

Metlink performance report



January 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.

January 2021 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

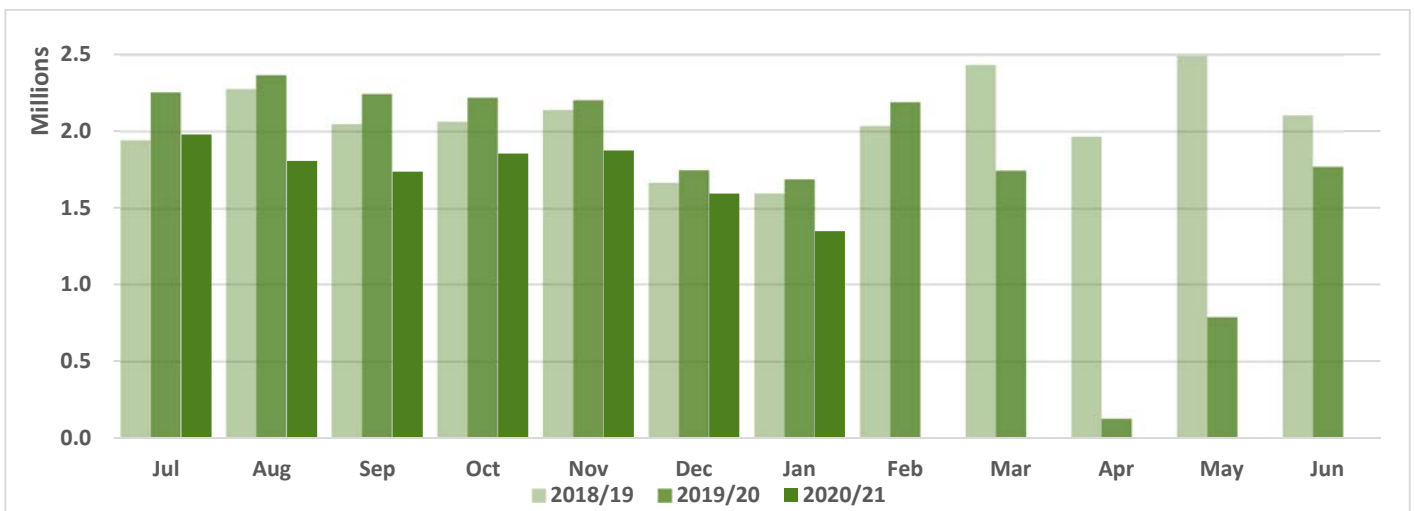
Under alert level 1, January passenger boardings were 20.3% lower than the same month last year, and 17.3% lower for the year to date. Prior to COVID-19 (in 2019/20), we were seeing increased growth of 7.3% (July 2019 to February 2020).

By area for Jan

	Jan-21	Jan-20	% Change
Wellington	1,005,648	1,262,190	-20.3%
Hutt Valley	260,969	321,444	-18.8%
Porirua	47,116	58,957	-20.1%
Kapiti	26,408	37,932	-30.4%
Wairarapa	6,193	9,027	-31.4%
Total	1,346,334	1,689,550	-20.3%

By area - year to date (Jul - Jan)

	2020/21	2019/20	% Change
Wellington	8,885,921	10,841,454	-18.0%
Hutt Valley	2,417,034	2,845,270	-15.1%
Porirua	496,085	573,627	-13.5%
Kapiti	298,395	366,052	-18.5%
Wairarapa	81,726	94,390	-13.4%
Total	12,179,161	14,720,793	-17.3%



Rail Passenger boardings

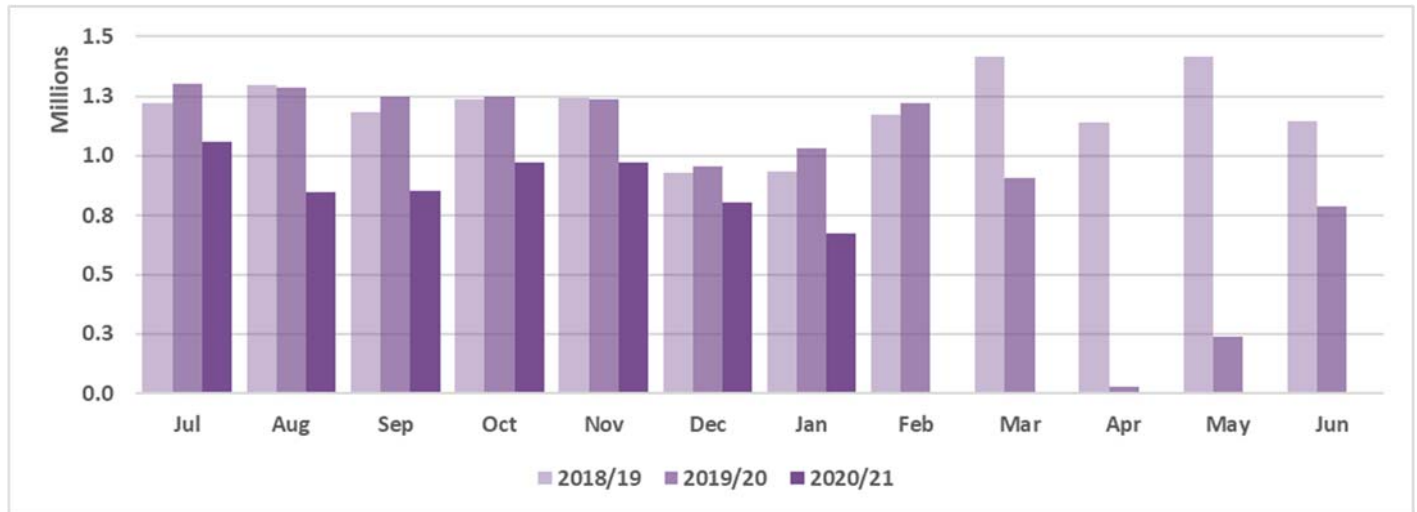
Under alert level 1, rail recorded a decrease in passenger boardings of 34.6% for the month, and a decrease of 25.4% for the year to date. There were reduced services early in the month due to block of lines, and therefore reduced patronage. Prior to COVID-19 (in 2019/20), we were seeing increased growth of 3.5% (July 2019 to February 2020).

