

# Metlink performance report



June 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.

Please note: due to reduced patronage in June 2020 (under Covid-19 alert levels 2 & 1), we are using June 2019 (and July 2018 to June 2019 for year to date) to compare passenger boardings in this report.

June 2021 saw reduced passenger boardings under alert levels 1 & 2, compared to 2019. Prior to Covid-19 (in 2019/20) we had been seeing record patronage growth for both bus & rail.

### Bus Passenger boardings

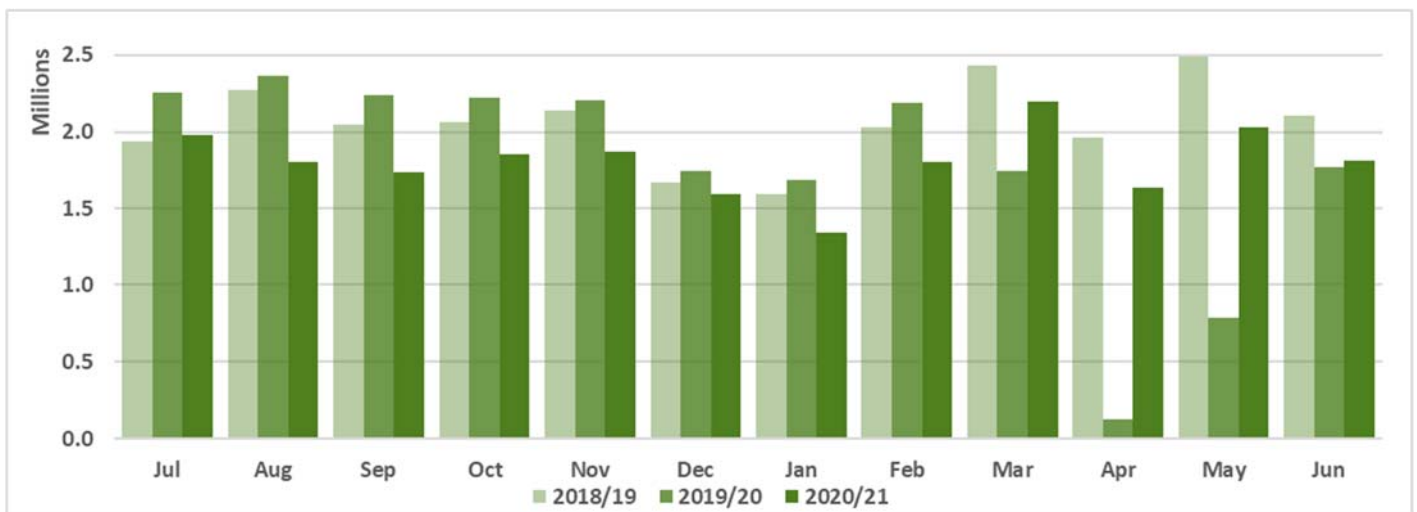
Under alert levels 1 and 2, June passenger boardings were 13.7% lower than the same month in 2019, and 12.4% lower for the year to date (c.f. 2018/19). Prior to Covid-19 (in 2019/20), we were seeing increased growth of 7.3% (July 2019 to February 2020).

By area for Jun

	Jun-21	Jun-19	% Change
Wellington	1,307,422	1,537,332	-15.0%
Hutt Valley	363,155	408,103	-11.0%
Porirua	78,684	86,098	-8.6%
Kapiti	51,050	56,905	-10.3%
Wairarapa	14,792	14,843	-0.3%
<b>Total</b>	<b>1,815,103</b>	<b>2,103,281</b>	<b>-13.7%</b>

By area - year to date (Jul - Jun)

	2020/21	2018/19	% Change
Wellington	15,807,998	18,284,646	-13.5%
Hutt Valley	4,263,227	4,685,135	-9.0%
Porirua	892,455	981,614	-9.1%
Kapiti	548,503	624,901	-12.2%
Wairarapa	158,499	170,697	-7.1%
<b>Total</b>	<b>21,670,682</b>	<b>24,746,993</b>	<b>-12.4%</b>



## Rail Passenger boardings

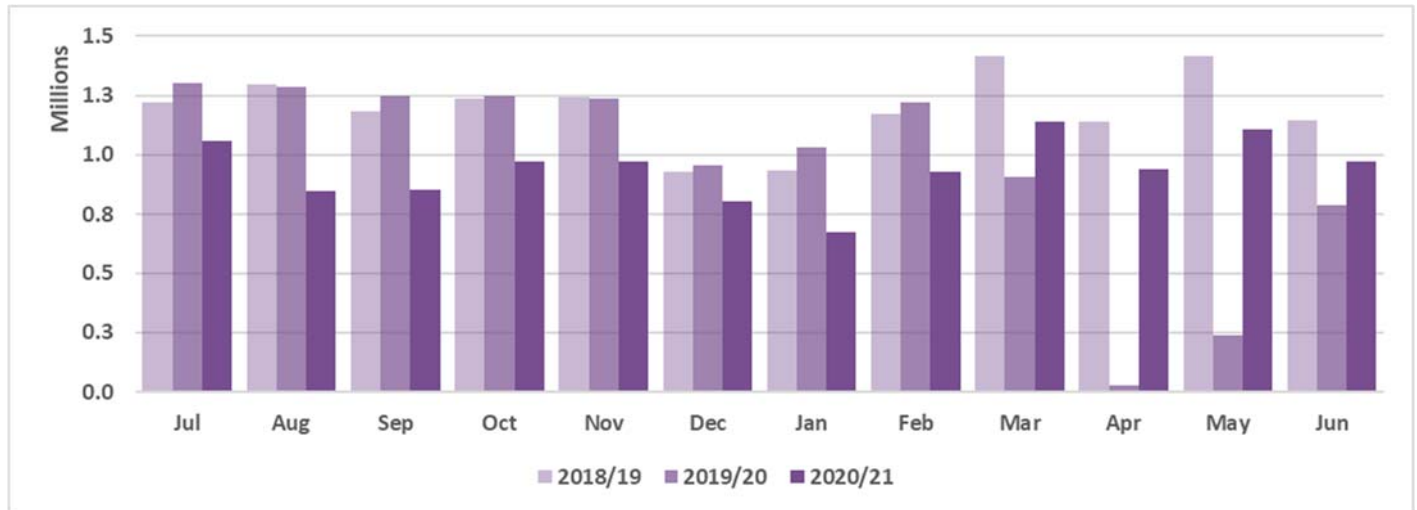
Under alert levels 1 and 2, rail recorded a decrease in passenger boardings of 15.2% for the month (compared to 2019), and a decrease of 21.3% for the year to date (c.f. 2018/19). Prior to Covid-19 (in 2019/20), we were seeing increased growth of 3.5% (July 2019 to February 2020).

