

Metlink performance report



July 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.

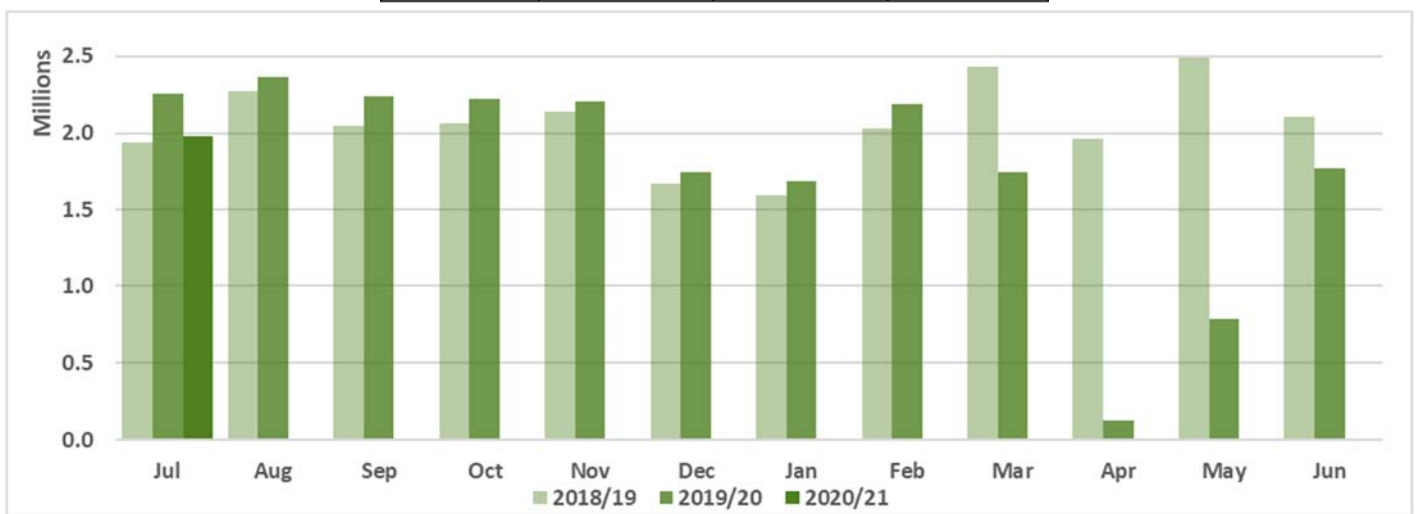
July 2020 saw continued reduced passenger boardings under alert level 1. Prior to COVID-19 alert level 4 in late March 2020 we had been seeing record patronage growth for both bus & rail.

Bus Passenger boardings

Under alert level 1, July passenger boardings were 12.2% lower than the same month last year. Prior to COVID-19, we were seeing increased growth of 7.3% (July 2019 to February 2020).

By area for Jul

	Jul-20	Jul-19	% Change
Wellington	1,463,213	1,683,659	-13.1%
Hutt Valley	376,631	415,236	-9.3%
Porirua	78,196	85,634	-8.7%
Kapiti	46,655	53,800	-13.3%
Wairarapa	12,228	13,861	-11.8%
Total	1,976,923	2,252,190	-12.2%

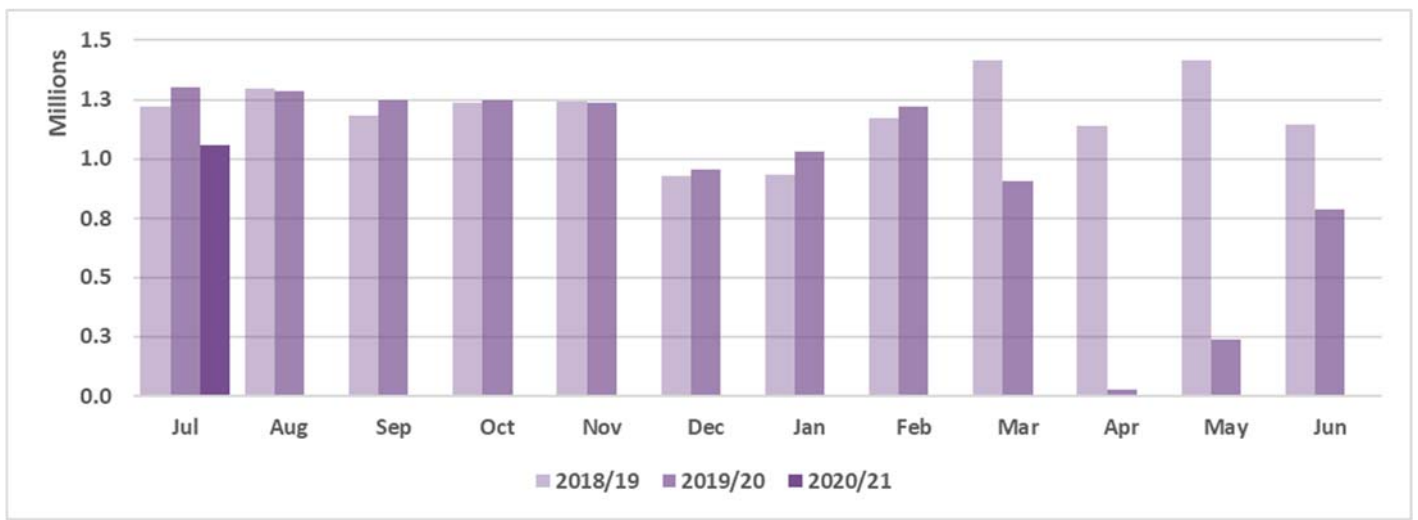


Rail Passenger boardings

Under alert level 1, rail recorded a decrease in passenger boardings of 18.4% for the month. Prior to COVID-19, we were seeing increased growth of 3.5% (July 2019 to February 2020).

By line for Jul

	Jul-20	Jul-19	% Change
Hutt Valley	449,835	559,332	-19.6%
Kapiti	445,720	544,272	-18.1%
Johnsonville	106,923	125,160	-14.6%
Wairarapa	58,860	71,123	-17.2%
Total	1,061,338	1,299,887	-18.4%



There is a decrease in peak growth of 20.1% compared to the same month last year. Prior to COVID-19, we were seeing increased growth of 5.4% (July 2019 to February 2020).