By line for Jan

	Jan-21	Jan-20	% Change
Hutt Valley	285,784	444,242	-35.7%
Kapiti	286,623	430,286	-33.4%
Johnsonville	62,602	97,486	-35.8%
Wairarapa	39,219	58,319	-32.8%
Total	674,228	1,030,333	-34.6%

By line - year to date (Jul - Jan)

	2020/21	2019/20	% Change
Hutt Valley	2,612,422	3,571,648	-26.9%
Kapiti	2,595,390	3,474,392	-25.3%
Johnsonville	635,424	803,386	-20.9%
Wairarapa	348,923	453,661	-23.1%
Total	6,192,159	8,303,087	-25.4%



Ferry Passenger boardings

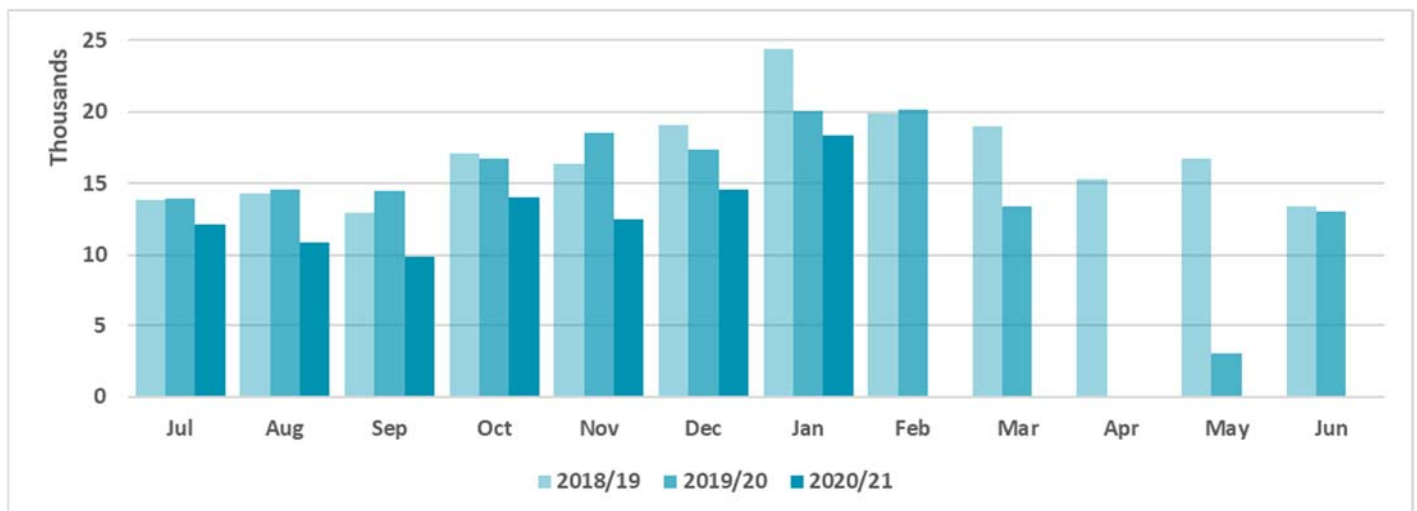
January boardings show a decrease of 8.8% on the same month last year. Year to date boardings show a decrease of 20.1% compared to a decrease of 1.4% pre-COVID-19 (July 2019 to February 2020). Boardings are often affected by weather conditions.

For Jan

	Jan-21	Jan-20	% Change
Total	18,332	20,096	-8.8%

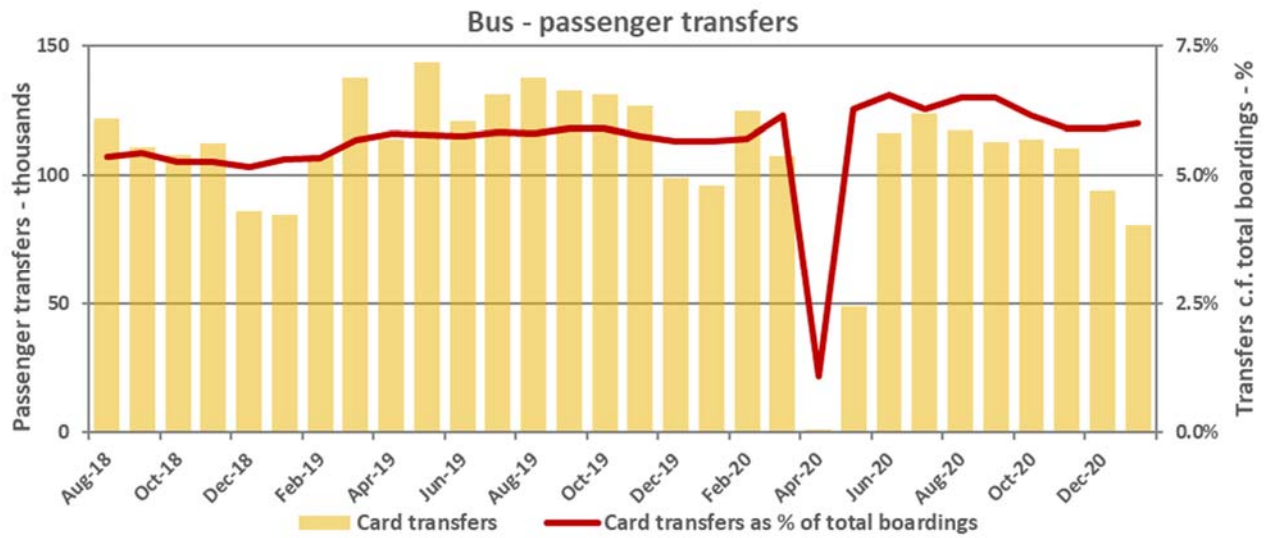
Year to date (Jul - Jan)