### By line for Jun

	Jun-21	Jun-19	% Change
Hutt Valley	413,195	491,057	-15.9%
Kapiti	400,933	480,748	-16.6%
Johnsonville	105,169	112,632	-6.6%
Wairarapa	51,524	60,534	-14.9%
<b>Total</b>	<b>970,821</b>	<b>1,144,971</b>	<b>-15.2%</b>

### By line - year to date (Jul - Jun)

	2020/21	2018/19	% Change
Hutt Valley	4,773,999	6,077,844	-21.5%
Kapiti	4,715,957	6,005,874	-21.5%
Johnsonville	1,156,261	1,460,727	-20.8%
Wairarapa	624,620	779,433	-19.9%
<b>Total</b>	<b>11,270,837</b>	<b>14,323,878</b>	<b>-21.3%</b>



## Ferry Passenger boardings

June boardings show a decrease of 16.1%, on the same month in 2019. Year to date boardings show a decrease of 17.1% (c.f. 2018/19). We were seeing a decrease of 1.4% prior to Covid-19 (July 2019 to February 2020).

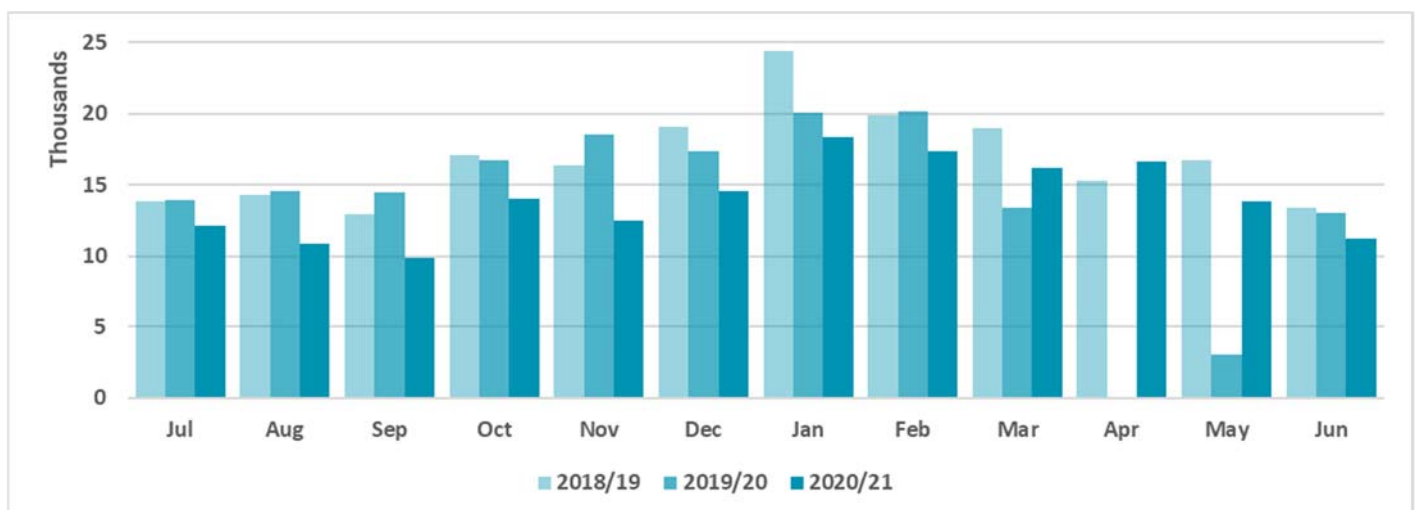
Ferry boardings are often affected by weather conditions.

### For Jun

	Jun-21	Jun-19	% Change
<b>Total</b>	<b>11,221</b>	<b>13,370</b>	<b>-16.1%</b>

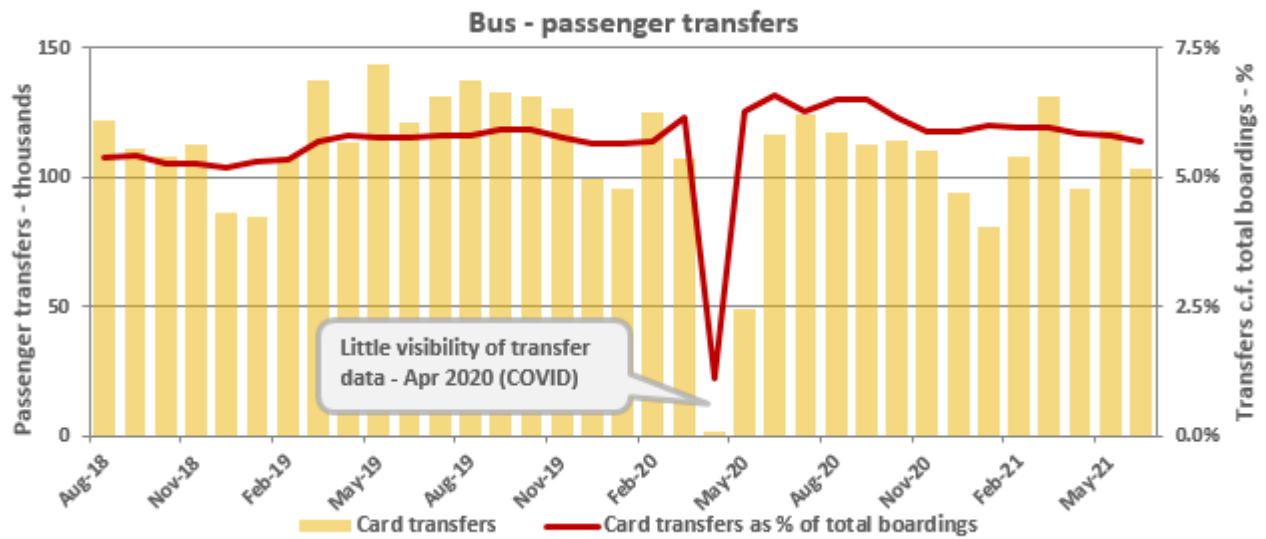
### Year to date (Jul - Jun)