Peak by line for Jul

	Jul-20	Jul-19	% Change
Hutt Valley	310,535	390,429	-20.5%
Kapiti	285,102	360,479	-20.9%
Johnsonville	67,660	79,987	-15.4%
Wairarapa	48,033	59,173	-18.8%
Total	711,330	890,068	-20.1%

Ferry Passenger boardings

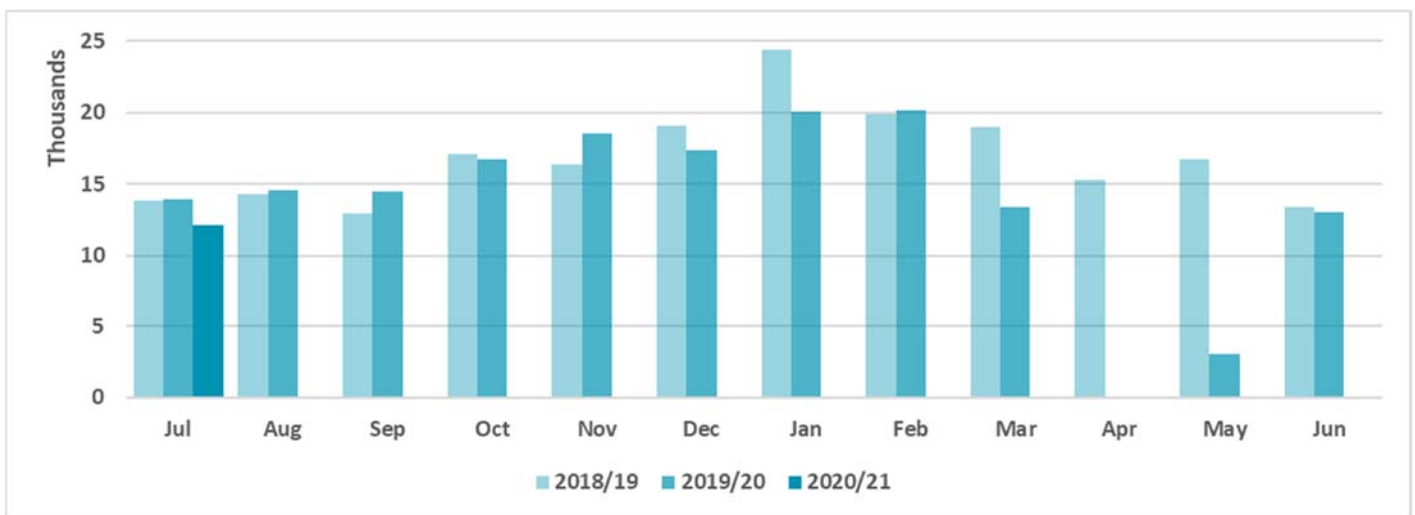
July boardings show a decrease of 12.9% on the same month last year, compared to a decrease of 1.4% pre-COVID-19 (July 2019 to February 2020).

For Jul

	Jul-20	Jul-19	% Change
Total	12,155	13,958	-12.9%

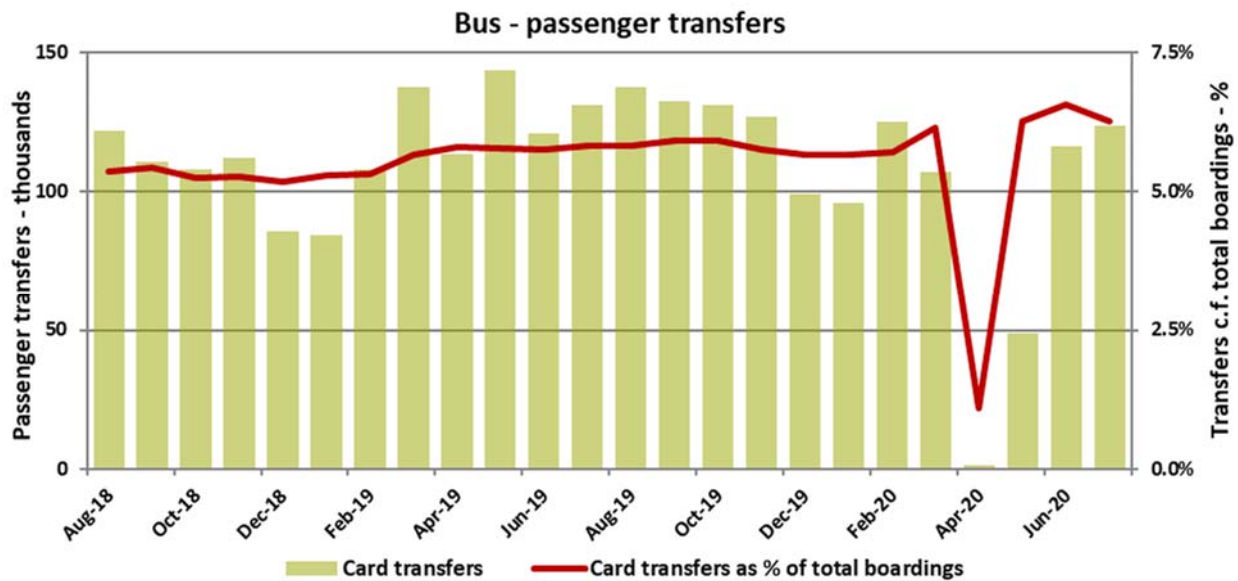
Year to date (Jul - Jul)