	2020/21	2019/20	% Change
Total	92,426	115,704	-20.1%



Bus Passenger transfers and Journeys

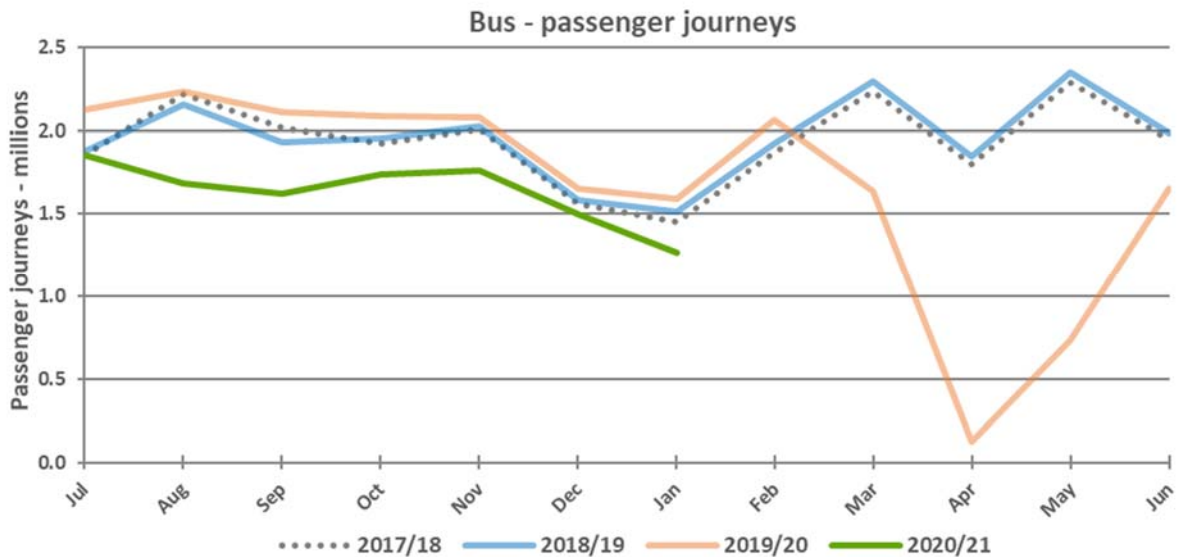
Metlink allows bus to bus transfers at no extra cost to passengers using a Snapper card, provided they tap on to the next bus within 30 minutes of tagging off the bus before. These card transfers accounted for 6.09% of passenger boardings for January.



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 January 2021 show a decrease of 20.6% on the same month last year. This compares to growth of 6.5% from July 2019 to February 2020 (pre-COVID).



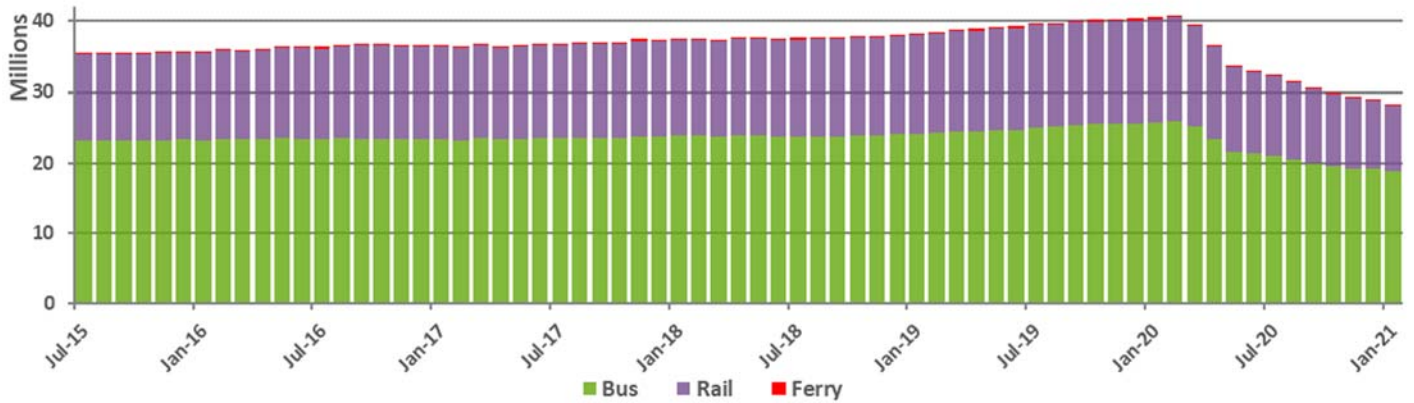
¹ Prior to the new Network, transfers accounted for c. 2.6 % based on 2014/15 data available to Metlink. This transfer rate has been assumed up until the new contracts were implemented between April and July 2018.

Passenger boardings trend

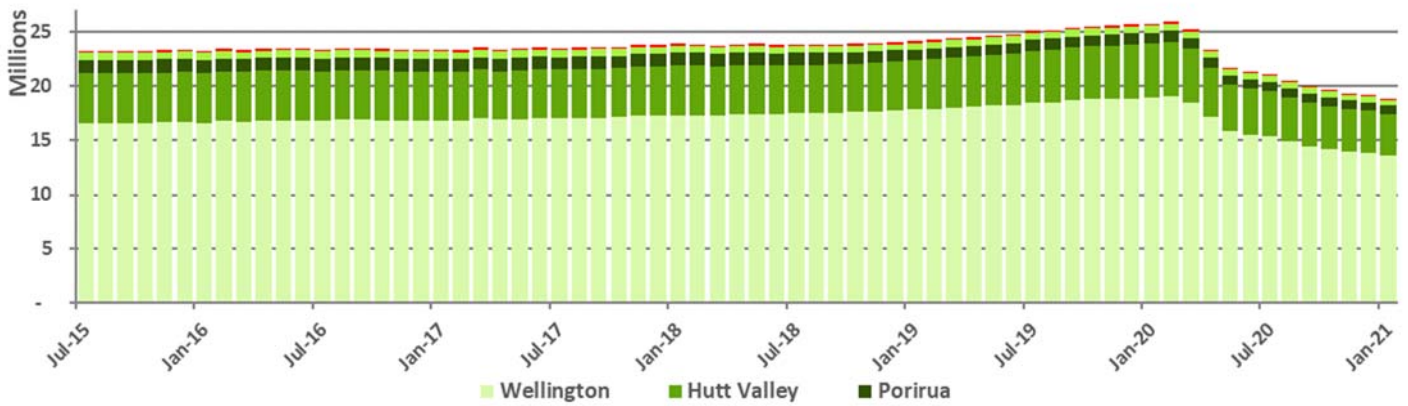
The following graphs show the number of passenger boardings using a 12-month rolling total.

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.