	2020/21	2018/19	% Change
<b>Total</b>	<b>167,648</b>	<b>202,201</b>	<b>-17.1%</b>



## Bus Passenger transfers and Journeys

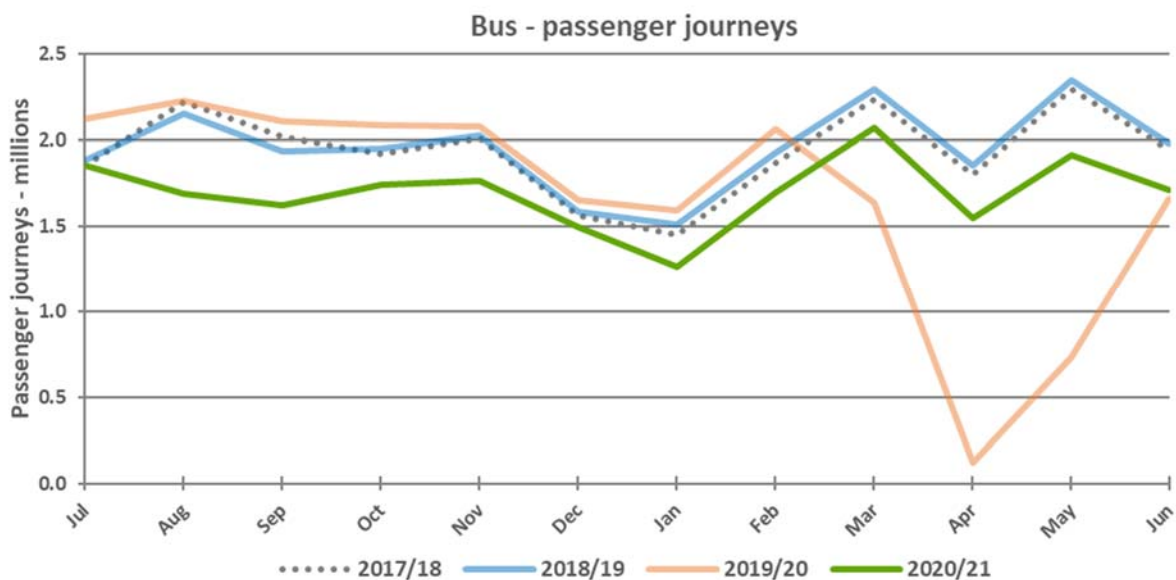
Metlink allows bus to bus transfers at no extra cost to passengers using a Snapper card, provided they tap on to the next bus within 30 minutes of tagging off the bus before. These card transfers accounted for 5.7% of passenger boardings for June and 6.0% for the year overall.



The graph below compares bus passenger journeys (passenger boardings less transfers) financial year-on-financial year<sup>1</sup>.

- 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 June 2021 show a decrease of 13.7% on the same month in 2019. This compares to growth of 6.5% from July 2019 to February 2020 (prior to Covid-19).



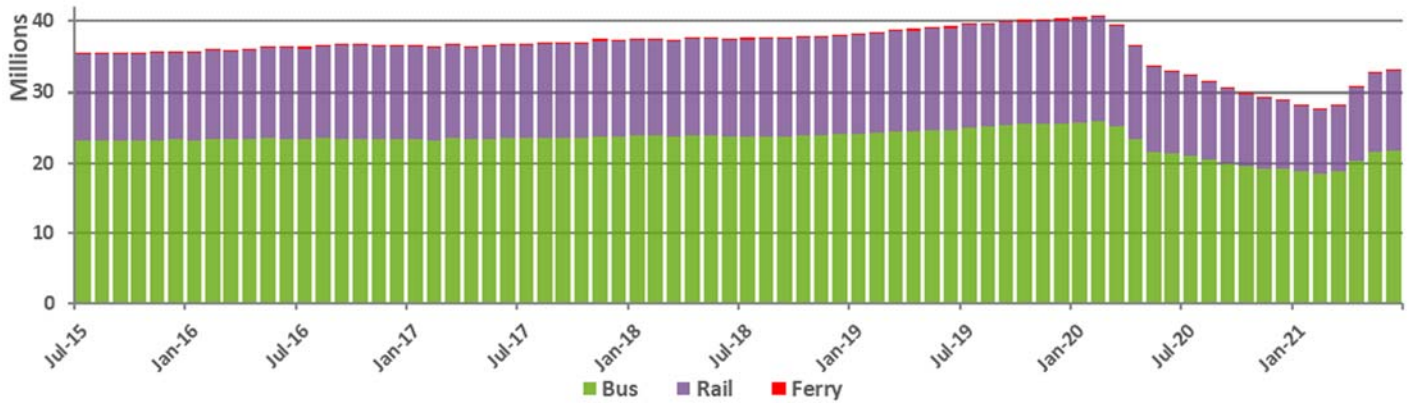
<sup>1</sup> Prior to the new Network, transfers accounted for c. 2.6 % based on 2014/15 data available to Metlink. This transfer rate has been assumed up until the new contracts were implemented between April and July 2018.

