

Metlink performance report



June 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.

June 2020 saw continued lower passenger boardings under COVID-19 lockdown levels 2 & 1. Prior to COVID-19 lockdown in late March 2020 we had been seeing record patronage growth for both bus & rail.

Bus Passenger boardings

Under COVID-19 lockdown levels 2 & 1, June passenger boardings were 15.8% lower than the same month last year. Year-on-year growth now shows a decrease of 13.8% - prior to COVID-19 we were seeing increased growth year-to-date of 7.3% (to February 2020).

By area for Jun

	Jun-20	Jun-19	% Change
Wellington	1,254,510	1,537,332	-18.4%
Hutt Valley	377,743	408,103	-7.4%
Porirua	78,432	86,098	-8.9%
Kapiti	52,323	56,905	-8.1%
Wairarapa	8,513	14,843	-42.6%
Total	1,771,521	2,103,281	-15.8%

By area - year to date (Jul-Jun)

	2019/20	2018/19	% Change
Wellington	15,557,651	18,284,646	-14.9%
Hutt Valley	4,218,932	4,685,135	-10.0%
Porirua	870,690	981,614	-11.3%
Kapiti	552,368	624,901	-11.6%
Wairarapa	135,679	170,697	-20.5%
Total	21,335,320	24,746,993	-13.8%

Rail Passenger boardings

Under COVID-19 lockdown levels 2 & 1, rail recorded a decrease in passenger boardings of 31.3% for the month. Year-on-year growth now shows a decrease of 19.8% - compared to increased growth of 3.5% year-to-date pre-COVID-19 (to February 2020).

By line for Jun

	Jun-20	Jun-19	% Change
Hutt Valley	315,681	491,057	-35.7%
Kapiti	335,050	480,748	-30.3%
Johnsonville	87,020	112,632	-22.7%
Wairarapa	48,907	60,534	-19.2%
Total	786,658	1,144,971	-31.3%

By line - year to date (Jul-Jun)

	2019/20	2018/19	% Change
Hutt Valley	4,911,430	6,077,844	-19.2%
Kapiti	4,822,247	6,005,874	-19.7%
Johnsonville	1,128,813	1,460,727	-22.7%
Wairarapa	626,620	779,433	-19.6%
Total	11,489,110	14,323,878	-19.8%

There is a year-to-date decrease in peak growth of 19.2%, compared to 5.4% increased growth year-to-date pre-COVID-19 (to February 2020).

Peak by line for Jun

	Jun-20	Jun-19	% Change
Hutt Valley	209,590	338,737	-38.1%
Kapiti	204,331	313,044	-34.7%
Johnsonville	54,910	69,723	-21.2%
Wairarapa	37,380	50,083	-25.4%
Total	506,211	771,587	-34.4%

Peak by line - year to date (Jul-Jun)

	2019/20	2018/19	% Change
Hutt Valley	3,382,159	4,134,567	-18.2%
Kapiti	3,114,391	3,877,018	-19.7%
Johnsonville	708,757	903,867	-21.6%
Wairarapa	507,119	625,468	-18.9%
Total	7,712,426	9,540,920	-19.2%

Ferry Passenger boardings

Year-to-date boardings show a decrease of 18.2%, compared to a decrease of 1.4% year-to-date pre-COVID-19 (to February 2020).

For Jun

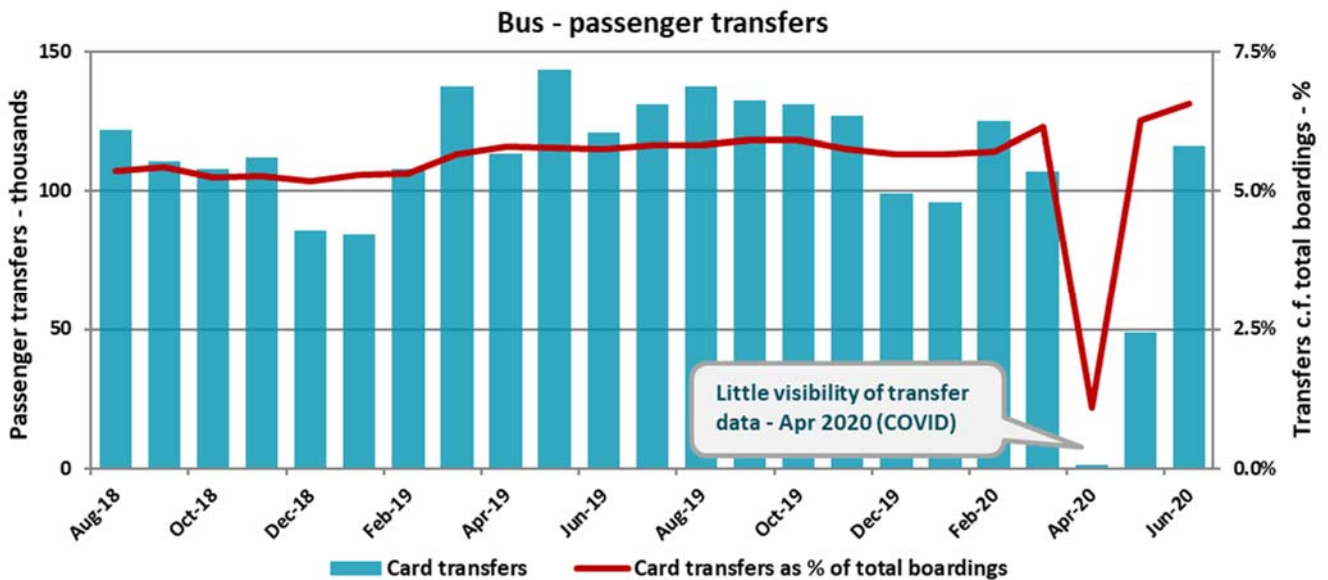
	Jun-20	Jun-19	% Change
Total	13,075	13,370	-2.2%

Year to date (Jul-Jun)