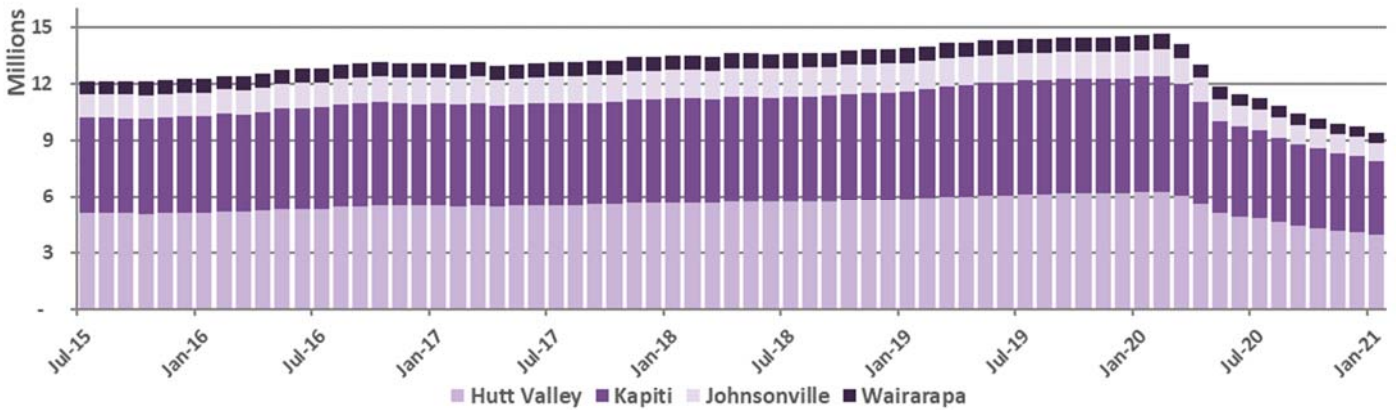
All modes



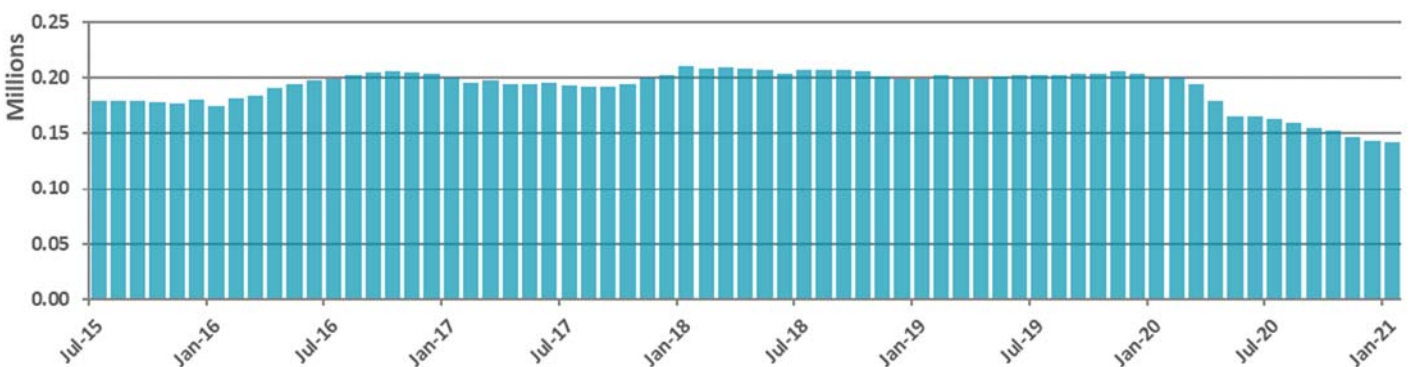
Bus



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.

98.9% of bus services were delivered reliably in January 2021. Service cancellations in Wellington affected reliability this month.

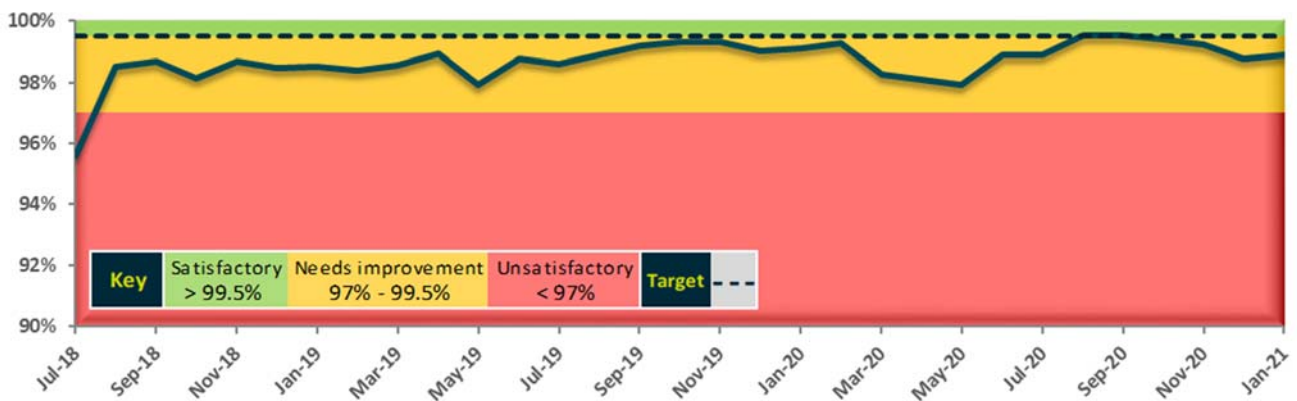
Reliability - current month

	Jan-21	Jan-20	% Change
Wellington City			
Newlands & Tawa	99.7%	99.7%	0.0%
East, West & City	97.9%	98.2%	-0.3%
North, South, Khandallah & Brooklyn	99.2%	99.3%	-0.1%
Hutt Valley	99.5%	99.5%	0.0%
Porirua	99.3%	99.2%	0.1%
Kapiti	99.9%	99.7%	0.2%
Wairarapa	99.5%	100.0%	-0.5%
Total	98.9%	99.1%	-0.1%

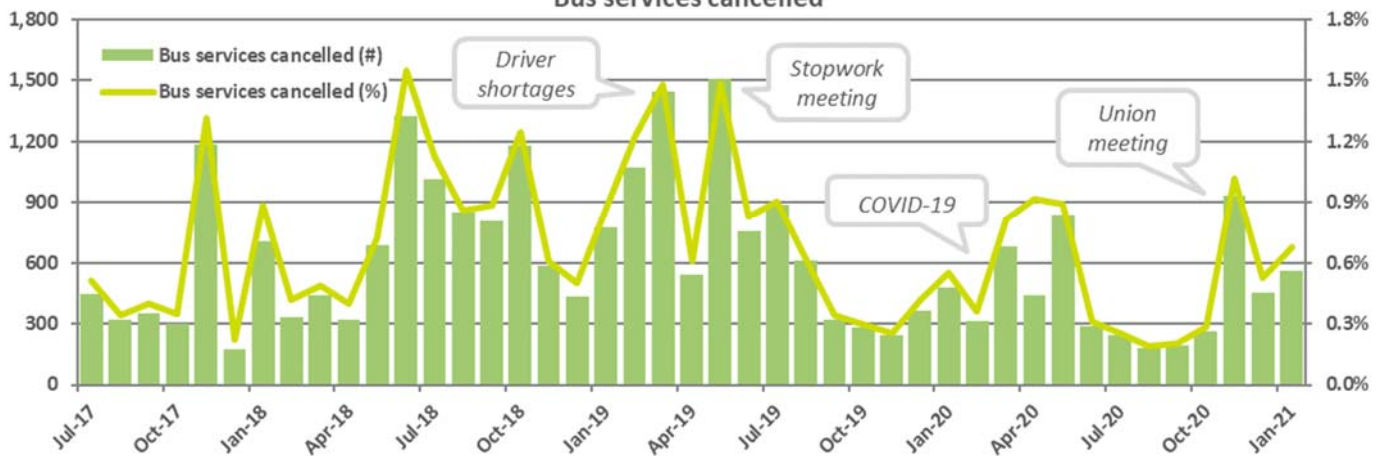
Reliability - year to date (Jul - Jan)