	2020/21	2019/20	% Change
Total	12,155	13,958	-12.9%



Bus Passenger transfers and Journeys

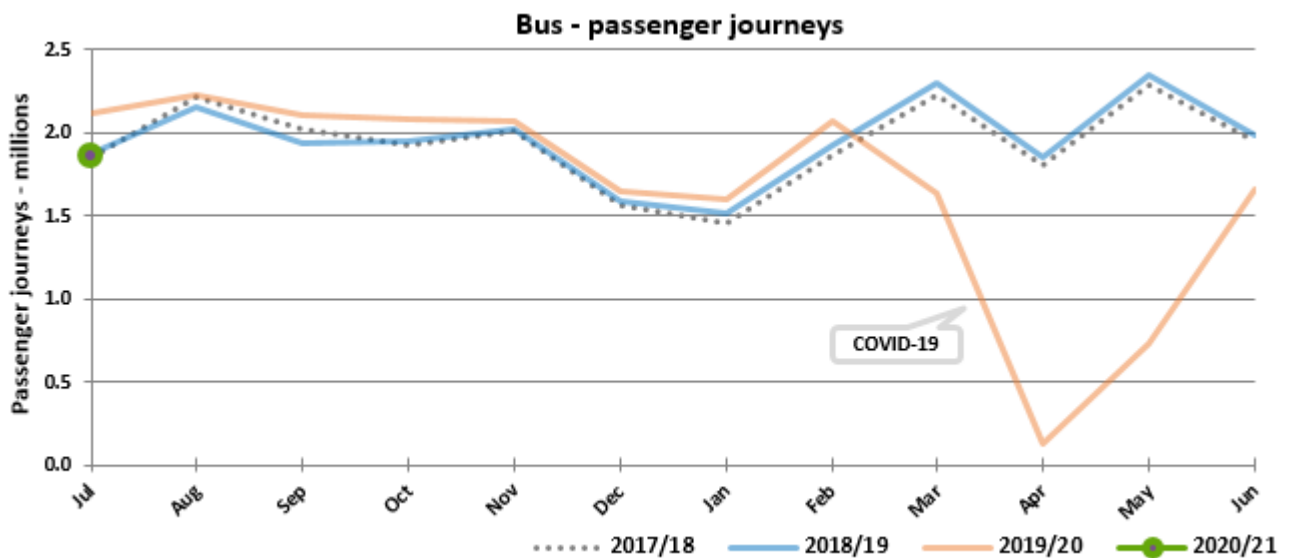
Metlink allows bus to bus transfers at no extra cost to passengers using a Snapper card, provided they tap on to the next bus within 30 minutes of tagging off the bus before. These card transfers accounted for 6.3% of passenger boardings for July.



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 July 2020 were close to July 2018 numbers (two years prior), a decrease of 12.6% on July 2019. This compares to growth of 6.5% from July 2019 to February 2020 (pre-COVID).



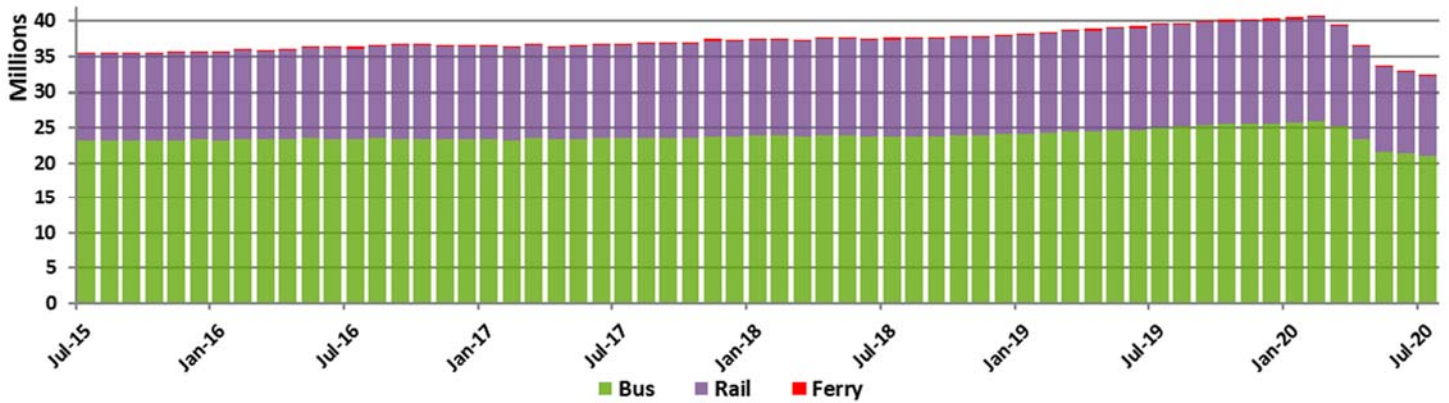
¹ Prior to the new Network, transfers accounted for c. 2.6 % based on 2014/15 data available to Metlink. This transfer rate has been assumed up until the new contracts were implemented between April and July 2018.

Passenger boardings trend

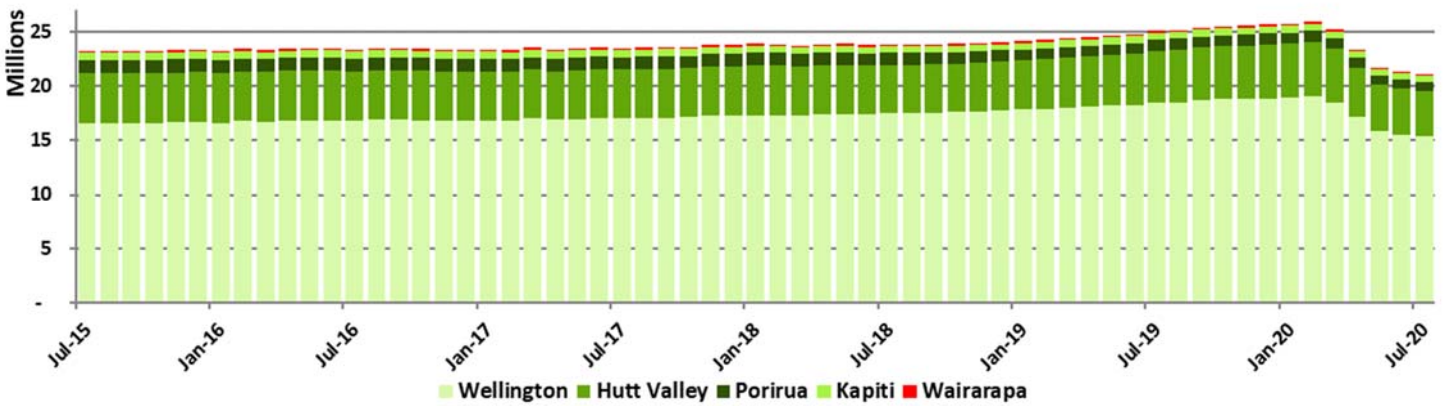
The following graphs show the number of passenger boardings using a 12-month rolling total.

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.