	2019/20	2018/19	% Change
Total	165,382	202,201	-18.2%

Bus Passenger transfers and Journeys

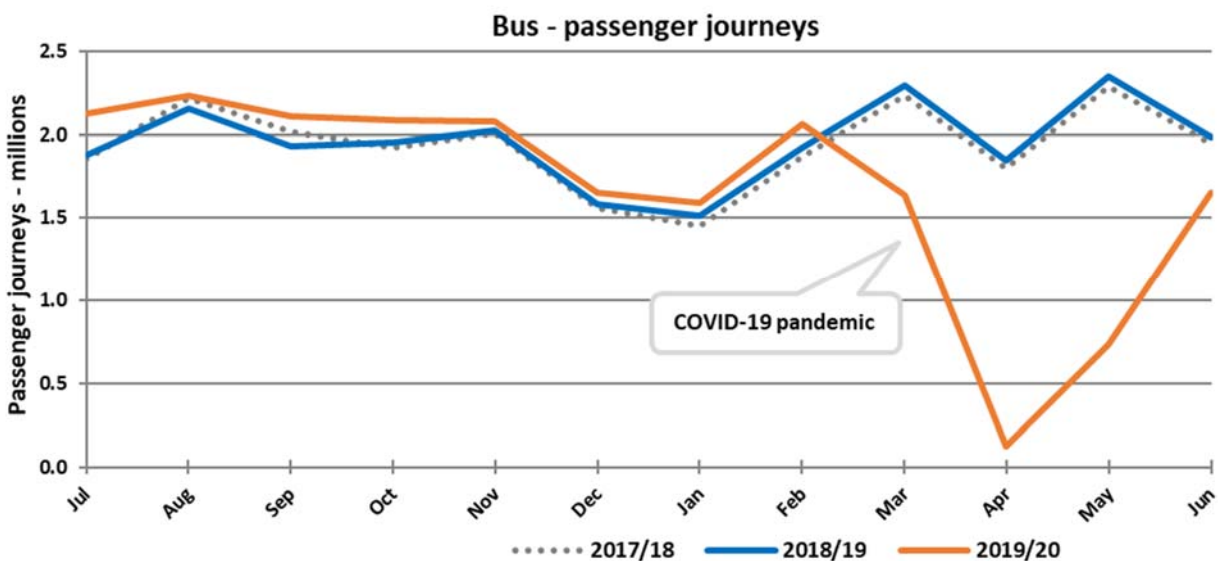
Metlink allows bus to bus transfers at no extra cost to passengers using a Snapper card, provided they tap on to the next bus within 30 minutes of tagging off the bus before. These card transfers account for 5.9% of passenger boardings for the year.



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 journey growth saw a decrease of 6.4% for the year to June. This compares to year-to-date growth of 6.5% to February 2020 (pre-COVID).



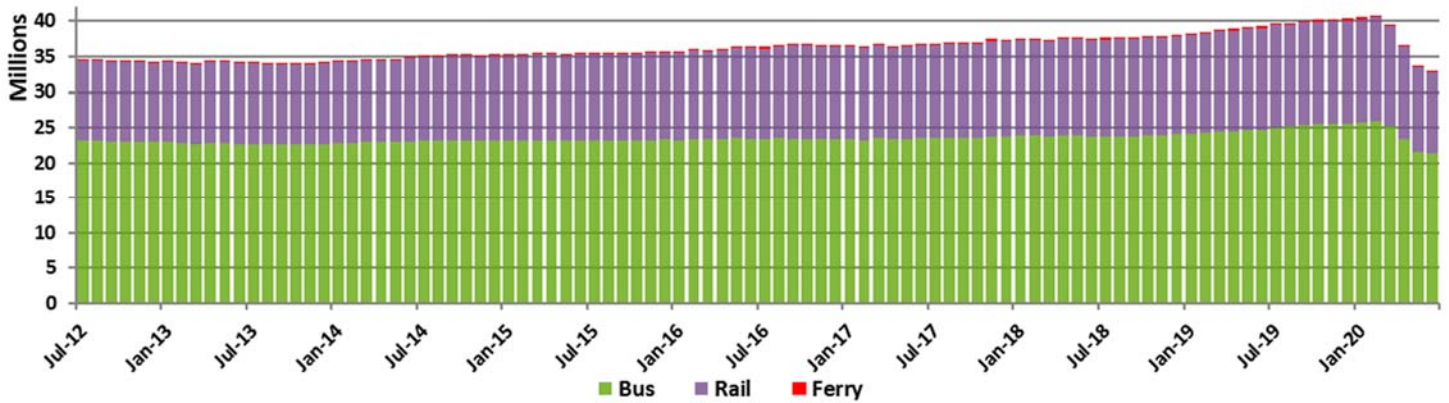
¹ Prior to the new Network, transfers accounted for c. 2.6 % based on 2014/15 data available to Metlink. This transfer rate has been assumed up until the new contracts were implemented between April and July 2018.

Passenger boardings trend

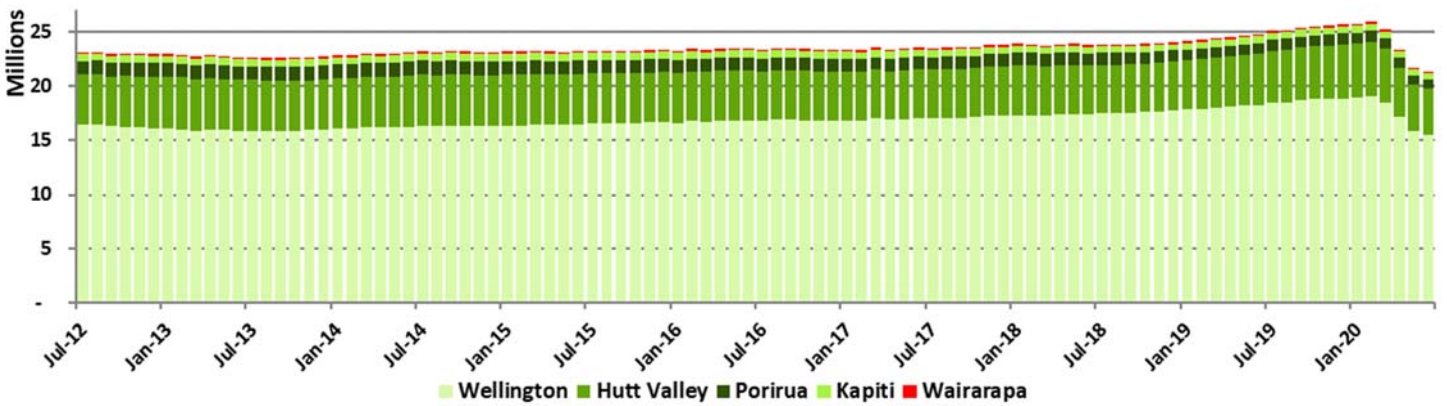
The following graphs show the number of passenger boardings using a 12-month rolling total.