	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%	98.7%	0.6%
Hutt Valley	99.5%	99.3%	0.2%
Porirua	99.5%	99.1%	0.4%
Kapiti	99.8%	99.8%	0.0%
Wairarapa	99.3%	99.2%	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 January was 96.3%, an improvement of 1.6% on the same month last year. There were no material impacts on punctuality this month.

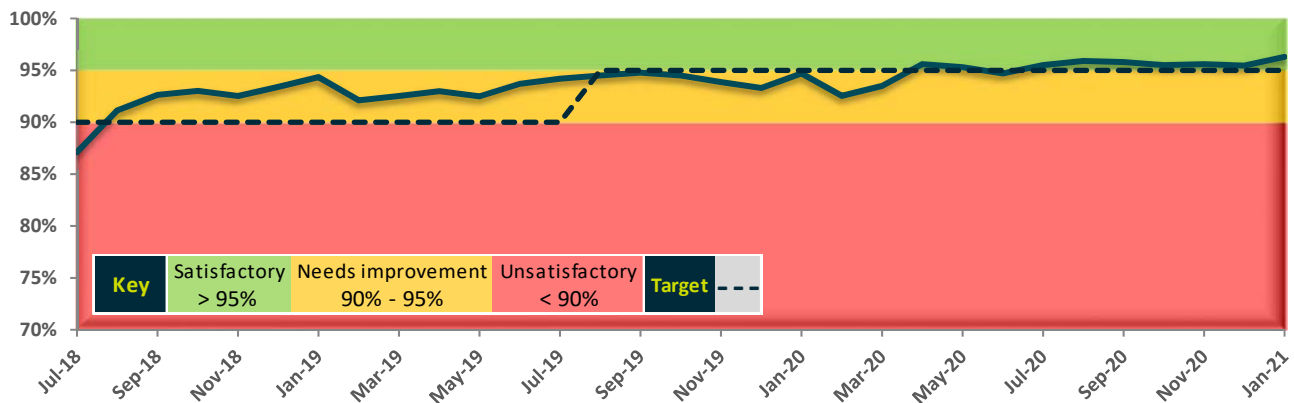
Punctuality - current month

	Jan-21	Jan-20	% Change
Wellington City			
Newlands & Tawa	92.5%	93.0%	-0.5%
East, West & City	96.7%	94.4%	2.3%
North, South, Khandallah & Brooklyn	94.8%	92.0%	2.8%
Hutt Valley	97.3%	96.1%	1.2%
Porirua	96.8%	96.1%	0.7%
Kapiti	97.9%	98.8%	-0.9%
Wairarapa	91.7%	94.0%	-2.3%
Total	96.3%	94.7%	1.6%

Punctuality - year to date (Jul - Jan)

	2020/21	2019/20	% Change
Wellington City			
Newlands & Tawa	93.9%	95.9%	-2.0%
East, West & City	96.1%	93.3%	2.8%
North, South, Khandallah & Brooklyn	94.2%	92.9%	1.3%
Hutt Valley	96.2%	95.0%	1.2%
Porirua	96.4%	95.2%	1.2%
Kapiti	98.2%	98.5%	-0.3%
Wairarapa	93.5%	93.8%	-0.3%
Total	95.7%	94.3%	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 97.7% in January, and 98.1% for the year to date.

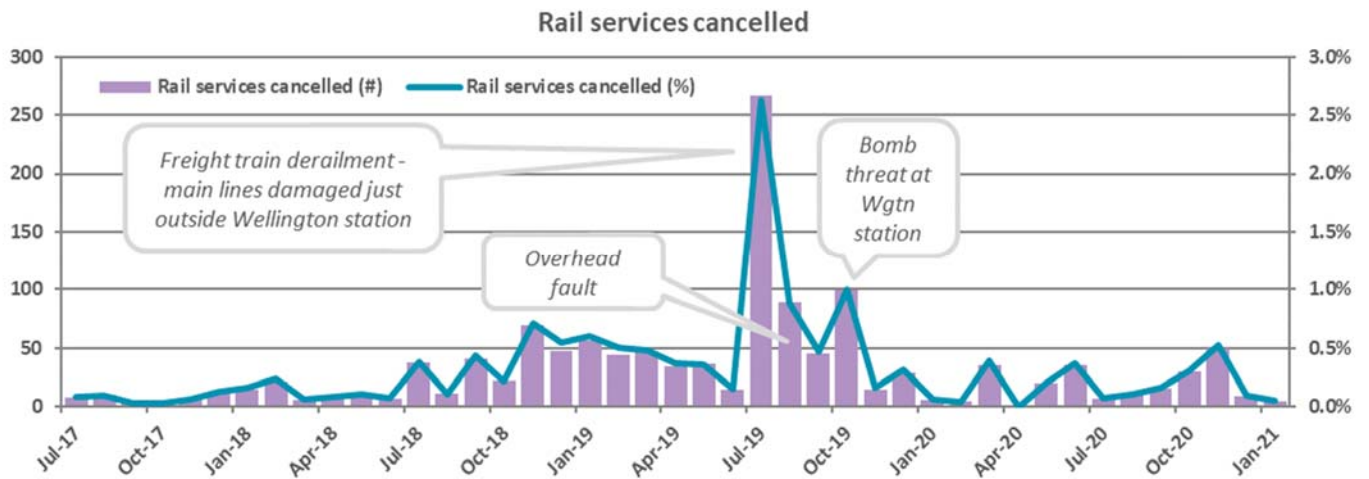
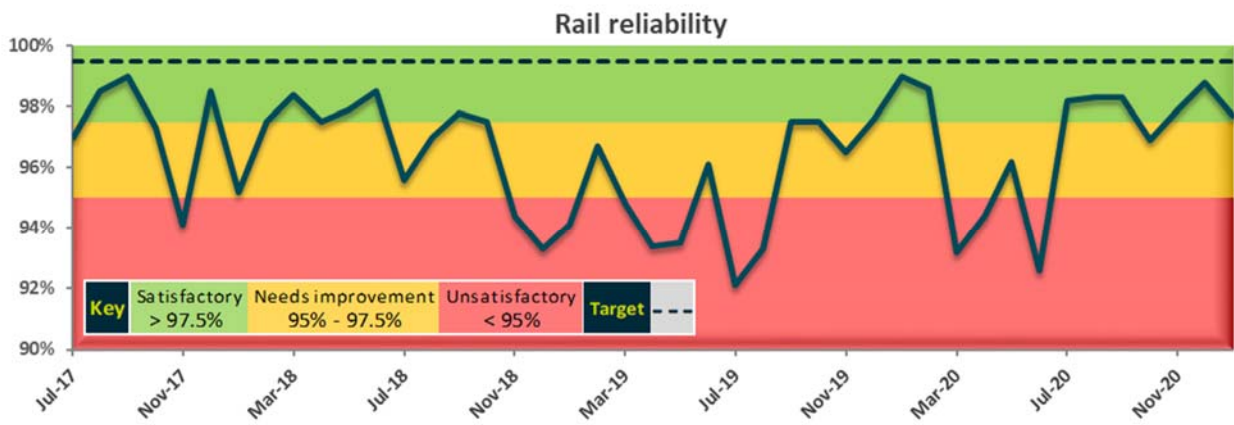
A number of issues affected reliability on the Wairarapa line this month - including a loco failure, and a collision between a train and a motor vehicle that led to the line being closed. A WorkSafe change to the gas levels in the Remutaka tunnel required 60 minutes of separation between freight and passenger trains, which in turn led to delays and cancellations of services. The freight timetable has now been amended to ensure sufficient separation.