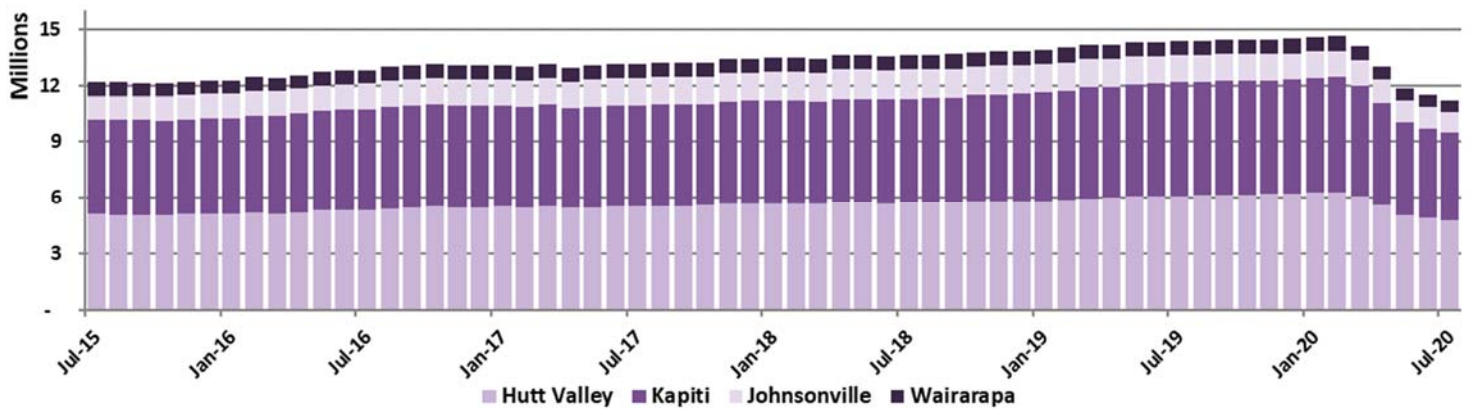
All modes



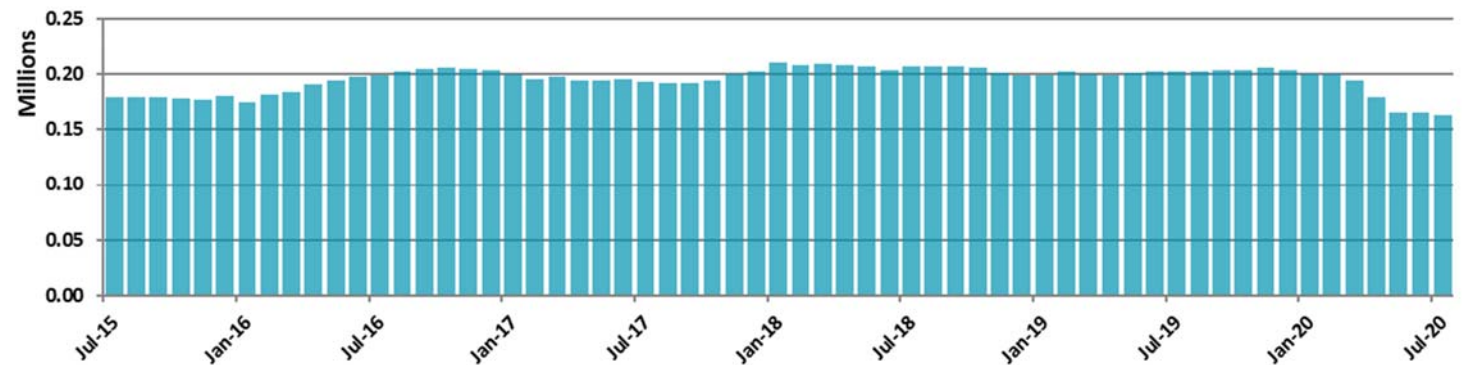
Bus



Rail



Ferry





Bus service delivery

Reliability

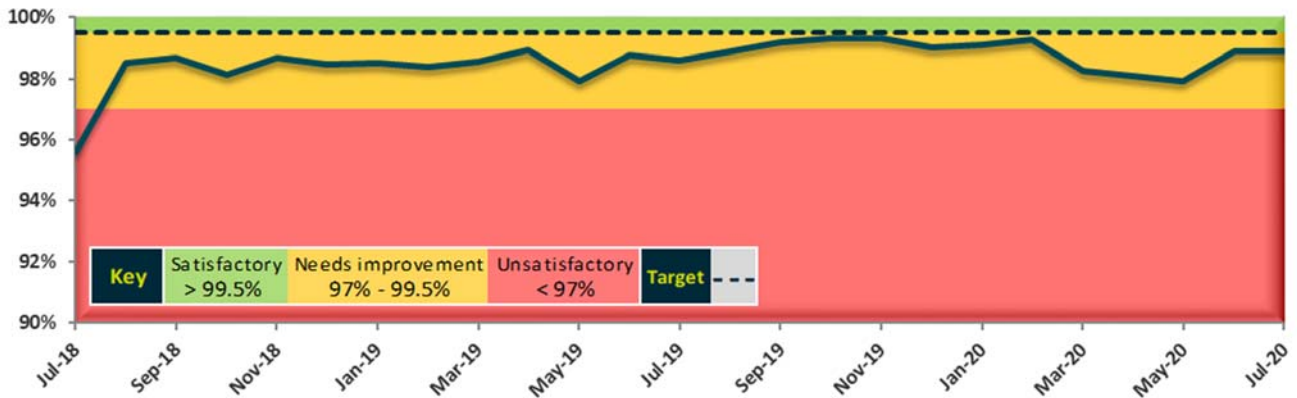
The bus reliability measure shows the percentage of scheduled services that actually ran, as tracked by RTI and Snapper systems.

98.9% of bus services were delivered reliably in July 2020. There were no significant events affecting reliability this month.