## Passenger boardings trend

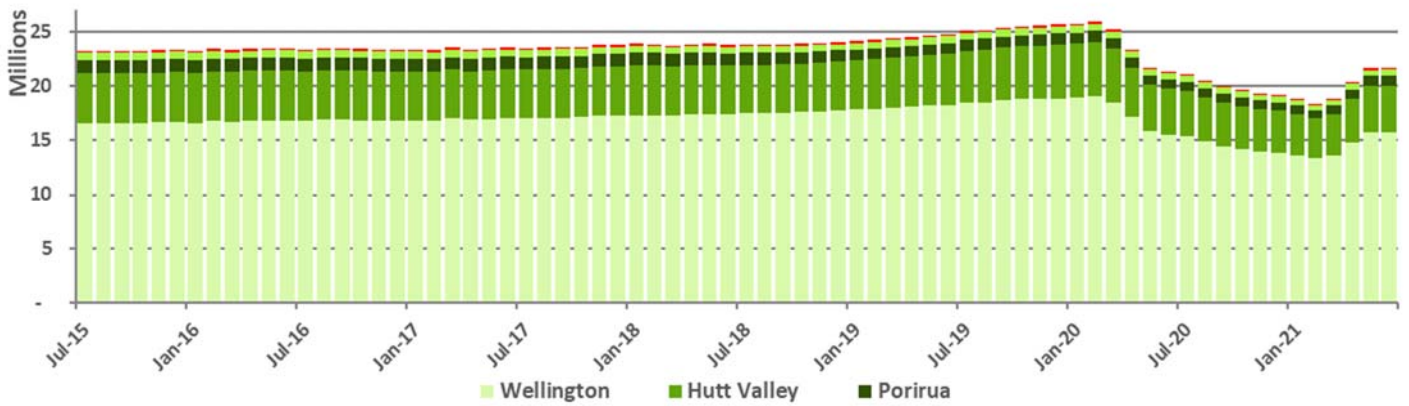
The following graphs show the number of passenger boardings using a 12-month rolling total.

There had been continuing growth up to February 2020, but with the Covid-19 pandemic (mid-March 2020 onwards) we can see decreased boardings growth for all modes.

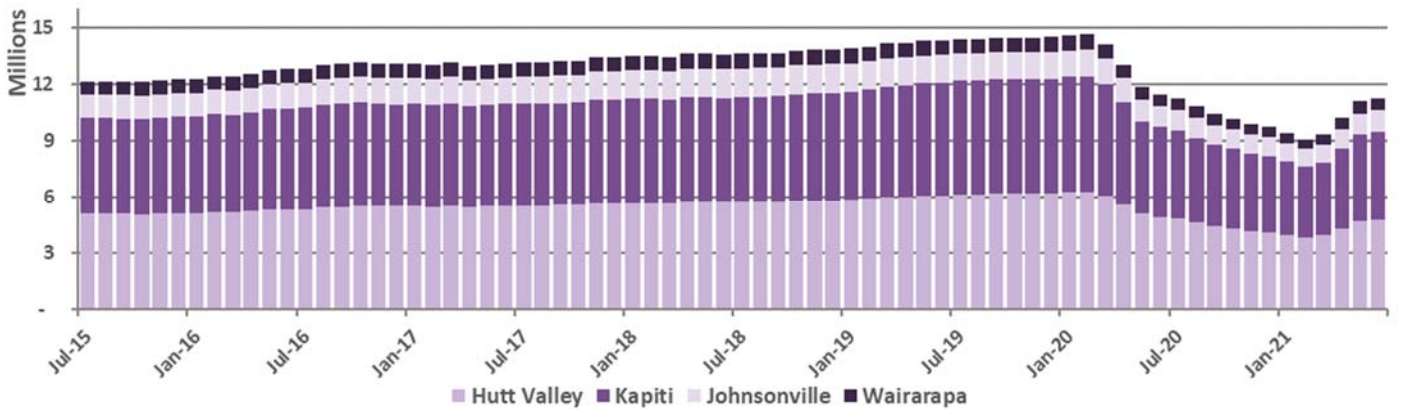
### All modes



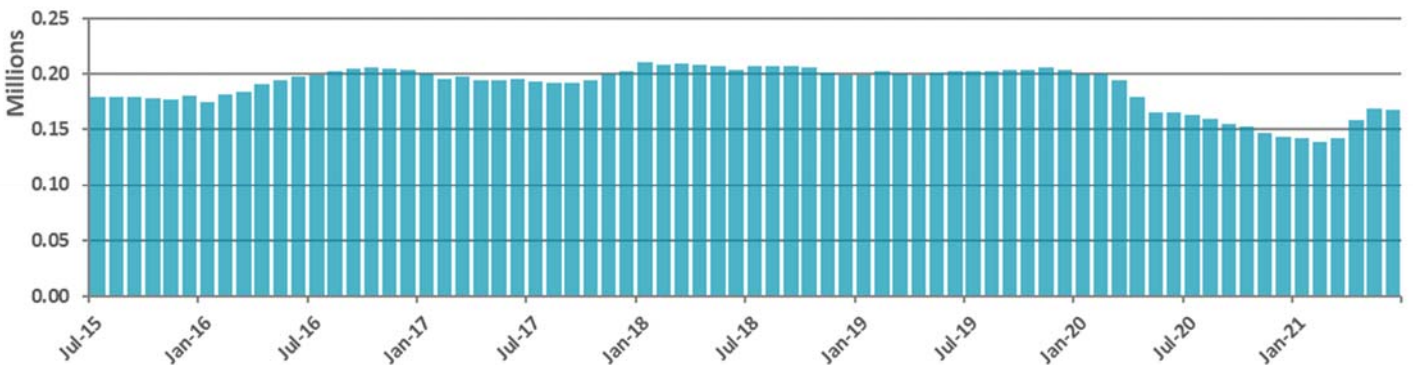
### Bus



### 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.

95.7% of bus services were delivered reliably in June 2021. Reliability this month was affected by multiple service cancellations generally due to staff shortages in Wellington, Porirua and the Hutt Valley, and a union meeting.