Reliability - current month

	Jan-21	Jan-20	% Change
Hutt Valley	97.2%	98.9%	-1.7%
Johnsonville	99.3%	98.9%	0.4%
Kapiti	98.0%	99.5%	-1.5%
Wairarapa	85.1%	94.4%	-9.3%
Total	97.7%	99.0%	-1.3%

Reliability - year to date (Jul - Jan)

	2020/21	2019/20	% Change
Hutt Valley	98.0%	96.2%	1.8%
Johnsonville	98.9%	97.1%	1.8%
Kapiti	97.9%	95.6%	2.3%
Wairarapa	92.3%	92.0%	0.3%
Total	98.1%	96.1%	2.0%



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 January was 91.6%, and 89.9% for the year to date.

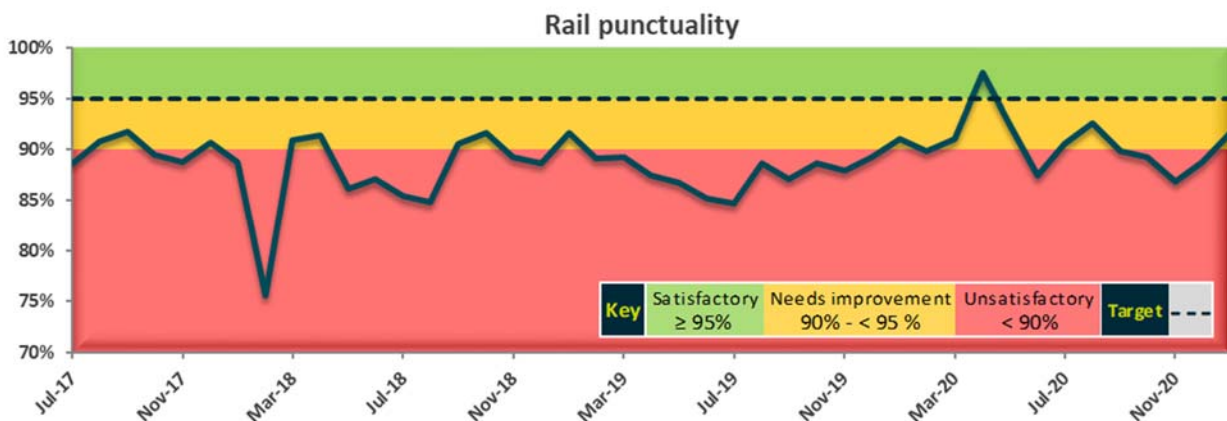
Services on the Kāpiti line continue to be affected by a speed restriction through a slip site near Pukerua Bay - this speed restriction was removed in February. The Wairarapa line remains a focus for service improvements - with delays due to the gas monitor alarm and heat speed restrictions.

Punctuality - current month

	Jan-21	Jan-20	% Change
Hutt Valley	92.1%	90.7%	1.4%
Johnsonville	97.4%	98.1%	-0.7%
Kapiti	88.1%	88.5%	-0.4%
Wairarapa	66.1%	55.2%	10.9%
Total	91.6%	91.0%	0.6%

Punctuality - year to date (Jul - Jan)

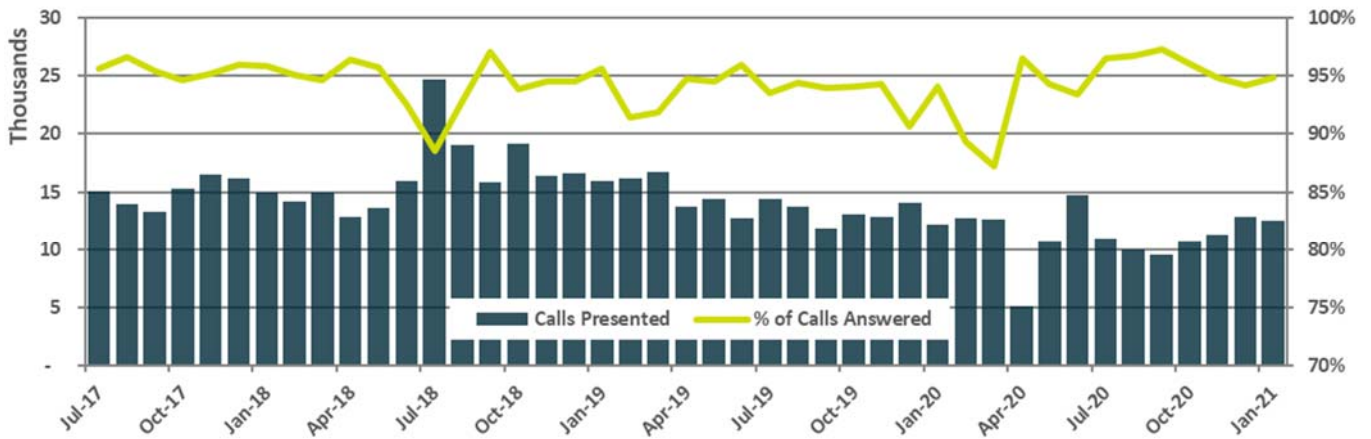
	2020/21	2019/20	% Change
Hutt Valley	90.4%	88.2%	2.2%
Johnsonville	97.5%	95.4%	2.1%
Kapiti	85.6%	85.1%	0.5%
Wairarapa	60.8%	59.2%	1.6%
Total	89.9%	88.3%	1.6%



