

Metlink performance report



February 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.

February 2021 saw continued reduced passenger boardings under alert levels 1 and 2. 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

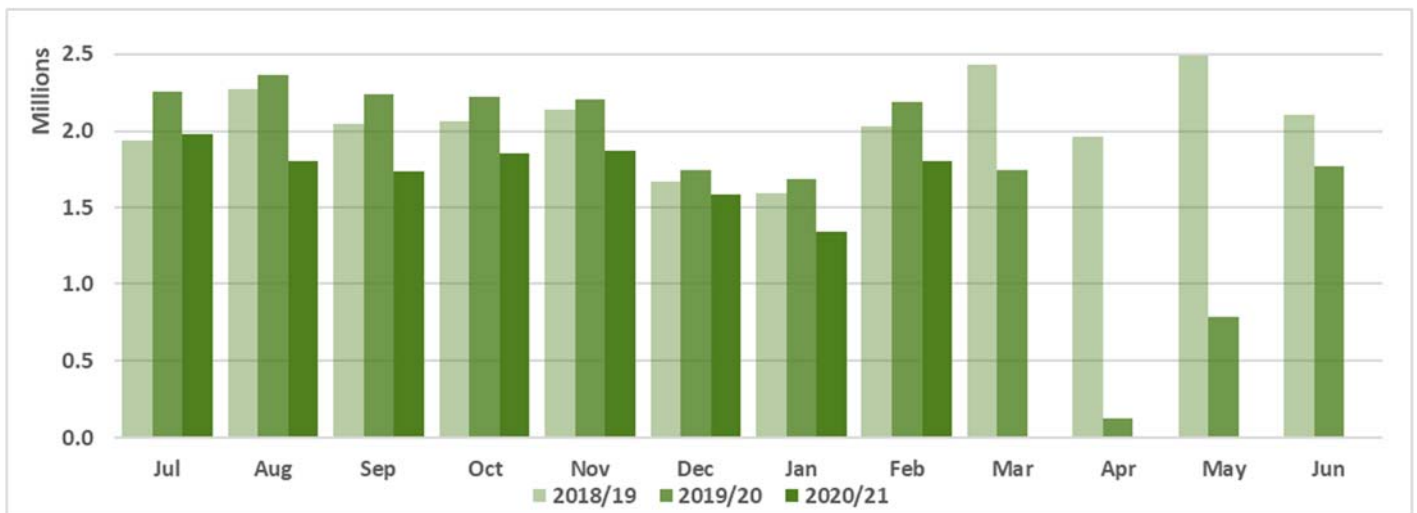
Under alert levels 1 and 2, February passenger boardings were 17.6% lower than the same month last year, and 17.3% lower for the year to date. Prior to COVID-19 (in 2019/20), we were seeing increased growth of 7.3% (July 2019 to February 2020).

By area for Feb

	Feb-21	Feb-20	% Change
Wellington	1,311,642	1,587,775	-17.4%
Hutt Valley	354,381	432,198	-18.0%
Porirua	74,065	93,852	-21.1%
Kapiti	49,199	59,656	-17.5%
Wairarapa	14,314	15,701	-8.8%
Total	1,803,601	2,189,182	-17.6%

By area - year to date (Jul - Feb)

	2020/21	2019/20	% Change
Wellington	10,197,811	12,429,229	-18.0%
Hutt Valley	2,771,415	3,277,468	-15.4%
Porirua	570,161	667,479	-14.6%
Kapiti	347,594	425,708	-18.3%
Wairarapa	96,040	110,091	-12.8%
Total	13,983,021	16,909,975	-17.3%



Rail Passenger boardings

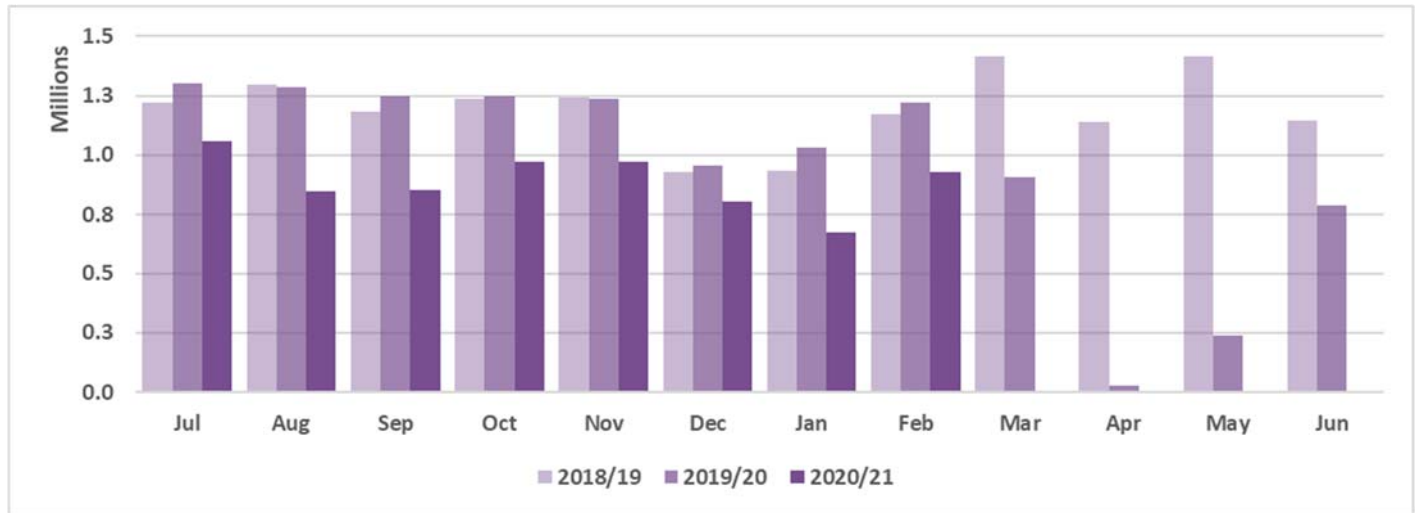
Under alert levels 1 and 2, rail recorded a decrease in passenger boardings of 24.1% for the month, and a decrease of 25.3% for the year to date. Prior to COVID-19 (in 2019/20), we were seeing increased growth of 3.5% (July 2019 to February 2020).