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.

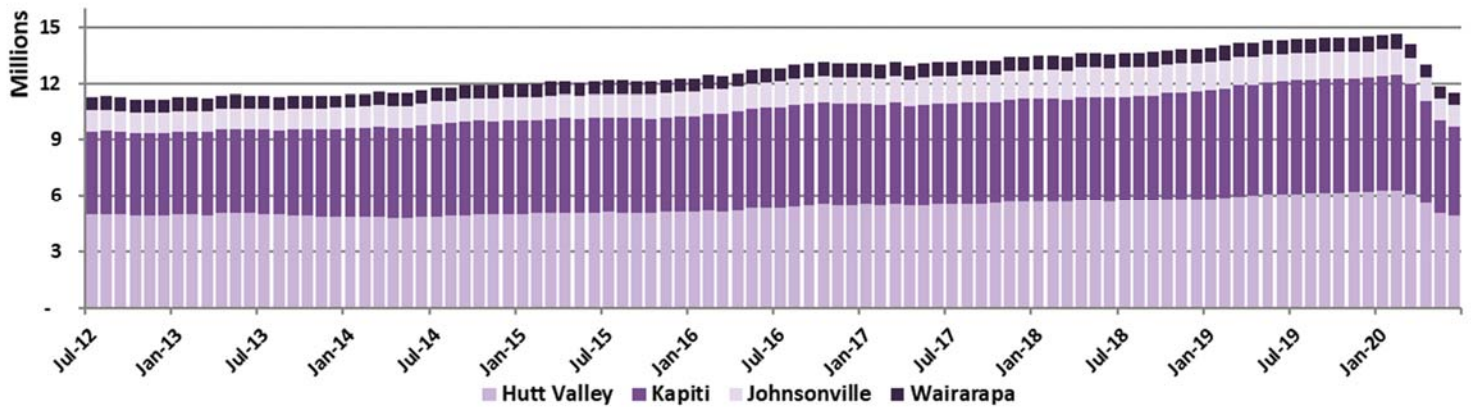
All modes



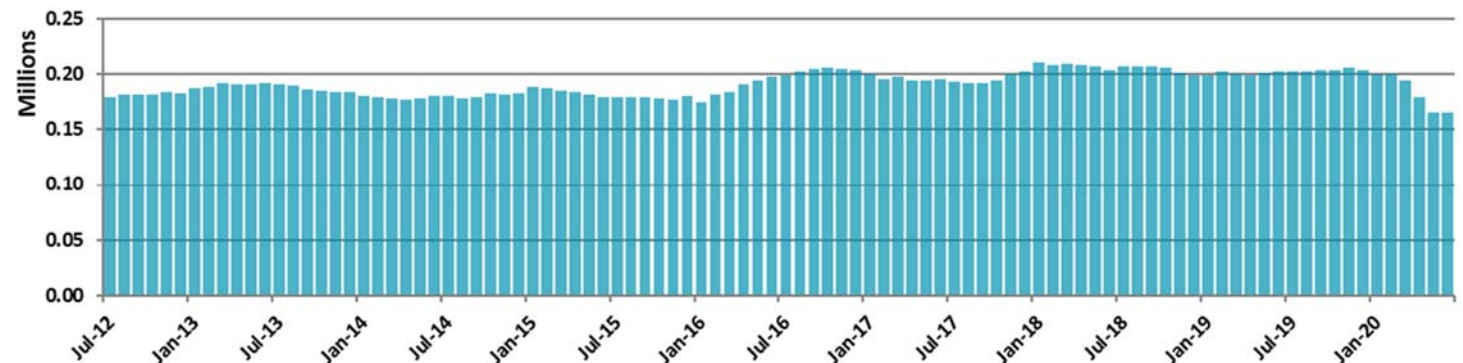
Bus



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 June 2020. During the month there was one serious disruption affecting all traffic on SH2, otherwise there were only relatively minor isolated disruption events.

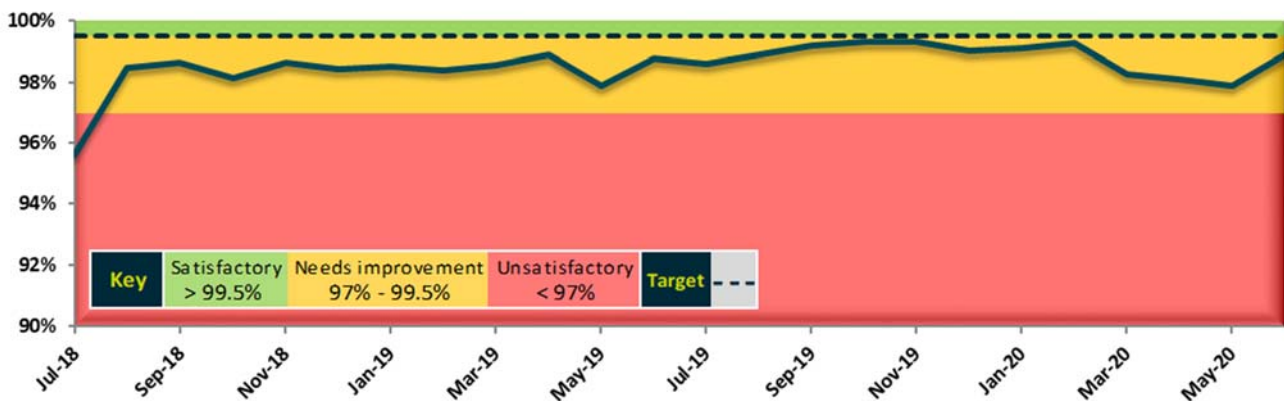
Reliability - current month

	Jun-20	Jun-19	% Change
Wellington City			
Newlands & Tawa	99.7%	99.8%	-0.2%
East, West & City	97.8%	98.7%	-0.9%
North, South, Khandallah & Brooklyn	99.2%	97.7%	1.5%
Hutt Valley	99.5%	99.4%	0.1%
Porirua	99.3%	98.8%	0.4%
Kapiti	99.6%	99.8%	-0.2%
Wairarapa	99.3%	99.3%	-0.1%
Total	98.9%	98.8%	0.1%