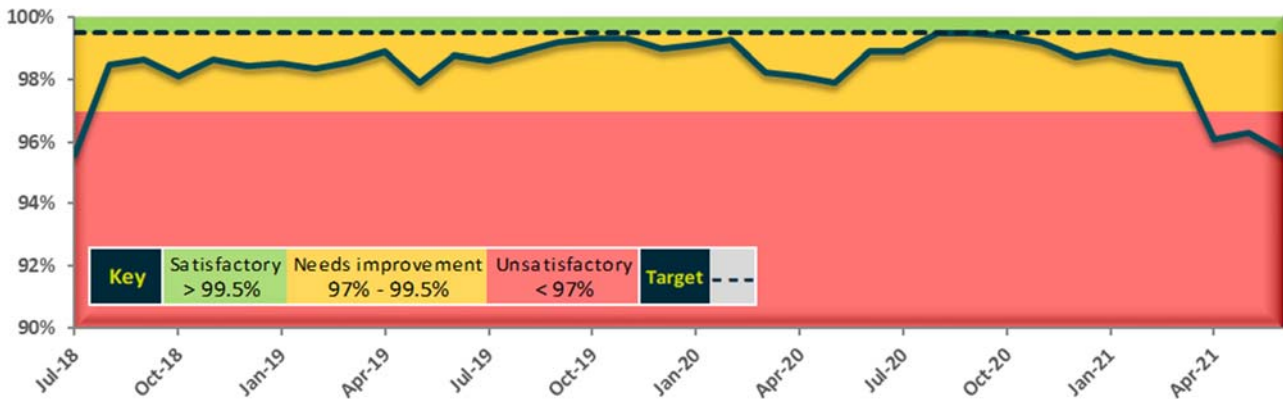
Reliability - current month

	Jun-21	Jun-20	% Change
Wellington City			
Newlands & Tawa	99.3%	99.7%	-0.3%
East, West & City	96.1%	97.8%	-1.7%
North, South, Khandallah & Brooklyn	90.9%	99.2%	-8.3%
Hutt Valley	97.3%	99.5%	-2.2%
Porirua	95.9%	99.3%	-3.4%
Kapiti	99.8%	99.6%	0.2%
Wairarapa	99.3%	99.3%	0.0%
<b>Total</b>	<b>95.7%</b>	<b>98.9%</b>	<b>-3.2%</b>

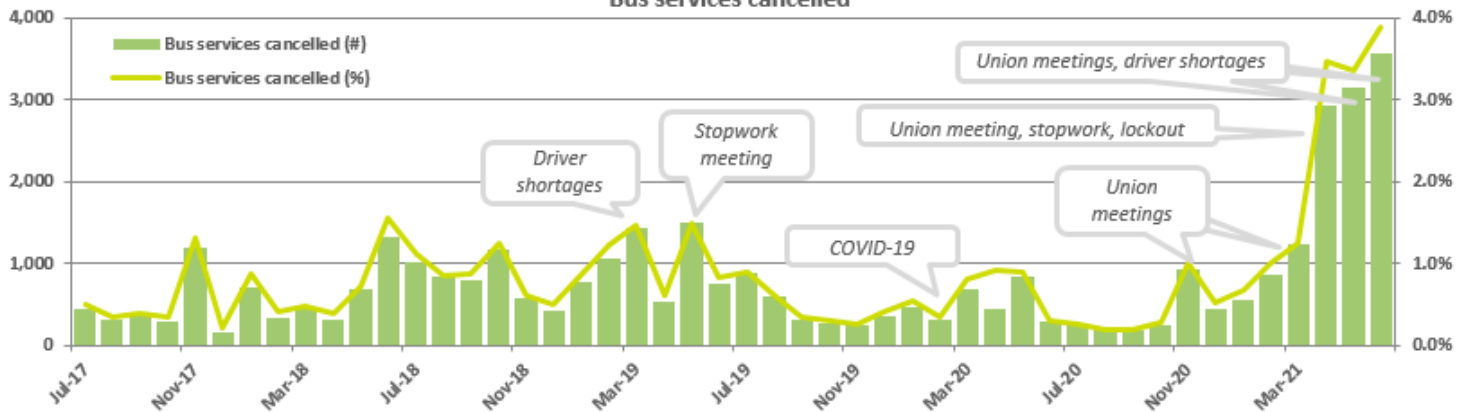
Reliability - year to date (Jul - Jun)

	2020/21	2019/20	% Change
Wellington City			
Newlands & Tawa	99.7%	99.6%	0.1%
East, West & City	97.2%	98.4%	-1.2%
North, South, Khandallah & Brooklyn	97.8%	98.9%	-1.1%
Hutt Valley	99.0%	99.2%	-0.2%
Porirua	98.7%	99.1%	-0.4%
Kapiti	99.8%	99.5%	0.3%
Wairarapa	99.2%	97.5%	1.7%
<b>Total</b>	<b>98.2%</b>	<b>98.9%</b>	<b>-0.7%</b>

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 95.7%, 3.2% lower than the same month last year. Affecting punctuality this month were roadworks in Tawa as well as smaller roadwork events across the network, and general traffic delays. Wairarapa punctuality continues to be affected by late train arrivals.