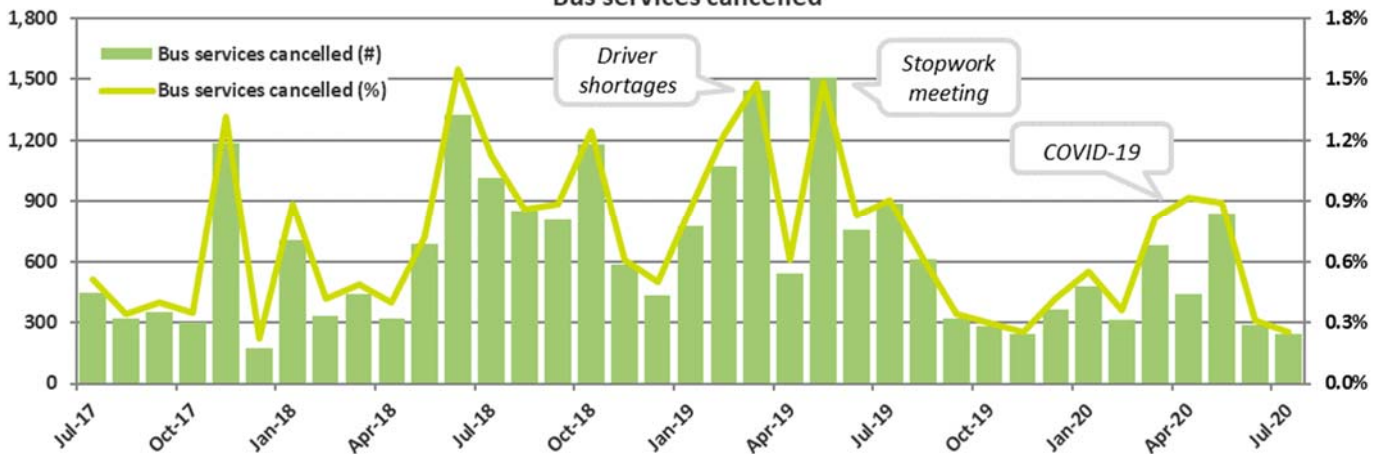
Reliability - current month

	Jul-20	Jul-19	% Change
Wellington City			
Newlands & Tawa	99.9%	99.9%	0.1%
East, West & City	97.2%	98.8%	-1.7%
North, South, Khandallah & Brooklyn	99.4%	96.9%	2.5%
Hutt Valley	99.6%	99.2%	0.4%
Porirua	99.6%	98.9%	0.7%
Kapiti	100.0%	99.9%	0.0%
Wairarapa	99.7%	99.1%	0.6%
Total	98.9%	98.6%	0.3%

Bus reliability



Bus services cancelled



Punctuality

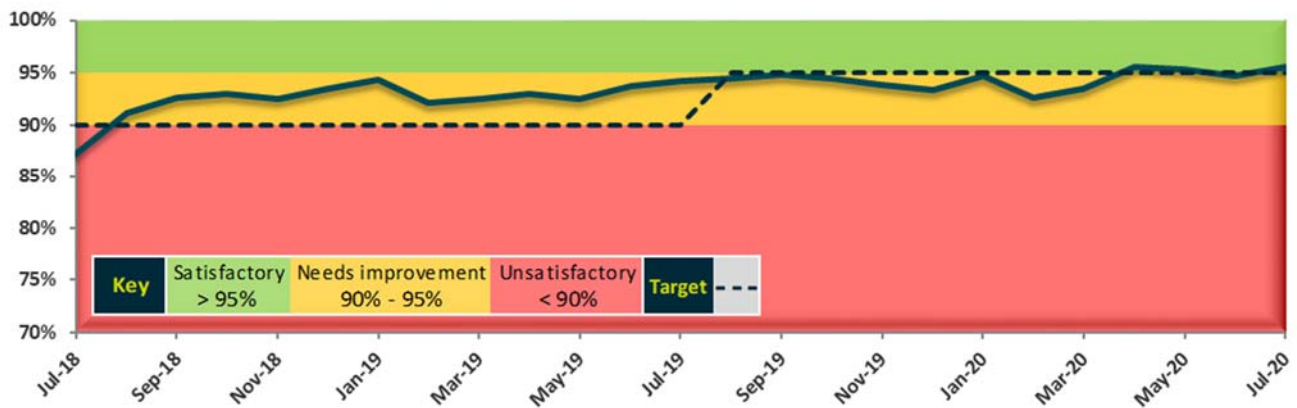
We measure bus punctuality by recording the bus departure from origin, leaving between one minute early and five minutes late.

Bus service punctuality in July was 95.5%, with an improvement of 1.3% on the same month last year. During the month, punctuality may have been affected by lower boardings leading to shorter dwell times at bus stops.

Punctuality - current month

	Jul-20	Jul-19	% Change
Wellington City			
Newlands & Tawa	94.0%	97.3%	-3.3%
East, West & City	95.8%	92.6%	3.2%
North, South, Khandallah & Brooklyn	93.7%	93.2%	0.5%
Hutt Valley	96.5%	95.1%	1.4%
Porirua	95.3%	95.6%	-0.3%
Kapiti	98.7%	98.5%	0.2%
Wairarapa	93.7%	92.7%	1.0%
Total	95.5%	94.2%	1.3%

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 July 98% of bus services were delivered using the contracted bus size, close to the same month the previous year.

Correct bus used - current month

	Jul-20	Jul-19	% 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	99%	100%	-1.0%
Kapiti	100%	100%	0.0%
Wairarapa	98%	99%	-1.0%
Total	98%	99%	-1.0%