By line for Feb

	Feb-21	Feb-20	% Change
Hutt Valley	391,050	520,038	-24.8%
Kapiti	391,922	518,059	-24.3%
Johnsonville	96,235	119,816	-19.7%
Wairarapa	47,521	63,822	-25.5%
Total	926,728	1,221,735	-24.1%

By line - year to date (Jul - Feb)

	2020/21	2019/20	% Change
Hutt Valley	3,003,472	4,091,686	-26.6%
Kapiti	2,987,312	3,992,451	-25.2%
Johnsonville	731,659	923,202	-20.7%
Wairarapa	396,444	517,483	-23.4%
Total	7,118,887	9,524,822	-25.3%



Ferry Passenger boardings

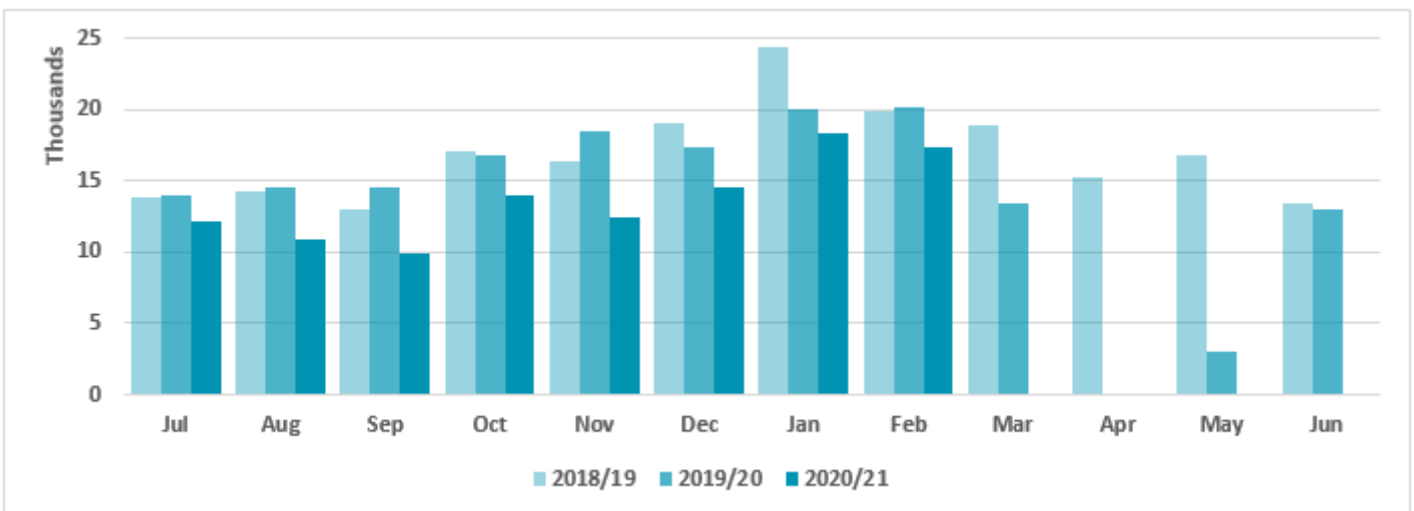
February boardings show a decrease of 14.1% on the same month last year. Year to date boardings show a decrease of 19.2% compared to a decrease of 1.4% pre-COVID-19 (July 2019 to February 2020). Boardings are often affected by weather conditions.

For Feb

	Feb-21	Feb-20	% Change
Total	17,332	20,181	-14.1%

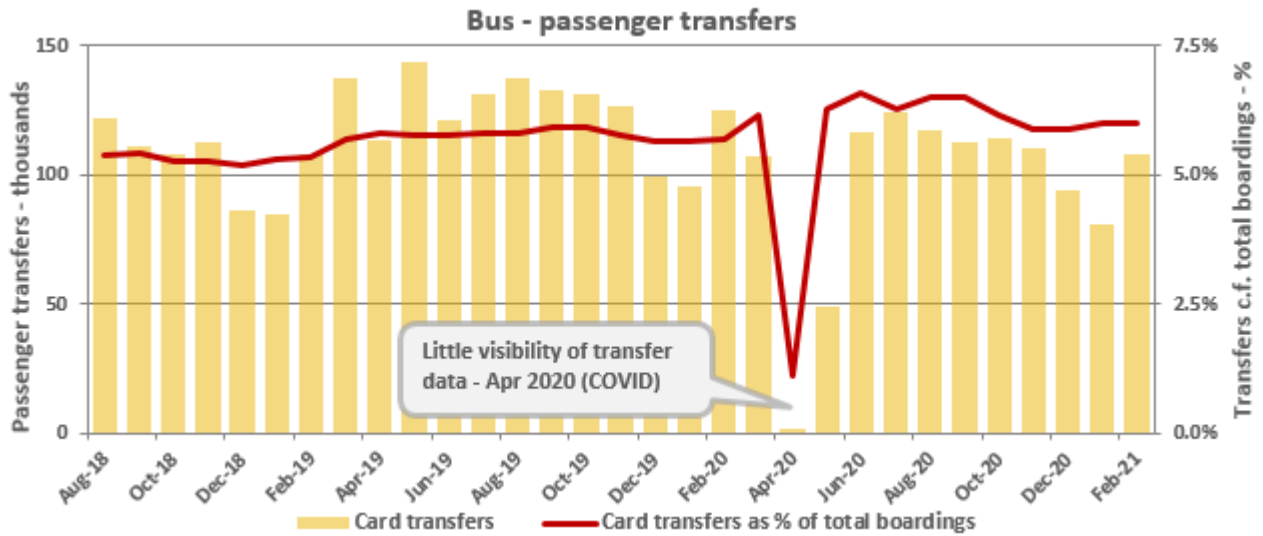
Year to date (Jul - Feb)