Customer Contact

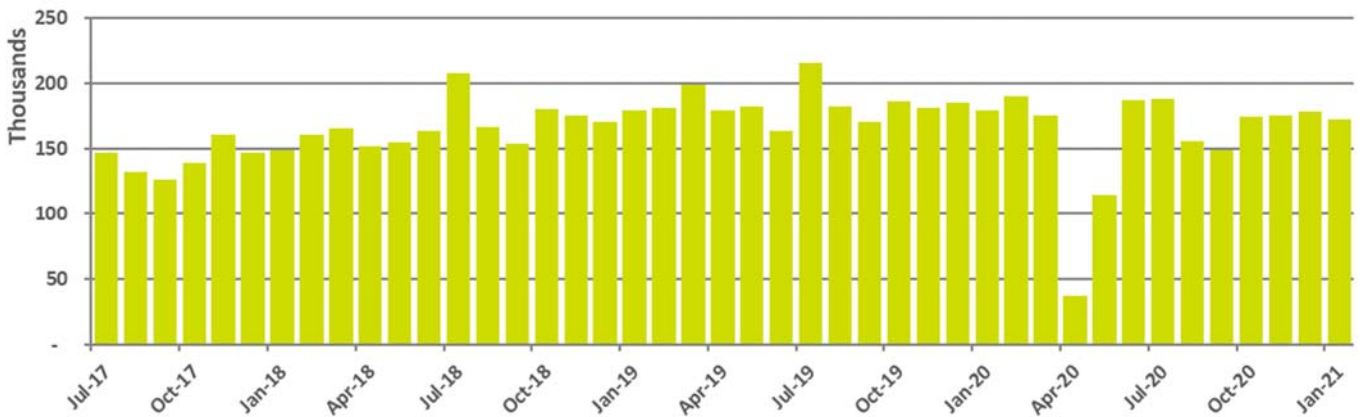
Call centre incoming calls

Metlink answered 94.9% of the 12,500 calls received in January.



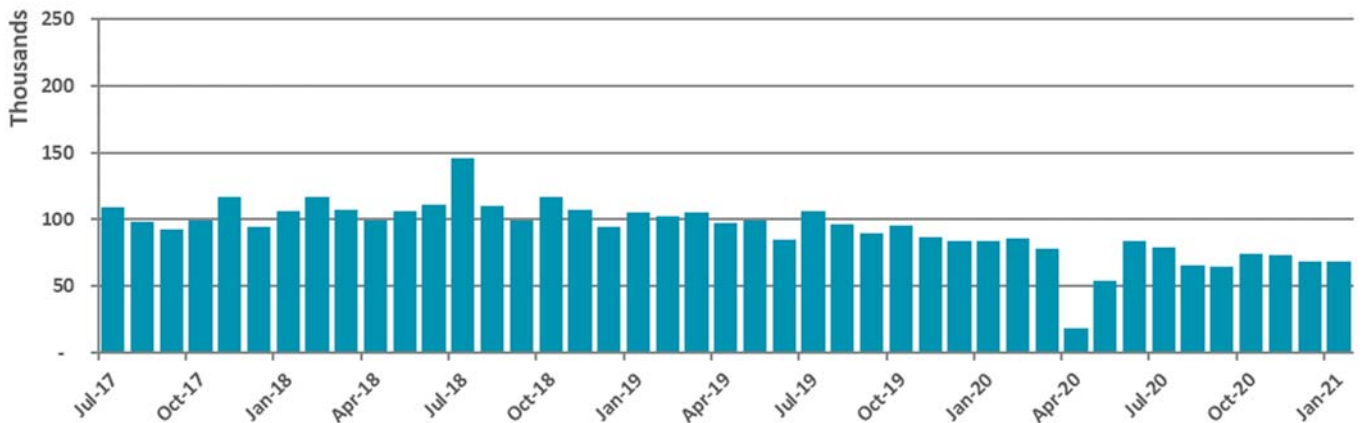
Metlink app – unique users

In January 2021 there were 172,000 unique users of the Metlink app, 3.9% less than the same month the previous year.



Metlink website – unique users

In January 2021 there were 69,000 unique users of the Metlink website, a decrease of 18.1% on the same month the previous year.



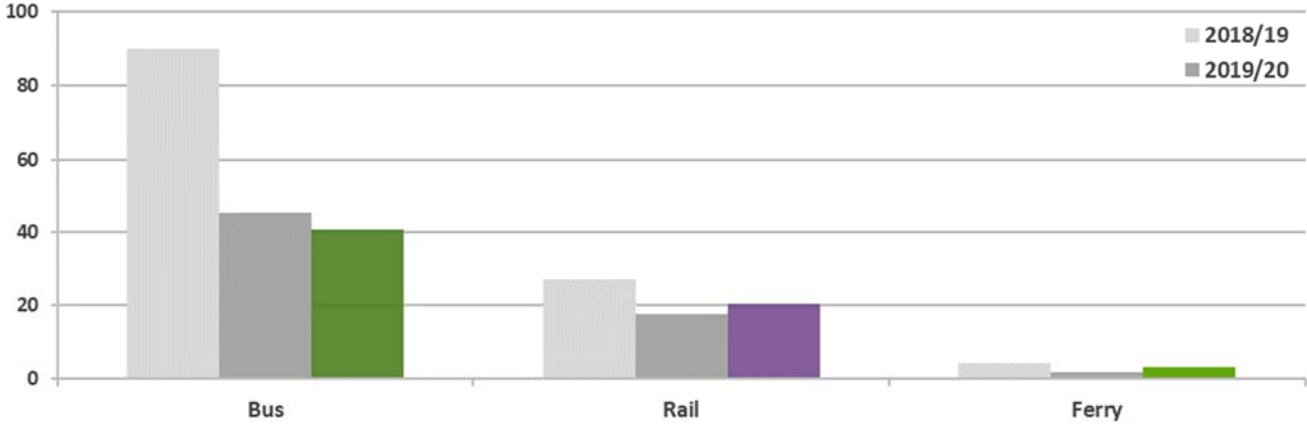
Complaints

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.

