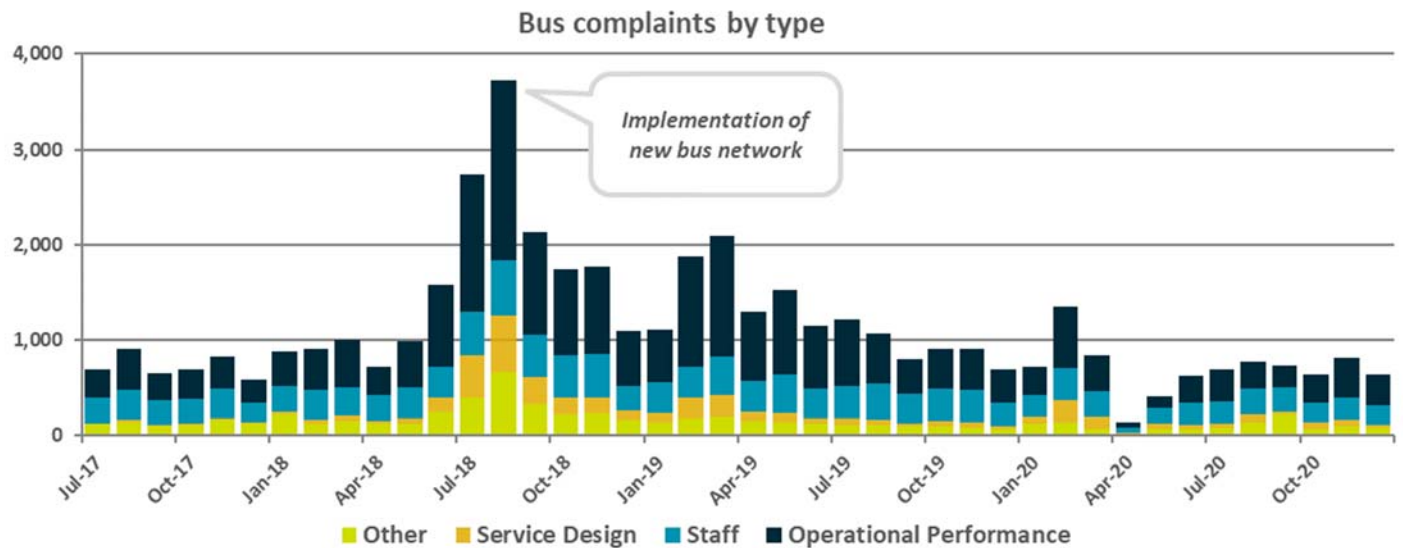
Bus complaints for current month

	Dec-20	Dec-19	% Change
Wellington			
Newlands, Tawa	19	33	-42.4%
East-West, City	226	213	6.1%
North-south, Khandallah, Brooklyn	220	257	-14.4%
Hutt Valley	147	149	-1.3%
Porirua	25	23	8.7%
Kapiti	10	9	11.1%
Wairarapa	3	5	-40.0%
Total	650	689	-5.7%

Bus complaints - year to date (Jul - Dec)

	2020/21	2019/20	% Change
Wellington			
Newlands, Tawa	184	181	1.7%
East-West, City	1,671	1,745	-4.2%
North-south, Khandallah, Brooklyn	1,358	2,198	-38.2%
Hutt Valley	890	1,089	-18.3%
Porirua	179	243	-26.3%
Kapiti	53	97	-45.4%
Wairarapa	16	12	33.3%
Total	4,351	5,565	-21.8%

Operational performance and staff related complaints were 82% of all bus complaints in December.



Rail complaints

Rail complaints for December were 26.4% higher than the same month last year, and 11.1% lower for the year to date.

Rail complaints current month

	Dec-20	Dec-19	% Change
Hutt Valley	57	49	16.3%
Kapiti	72	39	84.6%
Johnsonville	16	14	14.3%
Wairarapa	9	13	-30.8%
General	28	29	-3.4%
Total	182	144	26.4%

Rail complaints - year to date (Jul - Dec)

	2020/21	2019/20	% Change
Hutt Valley	358	346	3.5%
Kapiti	321	407	-21.1%
Johnsonville	57	78	-26.9%
Wairarapa	98	99	-1.0%
General	174	204	-14.7%
Total	1,008	1,134	-11.1%

Operational performance and staff related complaints were 57% of all rail complaints in December.