Rail service delivery

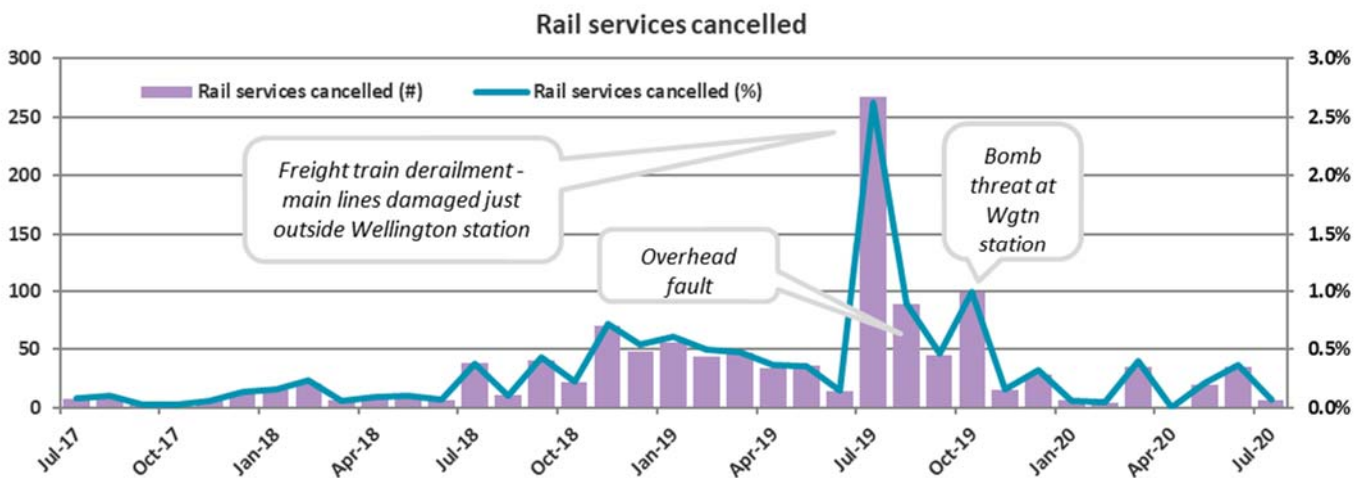
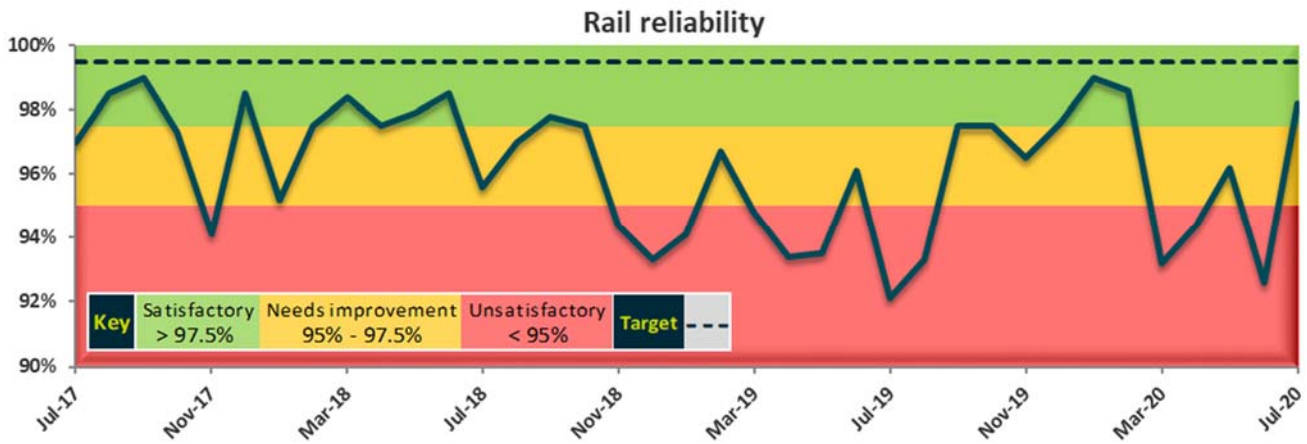
Reliability

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 98.2% in July, an improvement of 6.1% on the same month last year. There were a few disruptions with relatively minor impact on reliability this month. Disruptions included a SPAD (signal passed at danger) and an overhead power trip, both outside Wellington Station.

Reliability - current month

	Jul-20	Jul-19	% Change
Hutt Valley	98.6%	92.3%	6.3%
Johnsonville	98.0%	92.2%	5.8%
Kapiti	97.8%	91.8%	6.0%
Wairarapa	98.2%	92.5%	5.7%
Total	98.2%	92.1%	6.1%



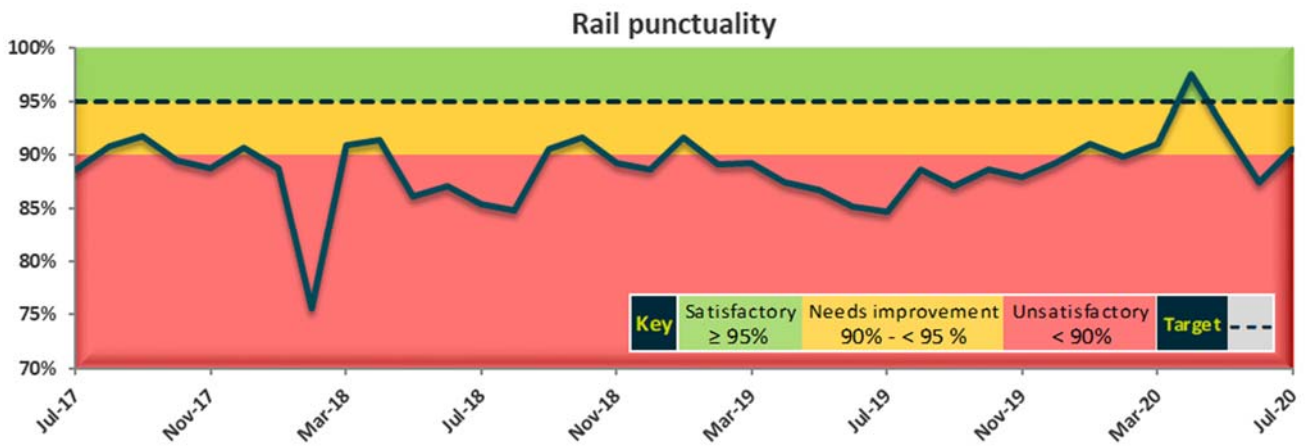
Punctuality

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 July was 90.6%, 5.9% higher than the same month the previous year. A number of disruptions affected multiple peak services during the month, signal faults affected some peak services with the services having to run at reduced speeds and compounding delays through the Hutt Valley. Two separate SPAD incidents caused a number of delays, with services halted while the incidents were investigated.