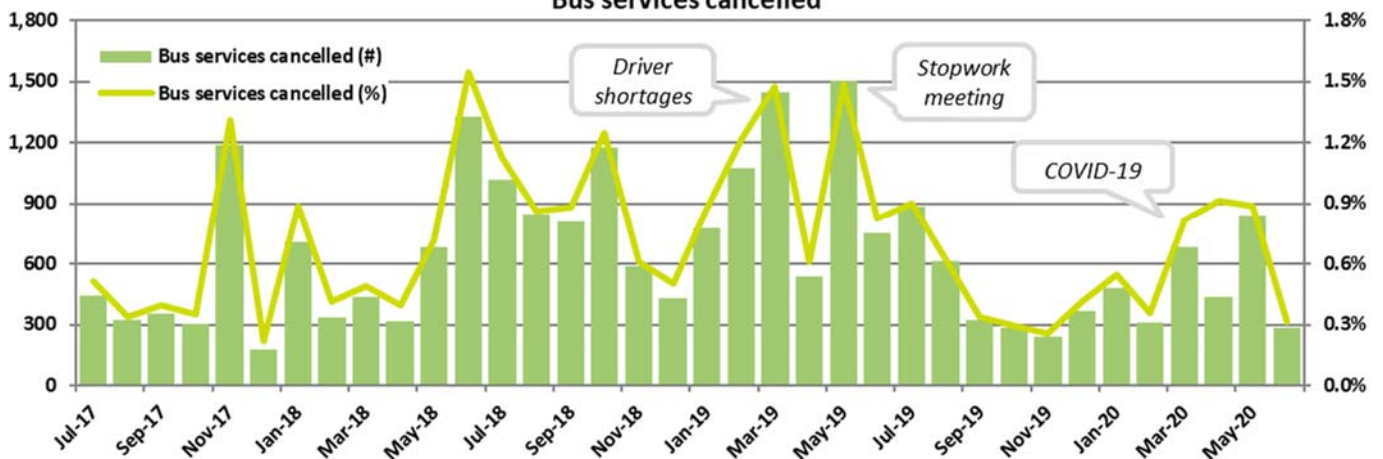
Reliability - year to date (Jul-Jun)

	2019/20	2018/19	% Change
Wellington City			
Newlands & Tawa	99.6%	99.0%	0.6%
East, West & City	98.4%	97.9%	0.5%
North, South, Khandallah & Brooklyn	98.9%	97.8%	1.1%
Hutt Valley	99.2%	99.0%	0.2%
Porirua	99.1%	98.5%	0.6%
Kapiti	99.5%	99.6%	-0.1%
Wairarapa	97.5%	98.8%	-1.3%
Total	98.9%	98.4%	0.5%

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 June was 94.7%, with an improvement of 1.7% for the year. During the month, punctuality may have been affected by lower boardings leading to shorter dwell times at bus stops.

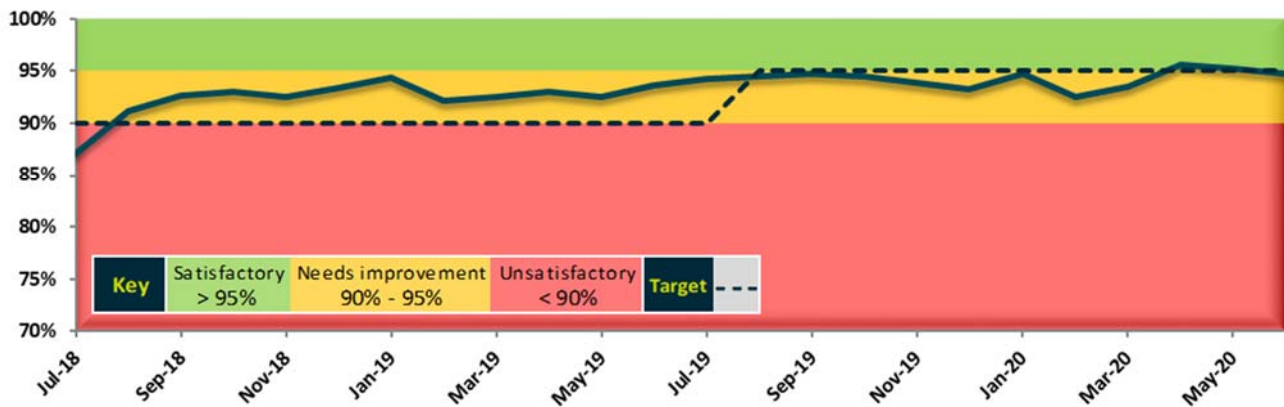
Punctuality - current month

	Jun-20	Jun-19	% Change
Wellington City			
Newlands & Tawa	92.4%	96.6%	-4.2%
East, West & City	95.4%	91.9%	3.5%
North, South, Khandallah & Brooklyn	92.8%	92.9%	-0.2%
Hutt Valley	95.0%	94.6%	0.4%
Porirua	95.2%	93.5%	1.7%
Kapiti	98.7%	98.4%	0.3%
Wairarapa	94.1%	95.4%	-1.3%
Total	94.7%	93.7%	1.1%

Punctuality - year to date (Jul-Jun)

	2019/20	2018/19	% Change
Wellington City			
Newlands & Tawa	94.7%	95.9%	-1.3%
East, West & City	93.7%	89.8%	3.9%
North, South, Khandallah & Brooklyn	92.3%	91.4%	0.9%
Hutt Valley	95.0%	93.8%	1.2%
Porirua	95.1%	95.2%	0.0%
Kapiti	98.6%	97.9%	0.7%
Wairarapa	94.4%	93.3%	1.1%
Total	94.2%	92.5%	1.7%

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.