	2020/21	2019/20	% Change
Total	109,758	135,885	-19.2%



Bus Passenger transfers and Journeys

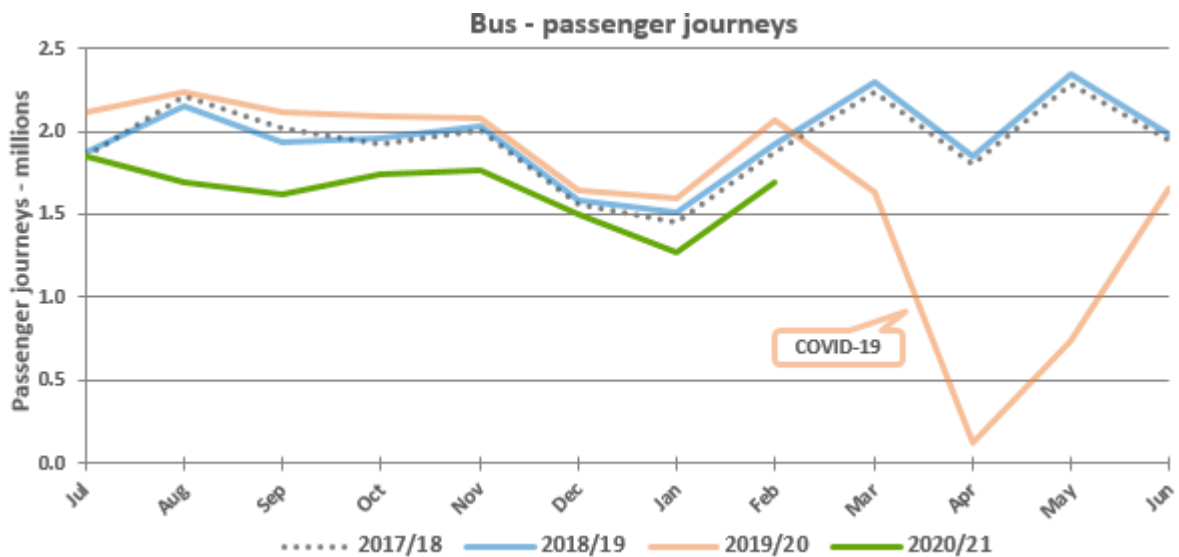
Metlink allows bus to bus transfers at no extra cost to passengers using a Snapper card, provided they tap on to the next bus within 30 minutes of tagging off the bus before. These card transfers accounted for 6.0% of passenger boardings for February.



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 February 2021 show a decrease of 17.9% on the same month last year. This compares to growth of 6.5% from July 2019 to February 2020 (pre-COVID).



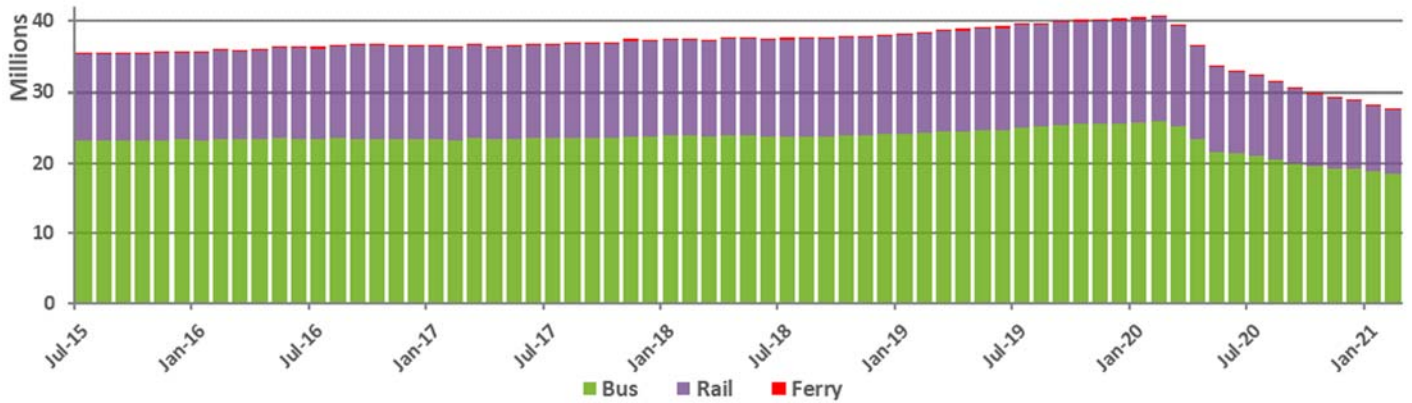
¹ Prior to the new Network, transfers accounted for c. 2.6 % based on 2014/15 data available to Metlink. This transfer rate has been assumed up until the new contracts were implemented between April and July 2018.

Passenger boardings trend

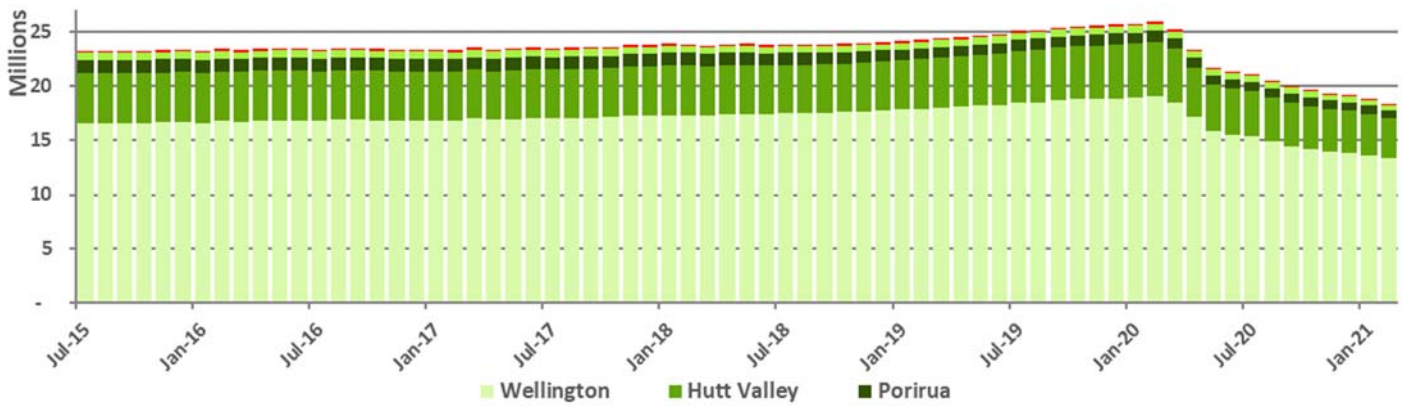
The following graphs show the number of passenger boardings using a 12-month rolling total.

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.