Punctuality - current month

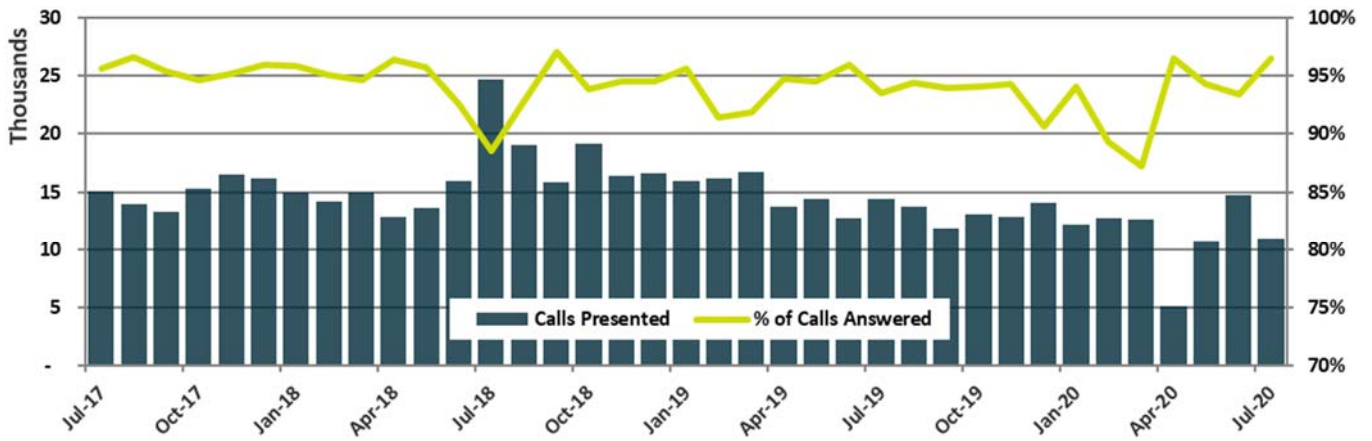
	Jul-20	Jul-19	% Change
Hutt Valley	87.7%	83.2%	4.5%
Johnsonville	99.0%	96.0%	3.0%
Kapiti	91.3%	80.7%	10.6%
Wairarapa	44.9%	42.5%	2.4%
Total	90.6%	84.7%	5.9%



Customer Contact

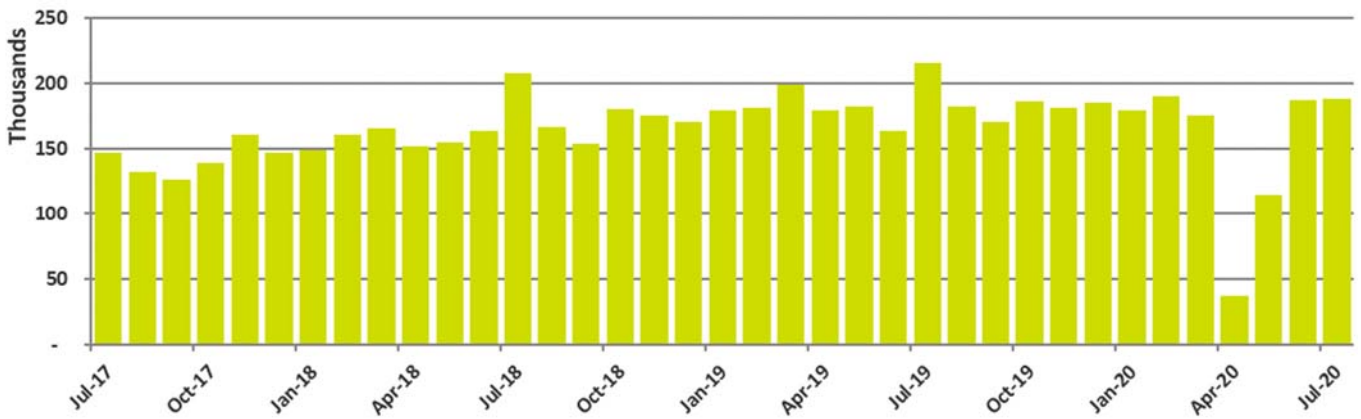
Call centre incoming calls

Metlink answered 96.5% of the 11,000 calls received in July.



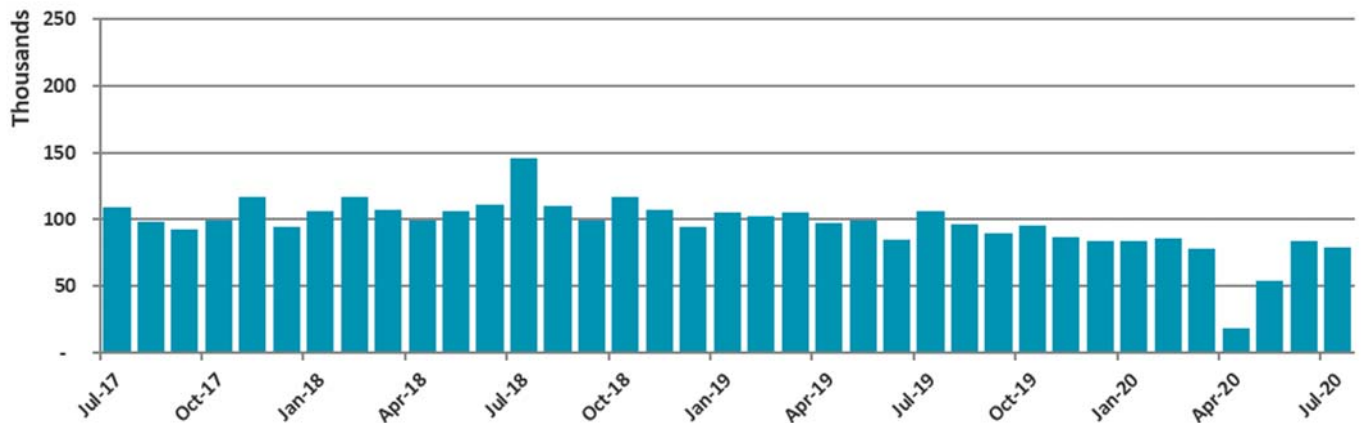
Metlink app – unique users

In July 2020 there were 188,000 unique users of the Metlink app, 12.6% less than the same month the previous year.



Metlink website – unique users

In July 2020 there were 79,000 unique users of the Metlink website, a decrease of 26.1% on the same month the previous year.



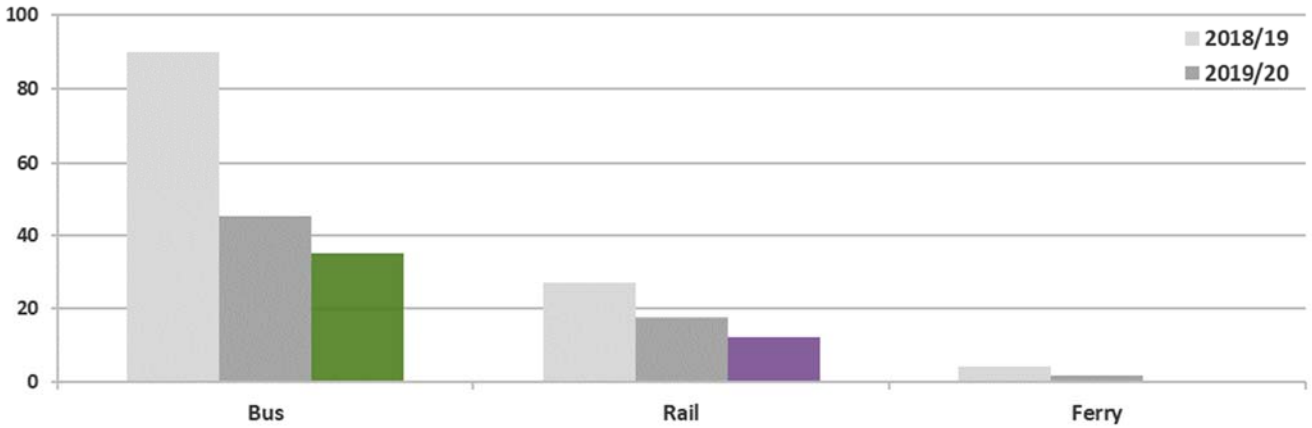
Complaints

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.