Over the last 12 months 98% of bus services were delivered using the contracted bus size, an improvement of 9.0% on the previous 12 months.

Correct bus used - current month

	Jun-20	Jun-19	% Change
Wellington City			
Newlands & Tawa	100%	100%	0.0%
East, West & City	98%	99%	-1.0%
North, South, Khandallah & Brooklyn	96%	95%	1.0%
Hutt Valley	99%	99%	0.0%
Porirua	99%	99%	0.0%
Kapiti	100%	100%	0.0%
Wairarapa	96%	100%	-4.0%
Total	98%	98%	0.0%

Correct bus used - year to date (Jul-Jun)

	2019/20	2018/19	% Change
Wellington City			
Newlands & Tawa	100%	98%	2.0%
East, West & City	99%	78%	21.0%
North, South, Khandallah & Brooklyn	95%	92%	3.0%
Hutt Valley	98%	94%	4.0%
Porirua	99%	99%	0.0%
Kapiti	100%	99%	1.0%
Wairarapa	98%	97%	1.0%
Total	98%	89%	9.0%



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.

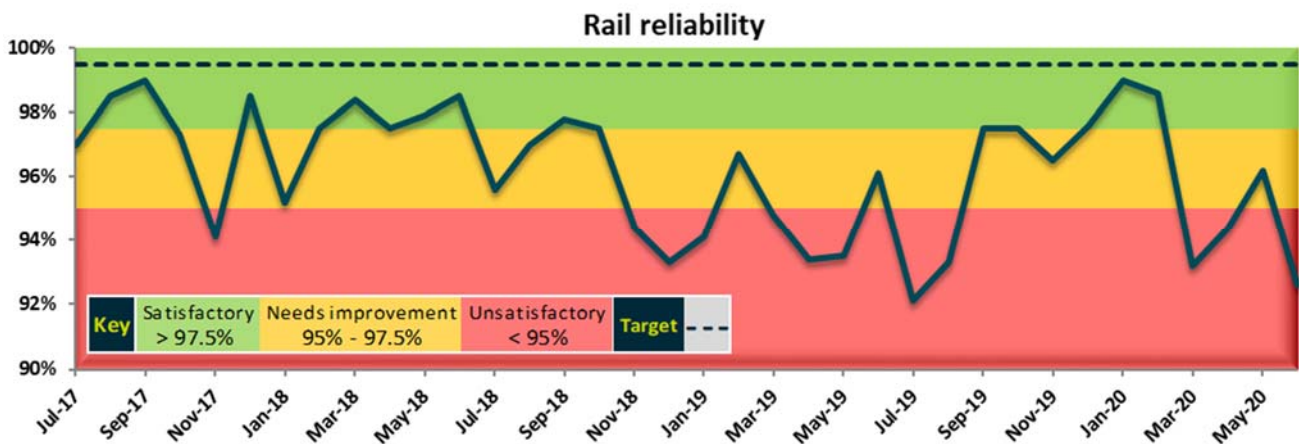
Rail service reliability was 92.6% in June, and 95.7% for the year to date. Reliability was affected this month when a track obstruction damaged some Matangi units, affecting services over two days and leading to a number of reliability failures, with a number of services running but not reporting any data.

Reliability - current month

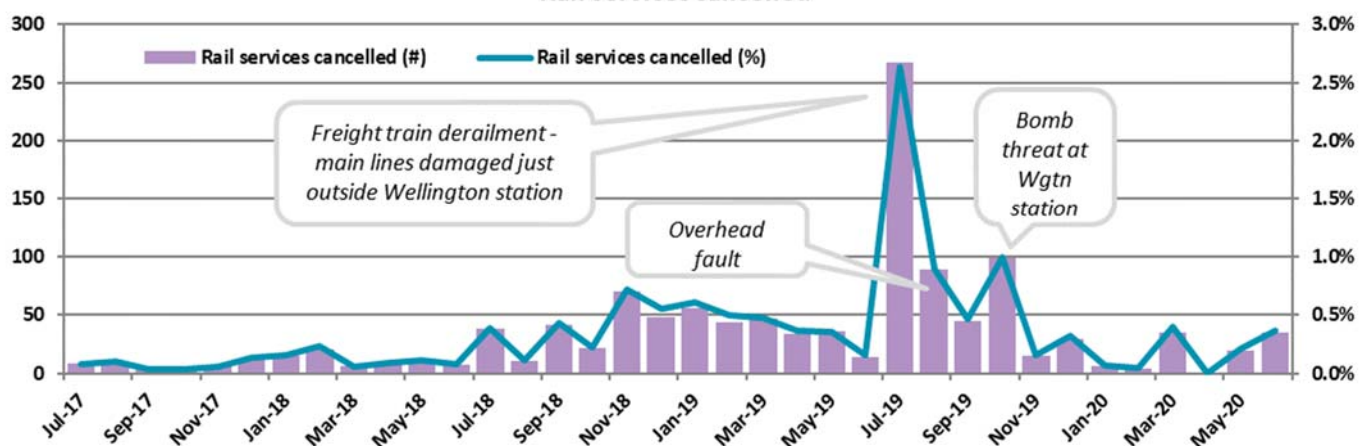
	Jun-20	Jun-19	% Change
Hutt Valley	88.2%	98.8%	-10.6%
Johnsonville	96.2%	89.9%	6.3%
Kapiti	95.5%	97.6%	-2.1%
Wairarapa	91.3%	96.7%	-5.4%
Total	92.6%	96.1%	-3.5%

Reliability - year to date (Jul-Jun)

	2019/20	2018/19	% Change
Hutt Valley	95.4%	96.0%	-0.6%
Johnsonville	97.5%	93.5%	4.0%
Kapiti	95.4%	96.2%	-0.8%
Wairarapa	85.8%	93.2%	-7.4%
Total	95.7%	95.3%	0.4%



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.