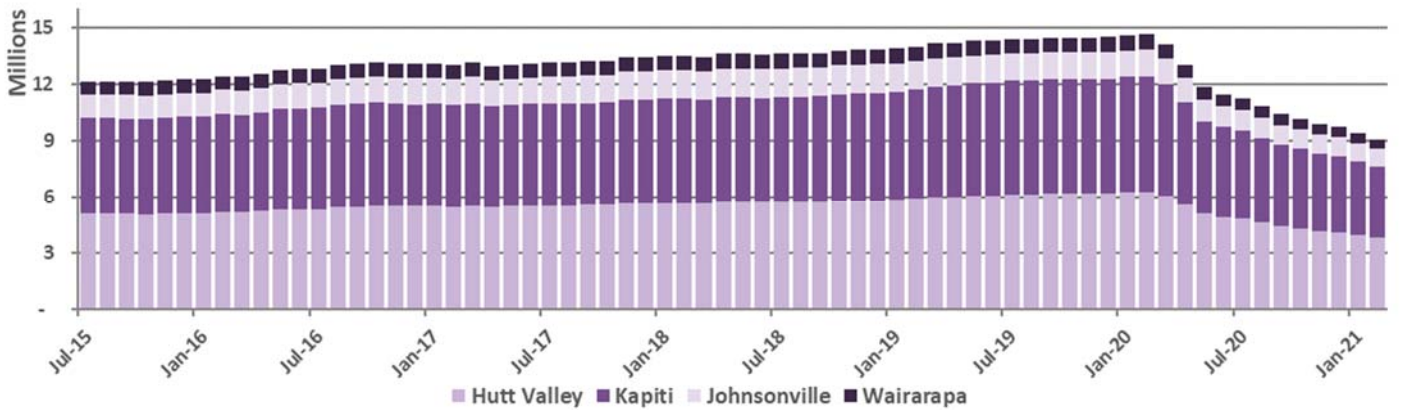
All modes



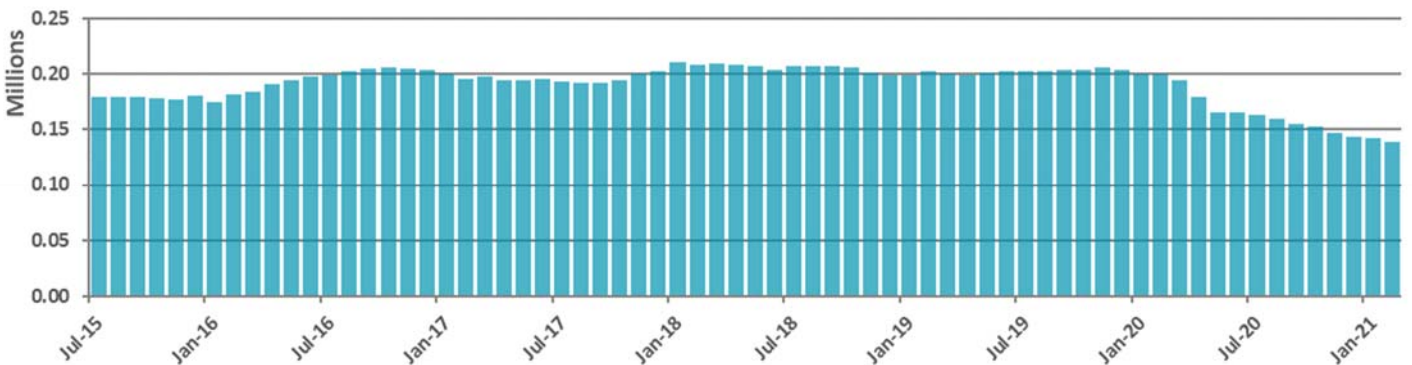
Bus



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.

98.6% of bus services were delivered reliably in February 2021. A number of service cancellations in Wellington affected reliability this month.

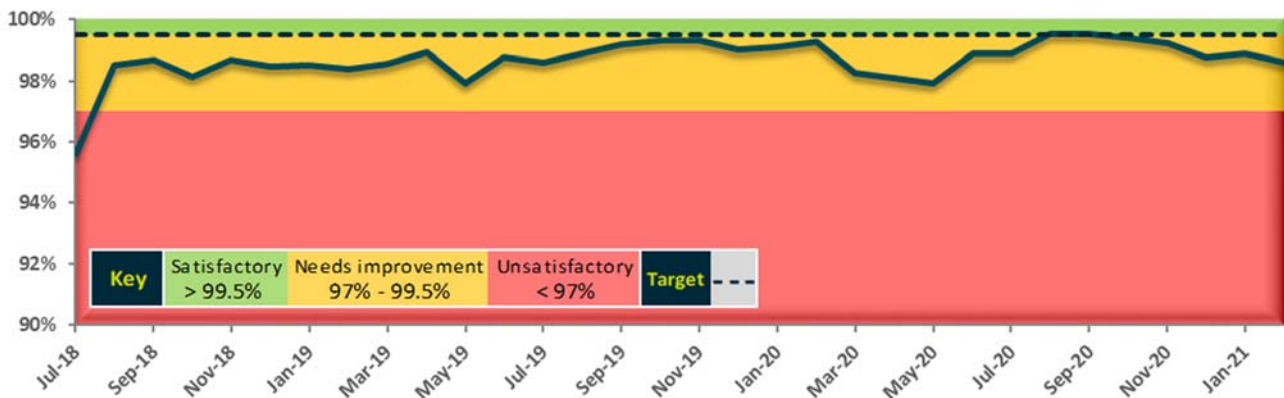
Reliability - current month

	Feb-21	Feb-20	% Change
Wellington City			
Newlands & Tawa	99.6%	99.5%	0.2%
East, West & City	98.1%	99.1%	-1.0%
North, South, Khandallah & Brooklyn	98.0%	99.2%	-1.2%
Hutt Valley	99.2%	99.5%	-0.3%
Porirua	98.8%	99.0%	-0.2%
Kapiti	99.8%	99.9%	-0.1%
Wairarapa	99.5%	98.8%	0.7%
Total	98.6%	99.3%	-0.7%

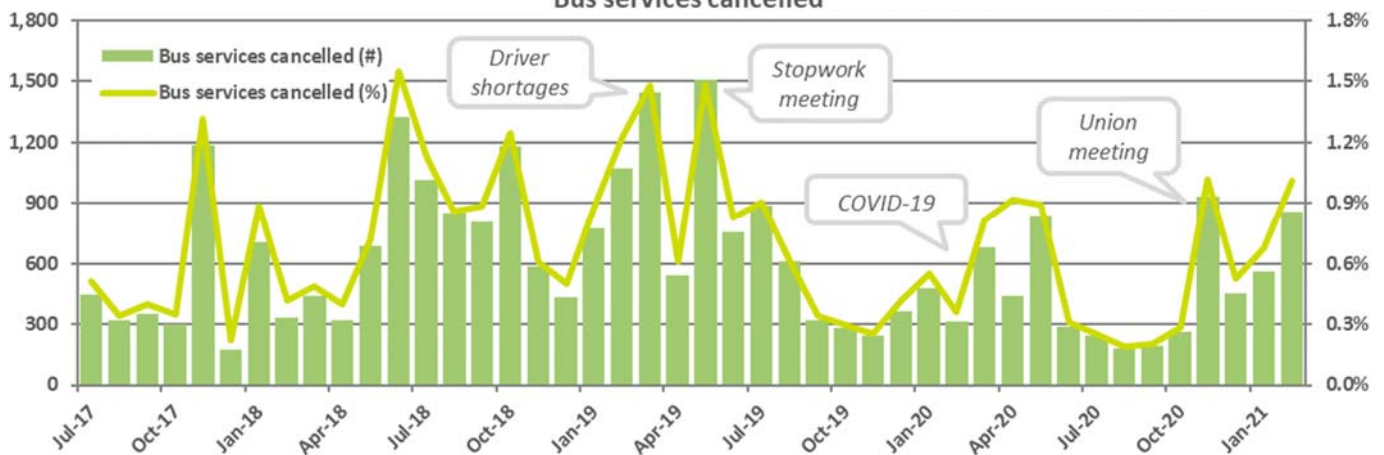
Reliability - year to date (Jul - Feb)