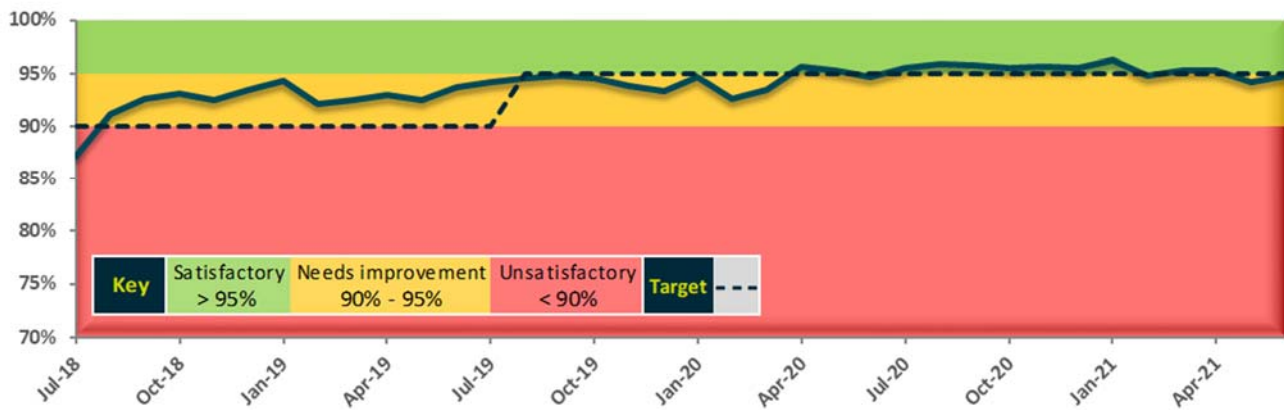
### Reliability - current month

	Jun-21	Jun-20	% Change
Wellington City			
Newlands & Tawa	99.3%	99.7%	-0.3%
East, West & City	96.1%	97.8%	-1.7%
North, South, Khandallah & Brooklyn	90.9%	99.2%	-8.3%
Hutt Valley	97.3%	99.5%	-2.2%
Porirua	95.9%	99.3%	-3.4%
Kapiti	99.8%	99.6%	0.2%
Wairarapa	99.3%	99.3%	0.0%
<b>Total</b>	<b>95.7%</b>	<b>98.9%</b>	<b>-3.2%</b>

### Reliability - year to date (Jul - Jun)

	2020/21	2019/20	% Change
Wellington City			
Newlands & Tawa	99.7%	99.6%	0.1%
East, West & City	97.2%	98.4%	-1.2%
North, South, Khandallah & Brooklyn	97.8%	98.9%	-1.1%
Hutt Valley	99.0%	99.2%	-0.2%
Porirua	98.7%	99.1%	-0.4%
Kapiti	99.8%	99.5%	0.3%
Wairarapa	99.2%	97.5%	1.7%
<b>Total</b>	<b>98.2%</b>	<b>98.9%</b>	<b>-0.7%</b>

### 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 98.1% in June, and 98.3% for the year to date. June was a busy month on the rail network with unplanned and planned disruptions throughout the month, along with the Level 2 alert level change. Long-term inter-peak bus replacements began on the Wairarapa line and will be ongoing for at least the next two years. Many services were also bus-replaced across the network, including the long weekend network shutdown over Queen's Birthday weekend and on the Hutt Valley and Kapiti lines throughout June. Weather continued to cause some issues on the network - a big storm late in the month caused the closure of Ngauranga Station for 24 hours due to large waves crashing onto the track.

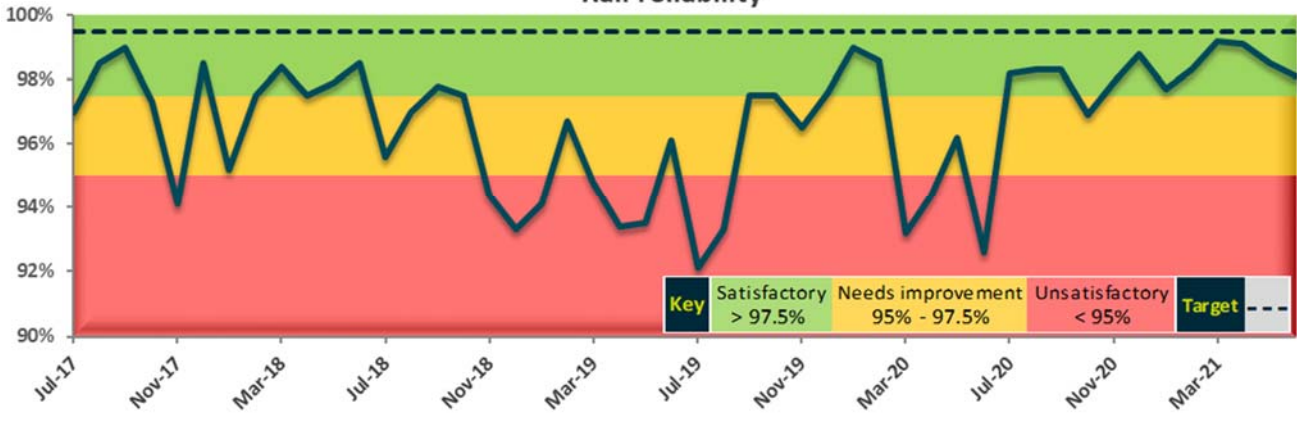
### Reliability - current month

	Jun-21	Jun-20	% Change
Hutt Valley	96.7%	88.2%	8.5%
Johnsonville	99.5%	96.2%	3.3%
Kapiti	98.8%	95.5%	3.3%
Wairarapa	98.8%	91.3%	7.5%
<b>Total</b>	<b>98.1%</b>	<b>92.6%</b>	<b>5.5%</b>

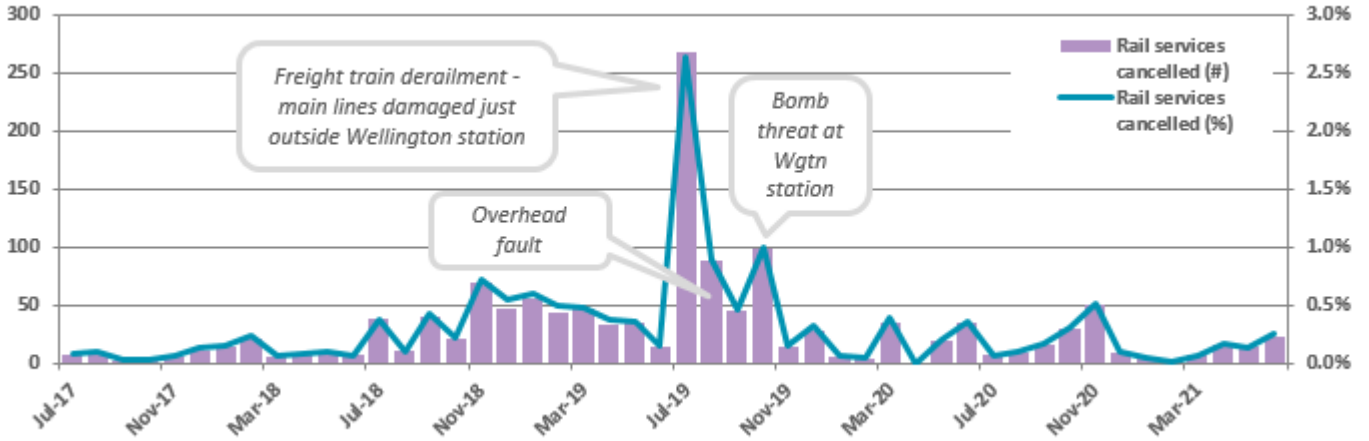
### Reliability - year to date (Jul - Jun)