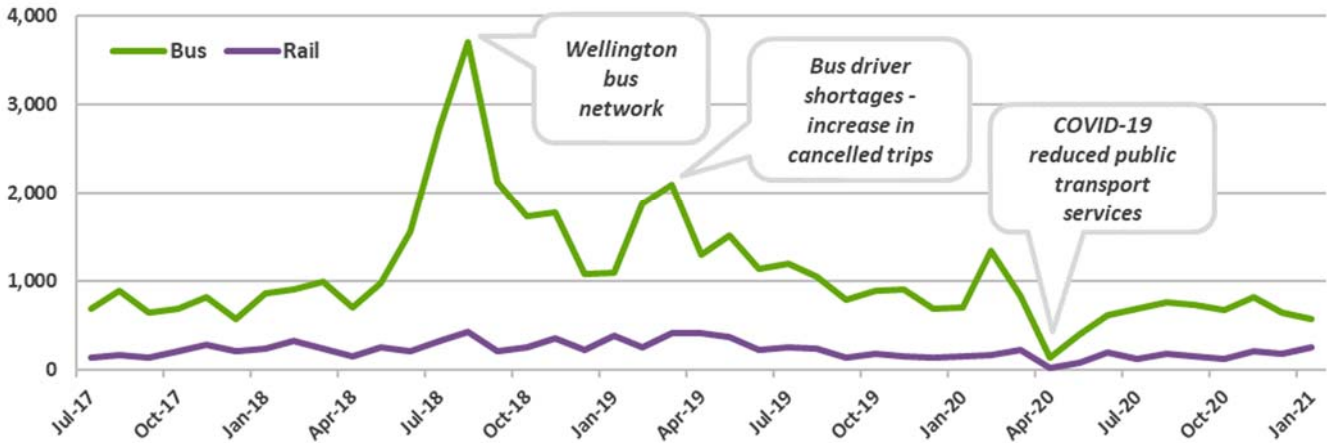
Overall we continue to see an improvement against the previous two year's results.

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 17.7% lower than in January last year, and 21.4% lower for the year to date.

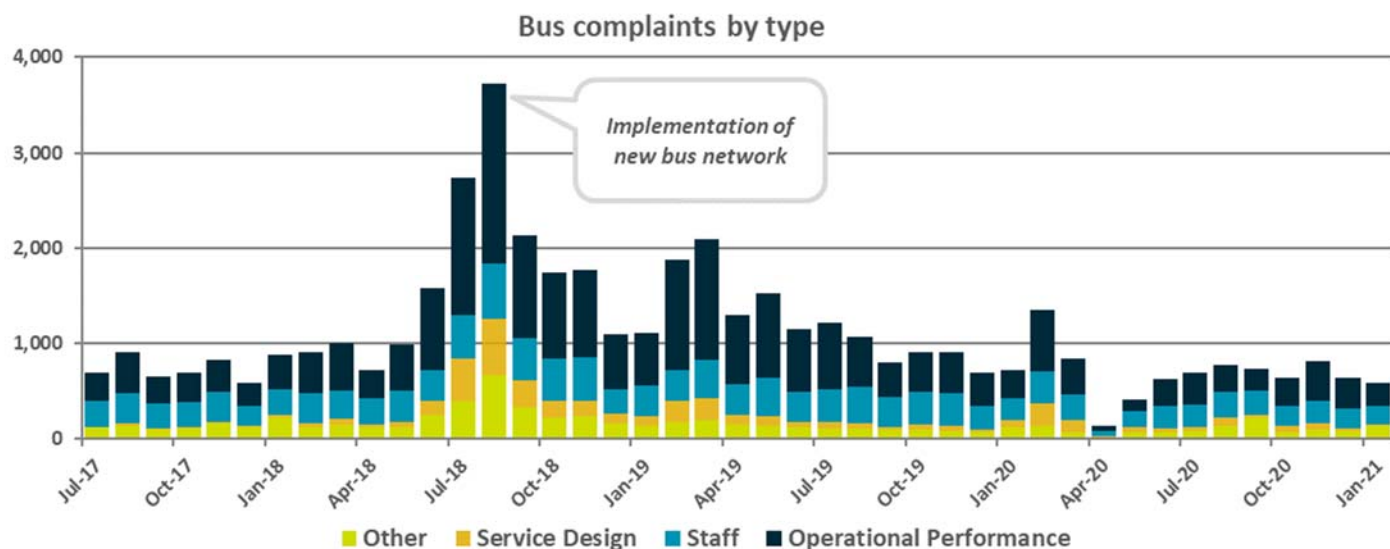
Bus complaints for current month

	Jan-21	Jan-20	% Change
Wellington			
Newlands, Tawa	28	26	7.7%
East-West, City	194	241	-19.5%
North-south, Khandallah, Brooklyn	151	231	-34.6%
Hutt Valley	179	164	9.1%
Porirua	21	33	-36.4%
Kapiti	9	12	-25.0%
Wairarapa	3	4	-25.0%
Total	585	711	-17.7%

Bus complaints - year to date (Jul - Jan)

	2020/21	2019/20	% Change
Wellington			
Newlands, Tawa	212	207	2.4%
East-West, City	1,865	1,986	-6.1%
North-south, Khandallah, Brooklyn	1,509	2,429	-37.9%
Hutt Valley	1,069	1,253	-14.7%
Porirua	200	276	-27.5%
Kapiti	62	109	-43.1%
Wairarapa	19	16	18.8%
Total	4,936	6,276	-21.4%

Operational performance and staff related complaints were 74% of all bus complaints in January.



Rail complaints

Rail complaints for January were 64.9% higher than the same month last year and 2.0% lower for the year to date.

Complaints for the month were higher due to capacity issues on bus replacements as people returned to work in early January, and network issues.

Rail complaints current month

	Jan-21	Jan-20	% Change
Hutt Valley	82	44	86.4%
Kapiti	77	42	83.3%
Johnsonville	13	4	225.0%
Wairarapa	30	29	3.4%
General	52	35	48.6%
Total	254	154	64.9%

Rail complaints - year to date (Jul - Jan)

	2020/21	2019/20	% Change
Hutt Valley	440	390	12.8%
Kapiti	398	449	-11.4%
Johnsonville	70	82	-14.6%
Wairarapa	128	128	0.0%
General	226	239	-5.4%
Total	1,262	1,288	-2.0%

Operational performance and staff related complaints were 52% of all rail complaints in January.