	2020/21	2019/20	% Change
Wellington City			
Newlands & Tawa	99.7%	99.6%	0.1%
East, West & City	98.2%	98.9%	-0.7%
North, South, Khandallah & Brooklyn	99.2%	98.8%	0.4%
Hutt Valley	99.5%	99.3%	0.2%
Porirua	99.4%	99.1%	0.3%
Kapiti	99.8%	99.8%	0.0%
Wairarapa	99.3%	99.2%	0.1%
Total	99.0%	99.1%	-0.1%

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 February was 94.8%, an improvement of 2.2% on the same month last year, although impacted in the Wairarapa by late train arrivals and a number of planned and unplanned service disruptions.

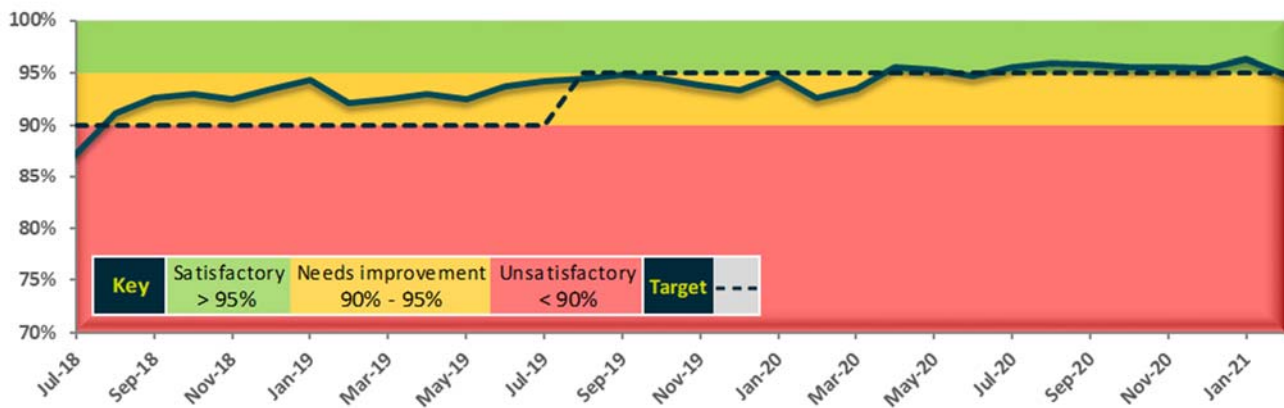
Punctuality - current month

	Feb-21	Feb-20	% Change
Wellington City			
Newlands & Tawa	93.8%	90.7%	3.0%
East, West & City	95.5%	93.2%	2.4%
North, South, Khandallah & Brooklyn	93.4%	88.3%	5.1%
Hutt Valley	94.1%	93.4%	0.7%
Porirua	94.8%	94.4%	0.4%
Kapiti	98.6%	98.7%	0.0%
Wairarapa	91.5%	95.7%	-4.2%
Total	94.8%	92.5%	2.2%

Punctuality - year to date (Jul - Feb)

	2020/21	2019/20	% Change
Wellington City			
Newlands & Tawa	93.9%	95.4%	-1.5%
East, West & City	96.0%	93.3%	2.8%
North, South, Khandallah & Brooklyn	94.1%	92.3%	1.8%
Hutt Valley	95.9%	94.8%	1.1%
Porirua	96.2%	95.1%	1.1%
Kapiti	98.3%	98.5%	-0.2%
Wairarapa	93.2%	94.1%	-0.9%
Total	95.6%	94.1%	1.5%

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 98.3% in February, and 98.1% for the year to date. February saw the reliability of Wairarapa services severely impacted by a new rule requiring services to wait for a fixed time before entering the Rimutaka tunnel after another service. This resulted in consistently delayed services for Wairarapa line customers, and a lot of media attention regarding this issue.

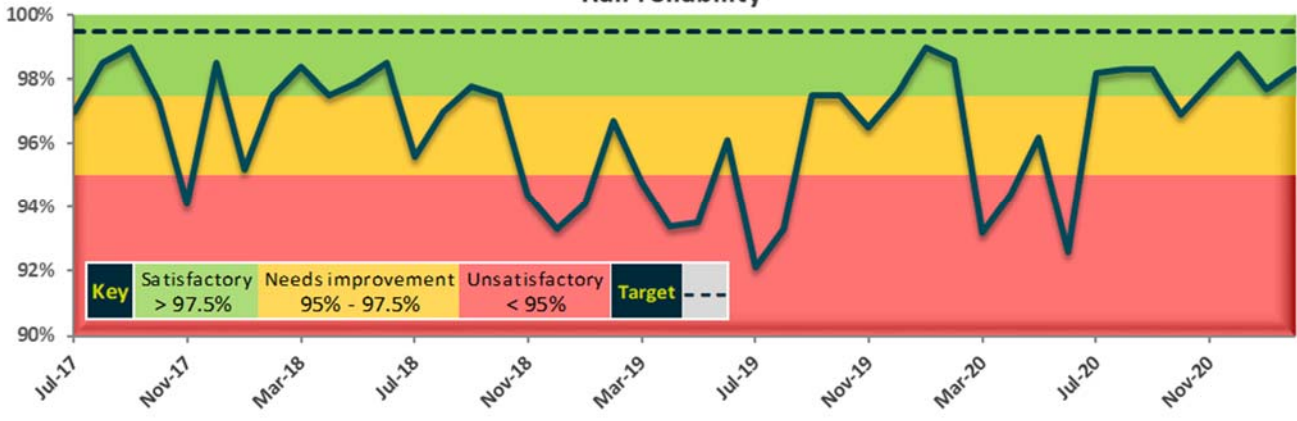
Reliability - current month

	Feb-21	Feb-20	% Change
Hutt Valley	97.9%	98.6%	-0.7%
Johnsonville	99.4%	99.5%	-0.1%
Kapiti	98.6%	98.3%	0.3%
Wairarapa	89.7%	92.4%	-2.7%
Total	98.3%	98.6%	-0.3%