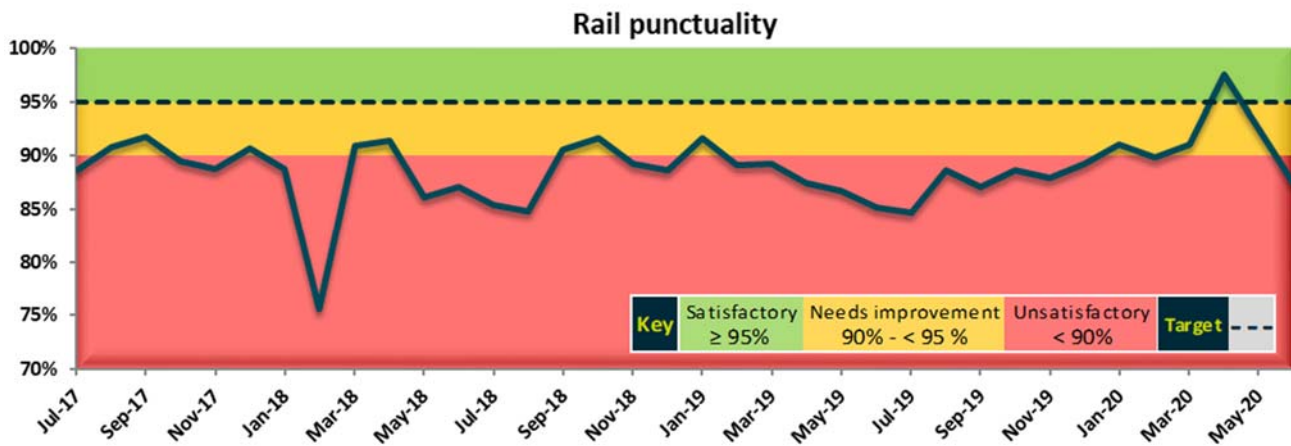
Punctuality for June was 87.5%, 2.3% higher than the same month the previous year. A number of disruptions affected multiple peak services during the month, signal faults affected some peak services with the services having to run at reduced speeds, and a slip on the Johnsonville line affected services for 20 hours.

Punctuality - current month

	Jun-20	Jun-19	% Change
Hutt Valley	84.6%	84.7%	-0.1%
Johnsonville	96.8%	98.0%	-1.2%
Kapiti	87.1%	78.4%	8.7%
Wairarapa	46.1%	48.1%	-2.0%
Total	87.5%	85.2%	2.3%

Punctuality - year to date (Jul-Jun)

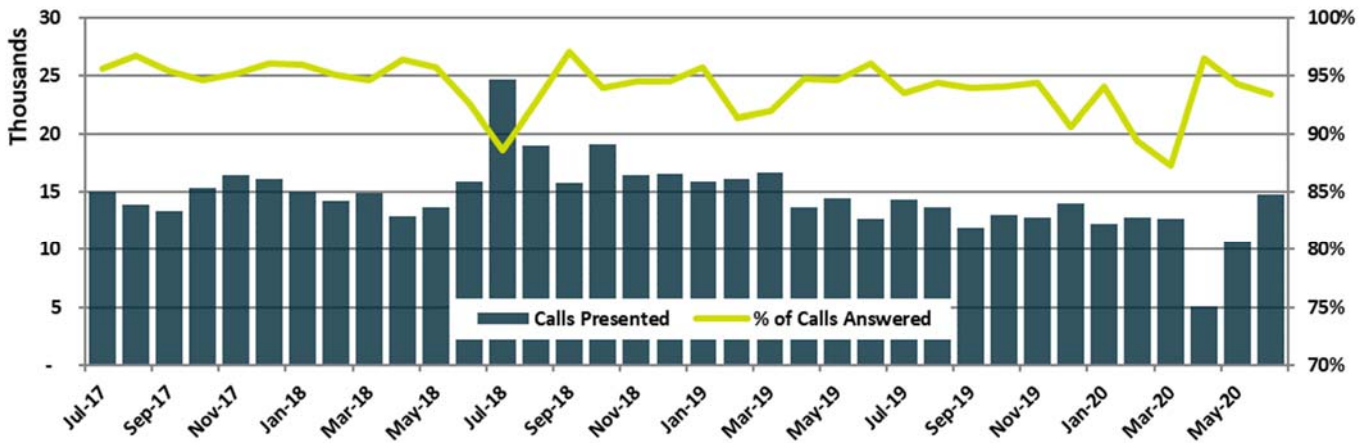
	2019/20	2018/19	% Change
Hutt Valley	88.9%	88.4%	0.5%
Johnsonville	96.5%	97.3%	-0.8%
Kapiti	86.7%	83.3%	3.4%
Wairarapa	59.2%	57.2%	2.0%
Total	89.4%	88.3%	1.1%