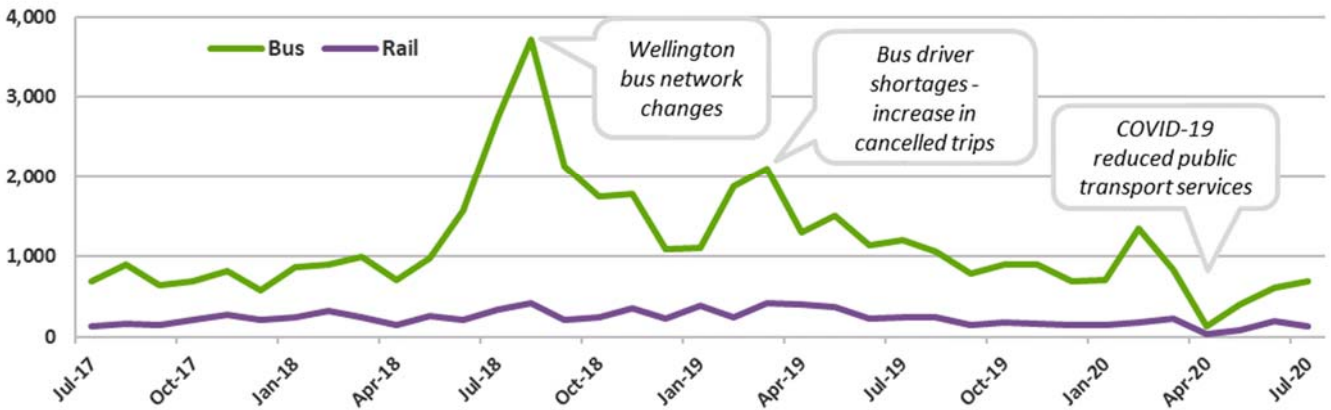
This month we can see an improvement for all modes against last year's results.

Complaints per 100,000 passenger boardings - year to date



Complaints for both bus and rail continue to trend downwards.

Total complaints - Bus & Rail



Bus complaints

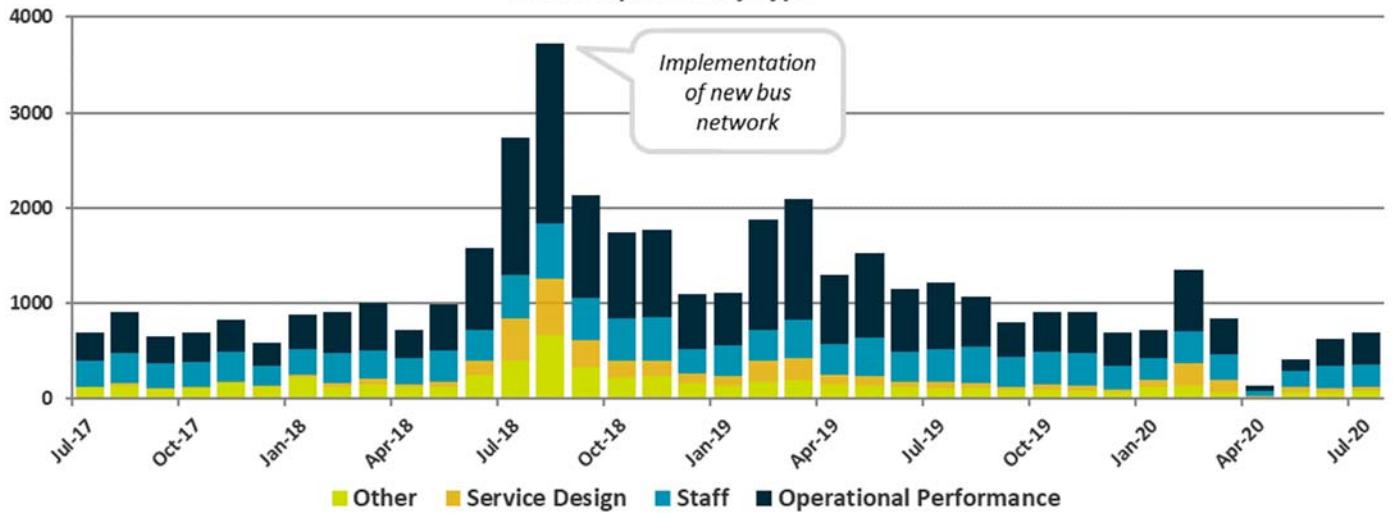
Bus complaints for the month were 42.6% lower than in July last year.

Bus complaints for current month

	Jul-20	Jul-19	% Change
Wellington			
Newlands, Tawa	30	33	-9.1%
East-West, City	34	403	-91.6%
North-south, Khandallah, Brooklyn	273	505	-45.9%
Hutt Valley	131	194	-32.5%
Porirua	215	57	277.2%
Kapiti	7	14	-50.0%
Wairarapa	3	2	50.0%
Total	693	1,208	-42.6%

Operational performance and staff related complaints made up 83% of all bus complaints in July.

Bus complaints by type



Rail complaints

Rail complaints for July were 47.8% lower than the same month last year.

Rail complaints current month

	Jul-20	Jul-19	% Change
Hutt Valley	41	78	-47.4%
Kapiti	44	93	-52.7%
Johnsonville	6	14	-57.1%
Wairarapa	17	24	-29.2%
General	24	44	-45.5%
Total	132	253	-47.8%

Operational performance and staff related complaints make up 58% of all rail complaints in July.

Rail complaints by type