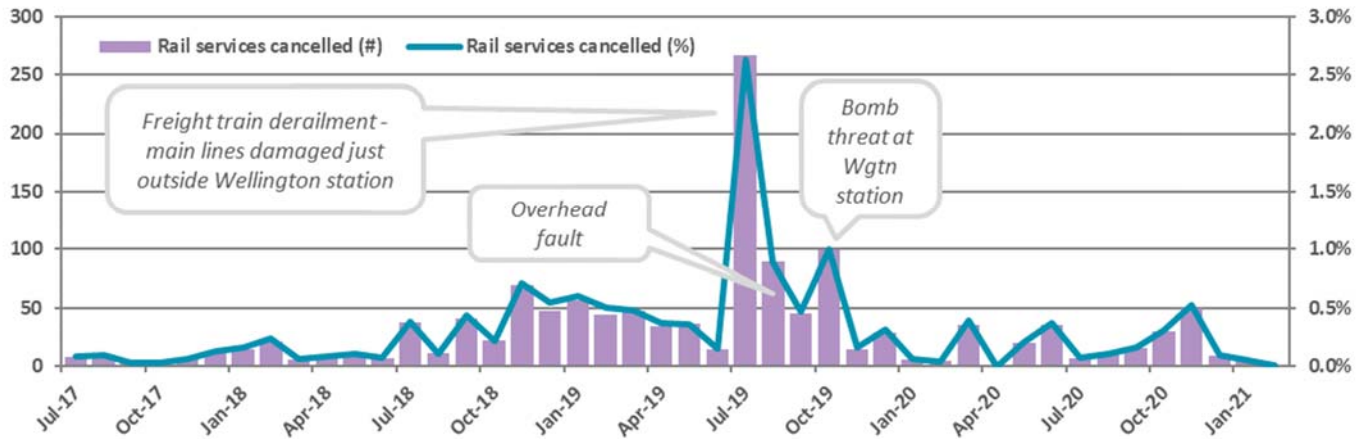
Reliability - year to date (Jul - Feb)

	2020/21	2019/20	% Change
Hutt Valley	98.0%	96.5%	1.5%
Johnsonville	99.0%	97.4%	1.6%
Kapiti	98.0%	95.9%	2.1%
Wairarapa	92.0%	92.1%	-0.1%
Total	98.1%	96.4%	1.7%

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 February was 91.9%, and 90.2% for the year to date. Moving into alert level two improved punctuality results in February, as less people were travelling in peak time. The main issues affecting services were an intermittent signal issue on the Hutt Valley line, and a few mechanical faults which meant that train units had to be swapped out before running.

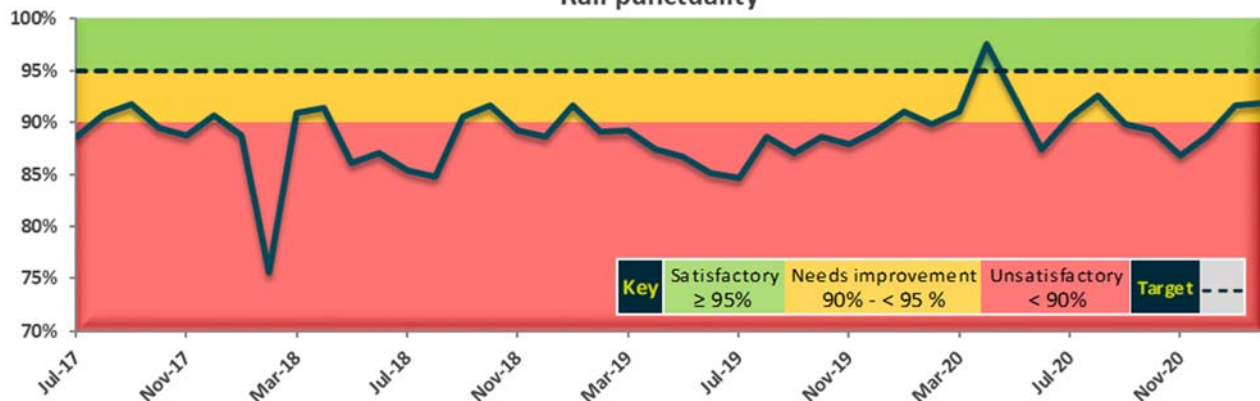
Punctuality - current month

	Feb-21	Feb-20	% Change
Hutt Valley	92.7%	90.3%	2.4%
Johnsonville	95.4%	97.8%	-2.4%
Kapiti	91.2%	86.5%	4.7%
Wairarapa	56.2%	41.8%	14.4%
Total	91.9%	89.8%	2.1%

Punctuality - year to date (Jul - Feb)

	2020/21	2019/20	% Change
Hutt Valley	90.6%	88.4%	2.2%
Johnsonville	97.3%	95.7%	1.6%
Kapiti	86.2%	85.3%	0.9%
Wairarapa	60.3%	57.2%	3.1%
Total	90.2%	88.5%	1.7%