Customer Contact

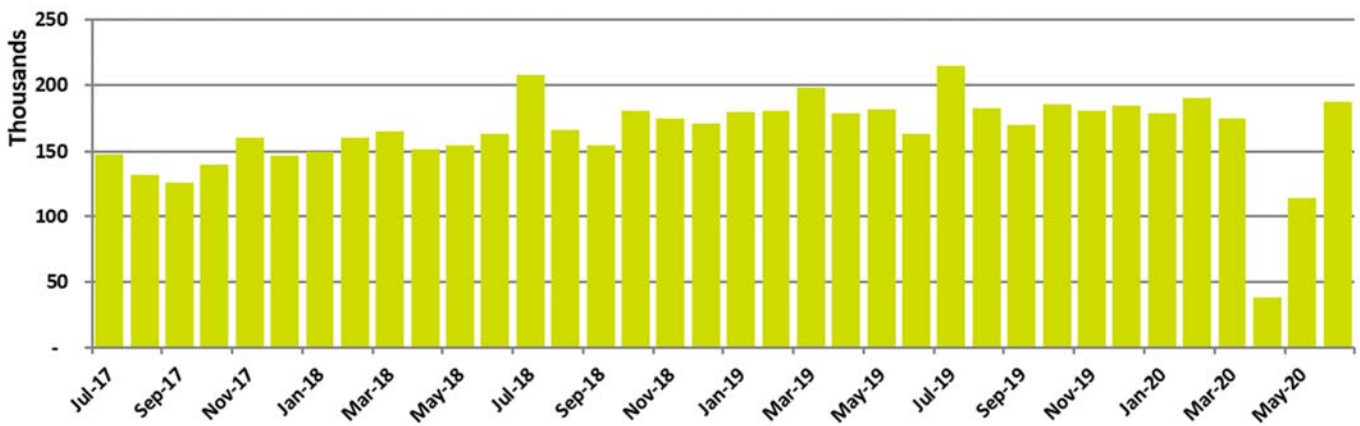
Call centre incoming calls

Metlink answered 93.4% of the 13,800 calls received in June, and has answered 92.8% of the 148,000 calls received for the year.



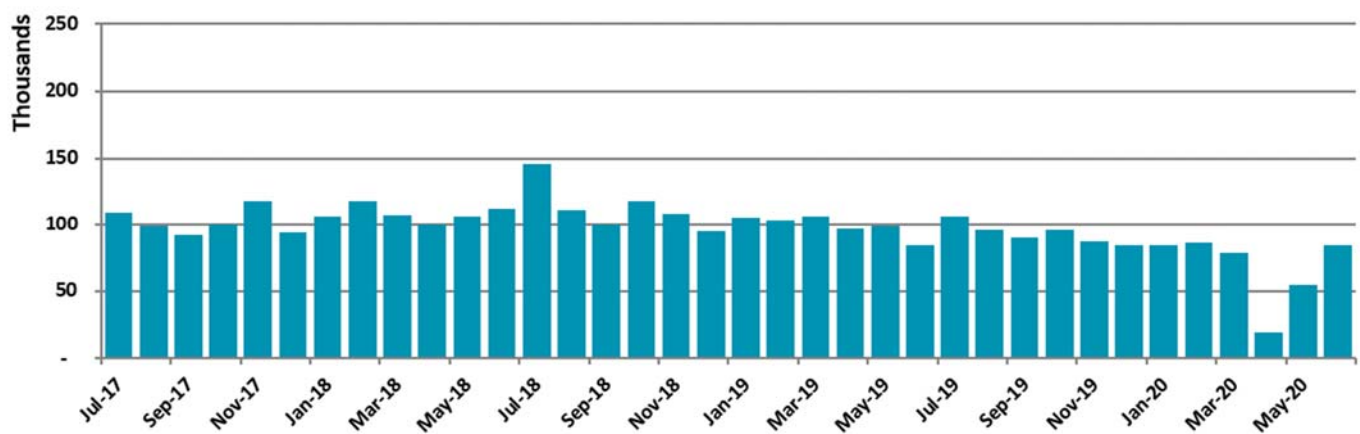
Metlink app – unique users

In June 2020 there were 187,000 unique users of the Metlink app, 14.9% more than the same month the previous year. There have been 2.0 million unique users of the app for the year, a decrease of 6.3% on the previous year.



Metlink website – unique users

In June 2020 there were 84,000 unique users of the Metlink website, a decrease of 0.7% on the same month the previous year. There have been 963,000 unique users of the website for the year, a decrease of 24.3% on the previous year.