	2020/21	2019/20	% Change
Hutt Valley	98.2%	95.4%	2.8%
Johnsonville	99.1%	97.5%	1.6%
Kapiti	98.3%	95.4%	2.9%
Wairarapa	93.6%	85.8%	7.8%
<b>Total</b>	<b>98.3%</b>	<b>95.7%</b>	<b>2.6%</b>

### 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 June was 89.8% and 90.3% for the year to date. There were small number of track issues and mechanical faults that affected punctuality. Wairarapa line performance is still low, although a lot better than this time last year, however track work on the line has now started and speed restrictions should start being gradually removed. Year-end punctuality has reached 90% for the first time since the change in measurement in 2016.

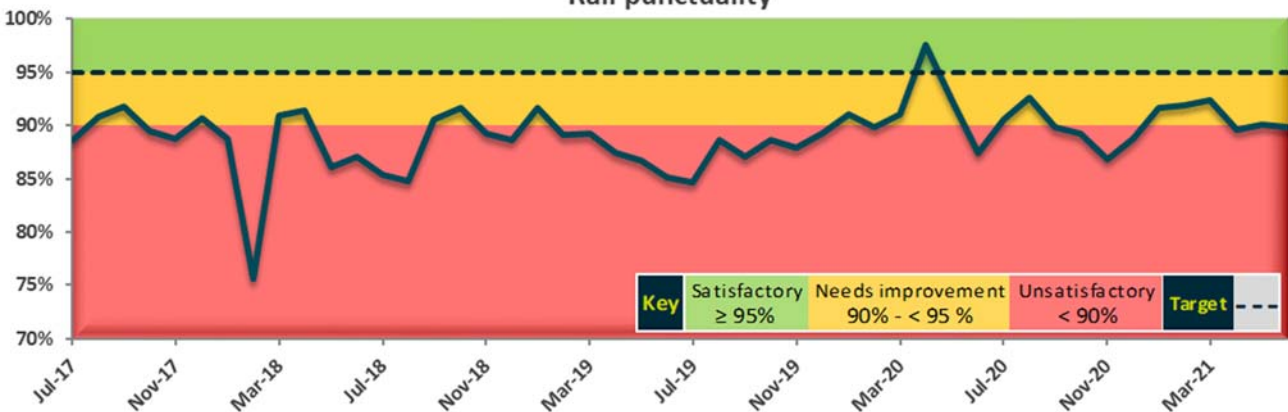
#### Punctuality - current month

	Jun-21	Jun-20	% Change
Hutt Valley	89.5%	84.6%	4.9%
Johnsonville	94.1%	96.8%	-2.7%
Kapiti	88.2%	87.1%	1.1%
Wairarapa	70.9%	46.1%	24.8%
<b>Total</b>	<b>89.8%</b>	<b>87.5%</b>	<b>2.3%</b>

#### Punctuality - year to date (Jul - Jun)

	2020/21	2019/20	% Change
Hutt Valley	90.8%	88.9%	1.9%
Johnsonville	96.4%	96.5%	-0.1%
Kapiti	87.2%	86.7%	0.5%
Wairarapa	58.3%	59.2%	-0.9%
<b>Total</b>	<b>90.3%</b>	<b>89.4%</b>	<b>0.9%</b>