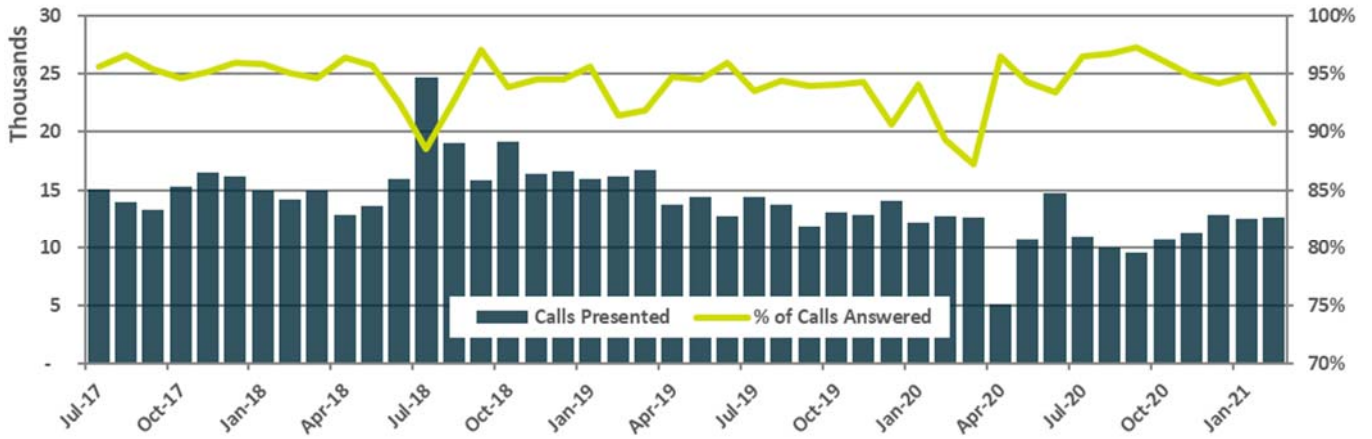
Rail punctuality



Customer Contact

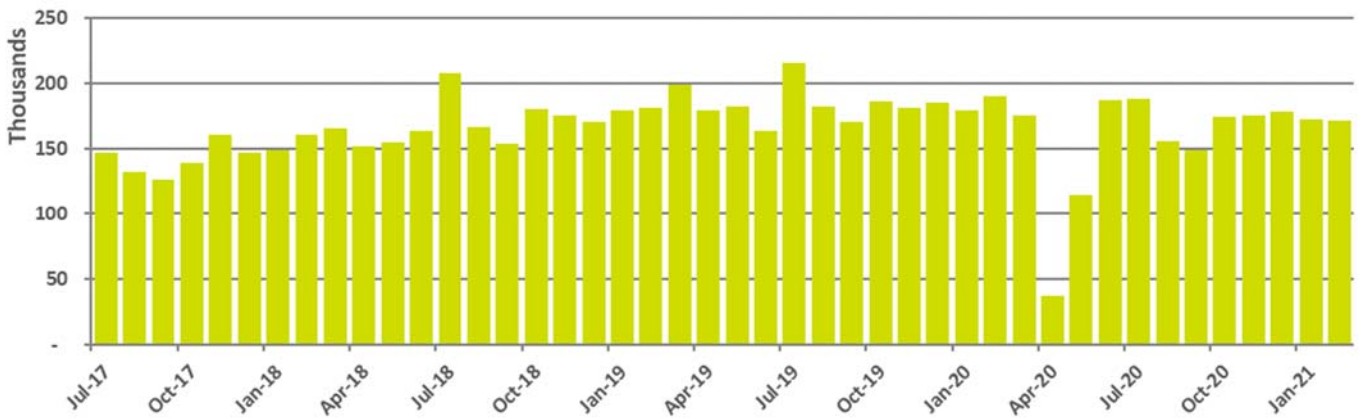
Call centre incoming calls

Metlink answered 90.8% of the 11,500 calls received in February.



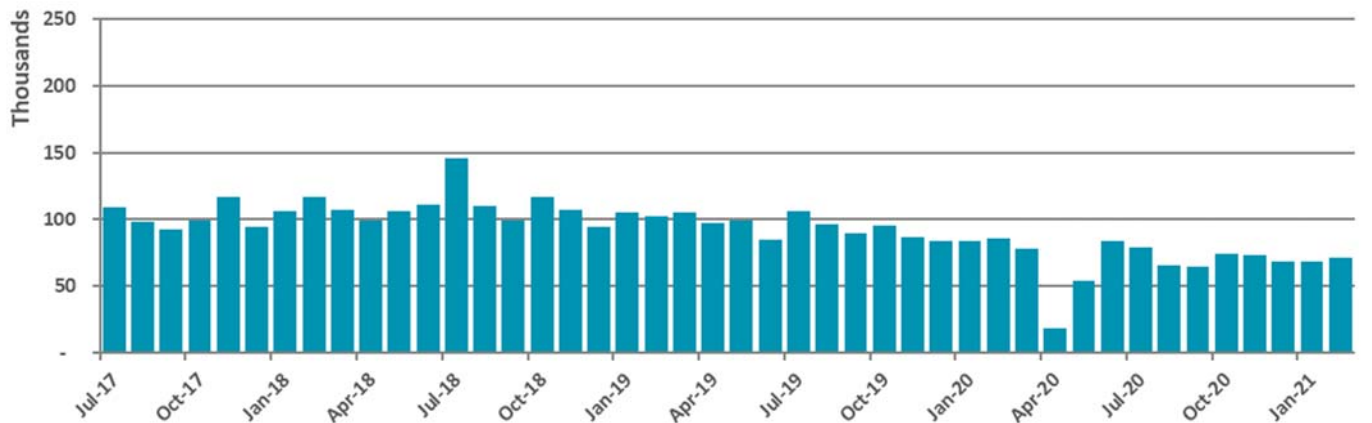
Metlink app – unique users

In February 2021 there were 171,000 unique users of the Metlink app, 10.0% less than the same month the previous year.



Metlink website – unique users

In February 2021 there were 72,000 unique users of the Metlink website, a decrease of 16.6% on the same month the previous year.



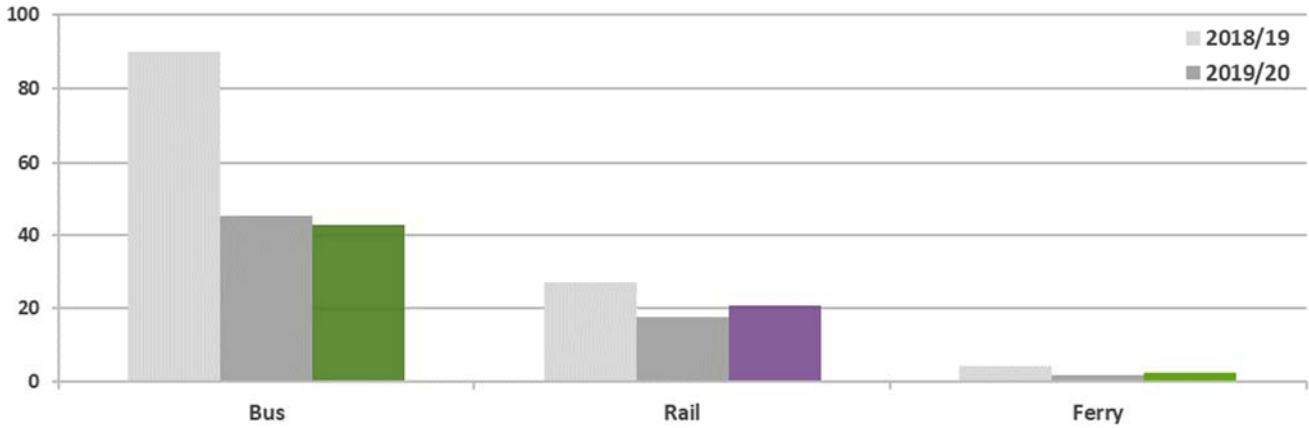
Complaints

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.