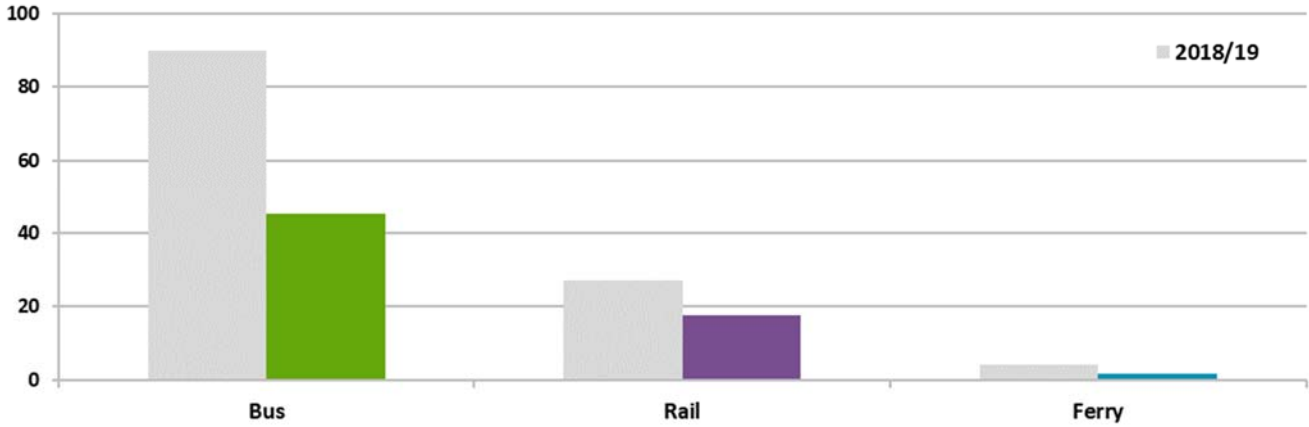


Complaints

Complaints volume

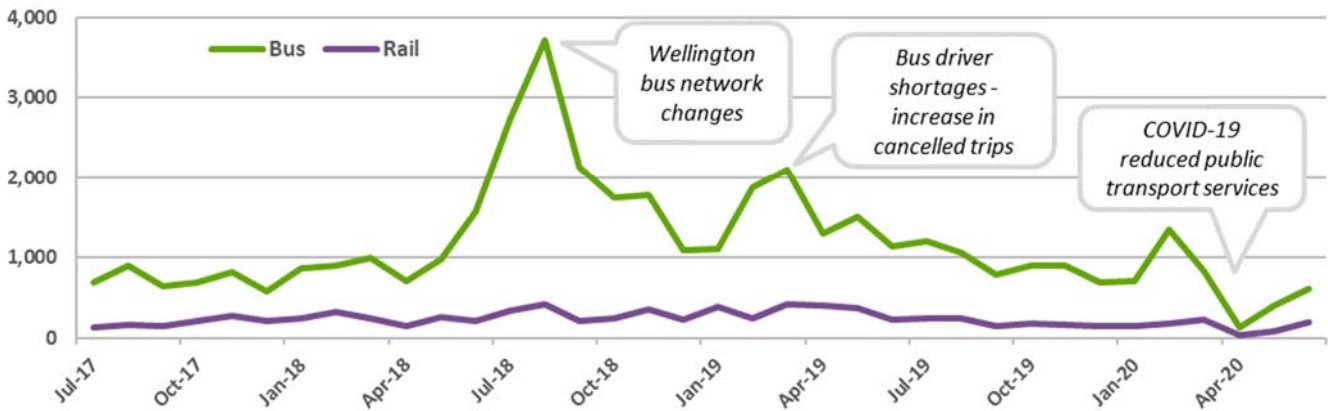
To compare complaint volumes, Metlink reports the number of complaints per 100,000 passenger boardings. This shows that complaint volumes relative to passenger boardings are higher for bus than any other mode, however there is an improvement against 2018/19 results for all modes, including improvements of 57% for bus and 48% for rail for the year.

Complaints per 100,000 passenger boardings - year to date



Complaints for both bus and rail have continued to trend downwards since the March 2019 peak.

Total complaints - Bus & Rail



Bus complaints

Bus complaints for the month were 45.9% lower than in June last year, and 56.7% lower for the year.

Bus complaints for current month

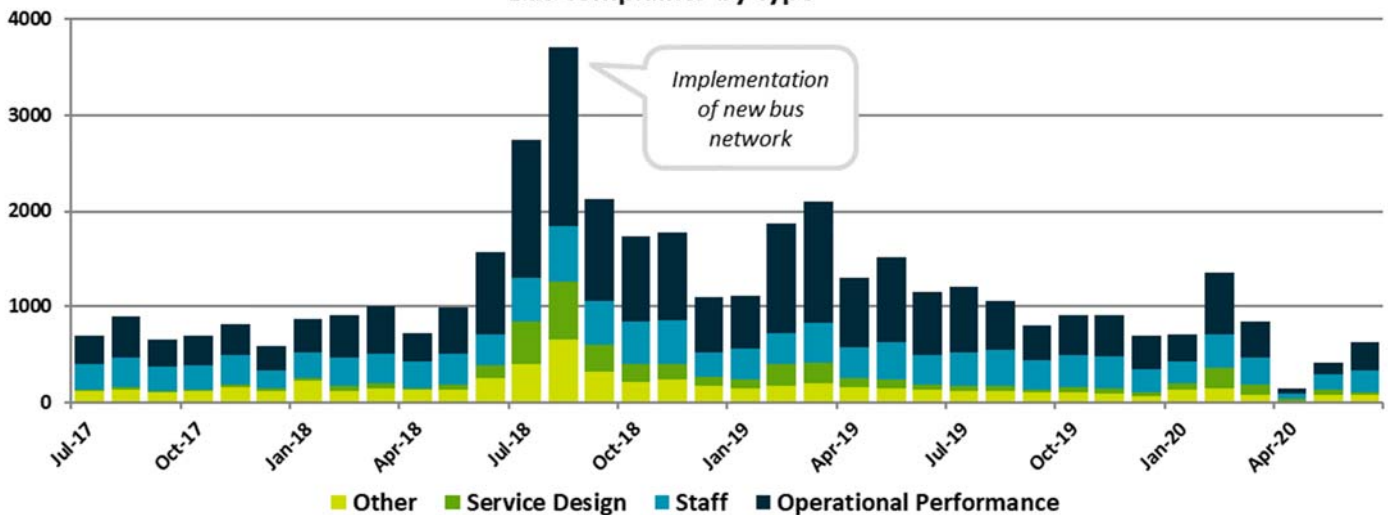
	Jun-20	Jun-19	% Change
Wellington			
Newlands, Tawa	24	27	-11.1%
East-West, City	214	391	-45.3%
North-south, Khandallah, Brooklyn	185	449	-58.8%
Hutt Valley	151	190	-20.5%
Porirua	33	79	-58.2%
Kapiti	10	9	11.1%
Wairarapa	3	2	50.0%
Total	620	1,147	-45.9%

Bus complaints - year to date (Jul-Jun)

	2019/20	2018/19	% Change
Wellington			
Newlands, Tawa	331	472	-29.9%
East-West, City	3,056	8,892	-65.6%
North-south, Khandallah, Brooklyn	3,537	8,338	-57.6%
Hutt Valley	1,968	3,148	-37.5%
Porirua	562	1,043	-46.1%
Kapiti	155	311	-50.2%
Wairarapa	28	42	-33.3%
Total	9,637	22,246	-56.7%

Operational performance and staff related complaints made up 82% of all bus complaints in June.

Bus complaints by type



Rail complaints

Rail complaints for June were 12.0% lower than the same month last year, and 48.1% lower for the year.

Rail complaints current month

	Jun-20	Jun-19	% Change
Hutt Valley	69	90	-23.3%
Kapiti	83	85	-2.4%
Johnsonville	5	15	-66.7%
Wairarapa	19	14	35.7%
General	30	30	0.0%
Total	206	234	-12.0%

Rail complaints - year to date (Jul-Jun)

	2019/20	2018/19	% Change
Hutt Valley	629	1,380	-54.4%
Kapiti	699	1,336	-47.7%
Johnsonville	112	343	-67.3%
Wairarapa	191	298	-35.9%
General	389	537	-27.6%
Total	2,020	3,894	-48.1%

Operational performance and staff related complaints make up 57% of all rail complaints in June.

Rail complaints by type