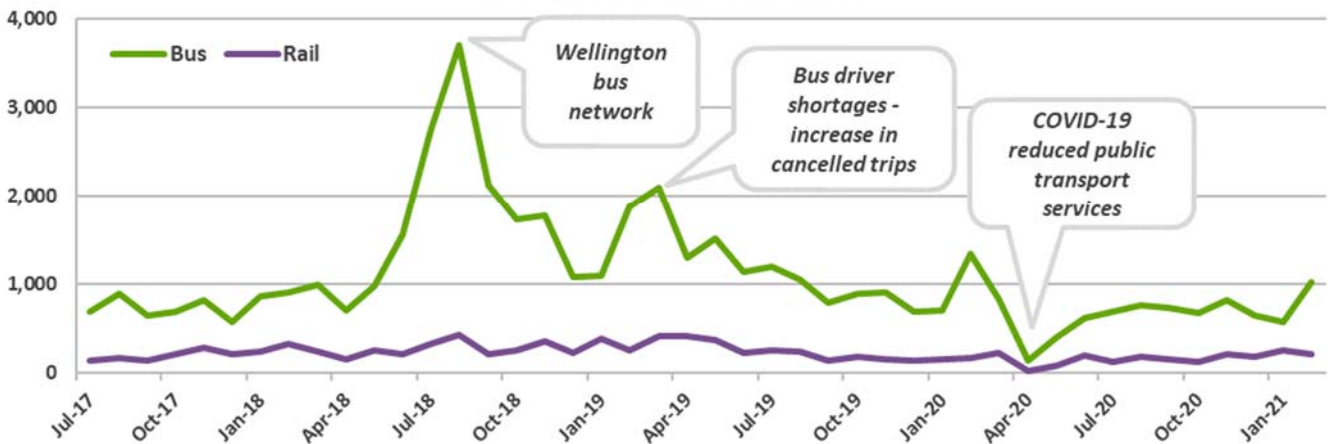
Overall we continue to see an improvement against the previous two year's results.

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 24.0% lower than in February last year, and 21.8% lower for the year to date.

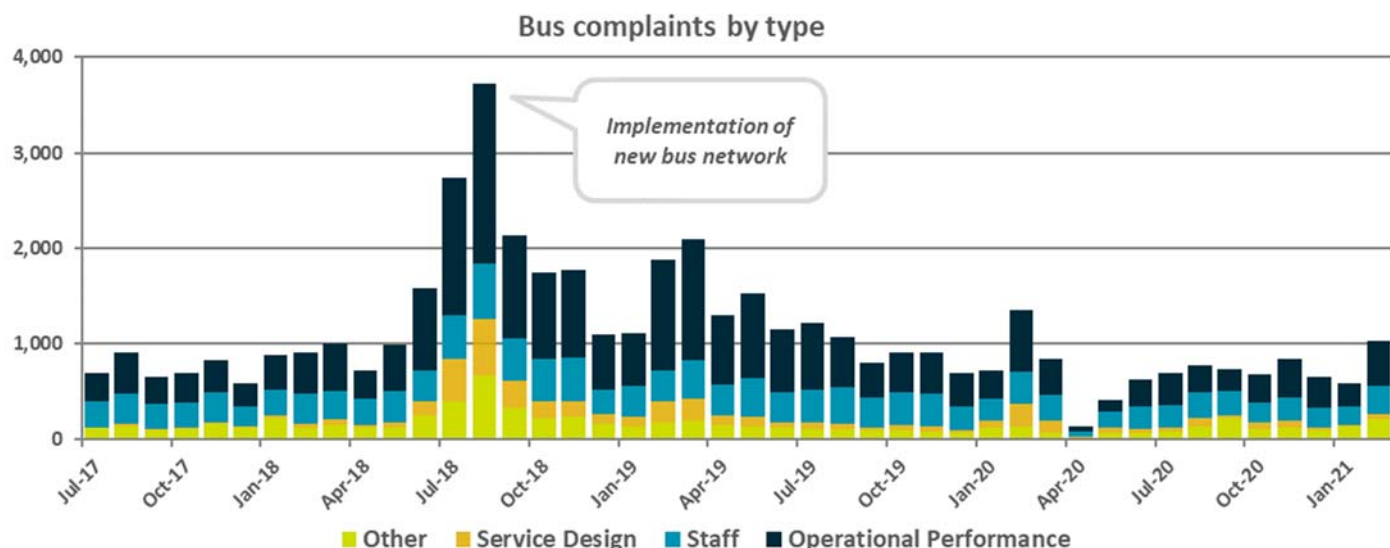
Bus complaints for current month

	Feb-21	Feb-20	% Change
Wellington			
Newlands, Tawa	30	45	-33.3%
East-West, City	330	525	-37.1%
North-south, Khandallah, Brooklyn	375	449	-16.5%
Hutt Valley	227	259	-12.4%
Porirua	43	57	-24.6%
Kapiti	15	13	15.4%
Wairarapa	7	4	75.0%
Total	1,027	1,352	-24.0%

Bus complaints - year to date (Jul - Feb)

	2020/21	2019/20	% Change
Wellington			
Newlands, Tawa	242	252	-4.0%
East-West, City	2,195	2,511	-12.6%
North-south, Khandallah, Brooklyn	1,884	2,878	-34.5%
Hutt Valley	1,296	1,512	-14.3%
Porirua	243	333	-27.0%
Kapiti	77	122	-36.9%
Wairarapa	26	20	30.0%
Total	5,963	7,628	-21.8%

Operational performance and staff related complaints were 75% of all bus complaints in February. The higher number of complaints this month were mainly about cancellations and mask wearing.



Rail complaints

Rail complaints for February were 18.0% higher than the same month last year and 0.4% lower for the year to date.

Rail complaints current month

	Feb-21	Feb-20	% Change
Hutt Valley	62	67	-7.5%
Kapiti	52	47	10.6%
Johnsonville	7	11	-36.4%
Wairarapa	49	17	188.2%
General	40	36	11.1%
Total	210	178	18.0%

Rail complaints - year to date (Jul - Feb)

	2020/21	2019/20	% Change
Hutt Valley	502	457	9.8%
Kapiti	450	496	-9.3%
Johnsonville	77	93	-17.2%
Wairarapa	177	145	22.1%
General	266	275	-3.3%
Total	1,472	1,466	0.4%

Operational performance and staff related complaints were 19% of all rail complaints in February.