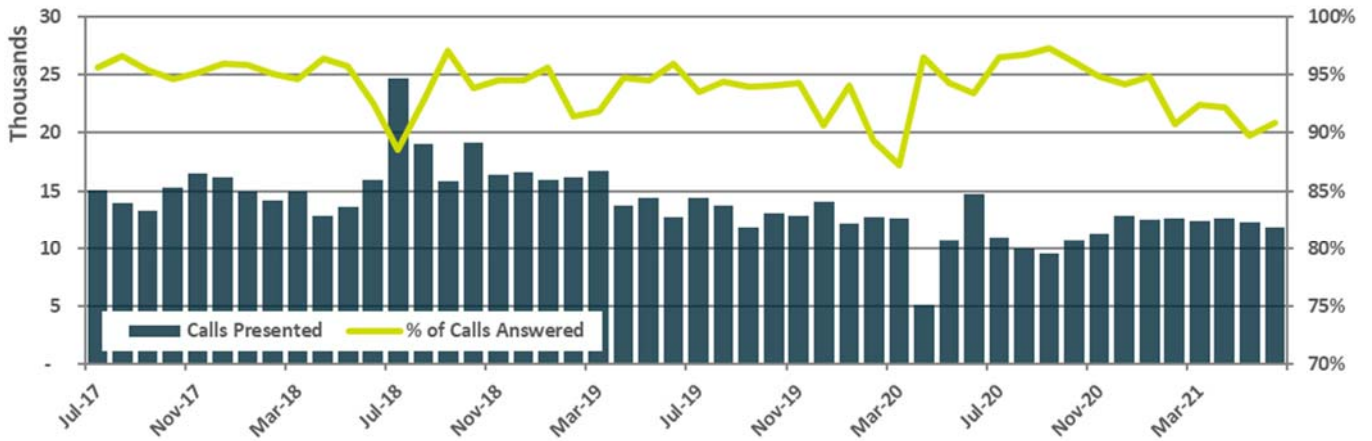
### Rail punctuality



# Customer Contact

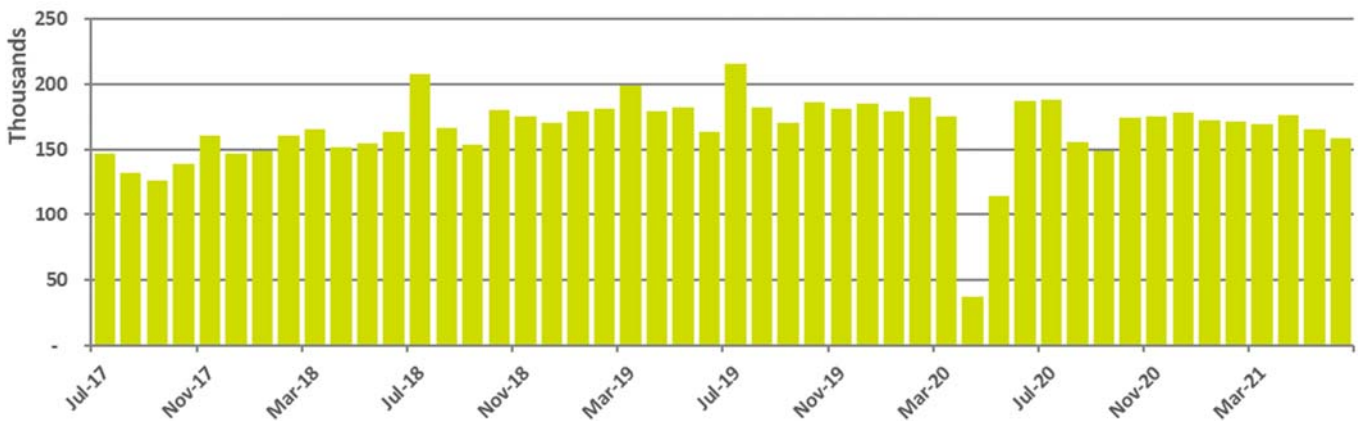
## Call centre incoming calls

Metlink answered 90.9% of the 12,000 calls received in June.



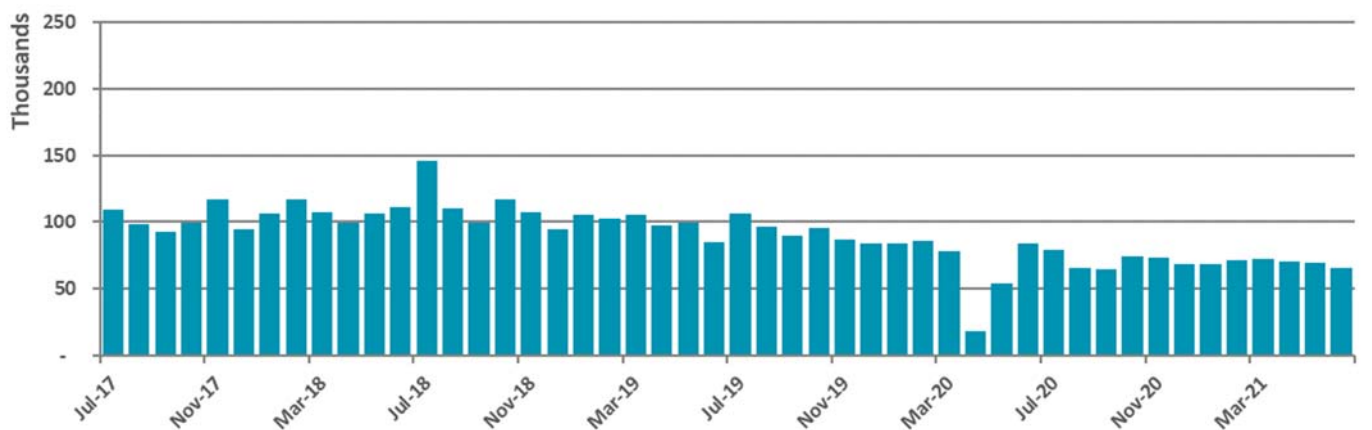
## Metlink app – unique users

In June there were 159,000 unique users of the Metlink app, 15.4% less than the same month in 2019/20.



## Metlink website – unique users

In June there were 66,000 unique users of the Metlink website, a decrease of 21.4% on the same month in 2019/20.



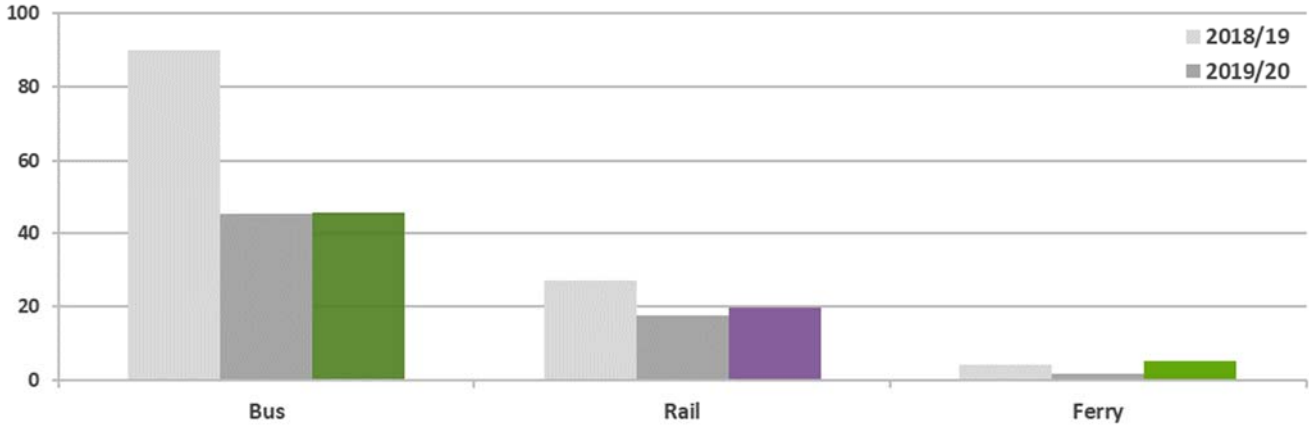


# Complaints

## Complaints volume

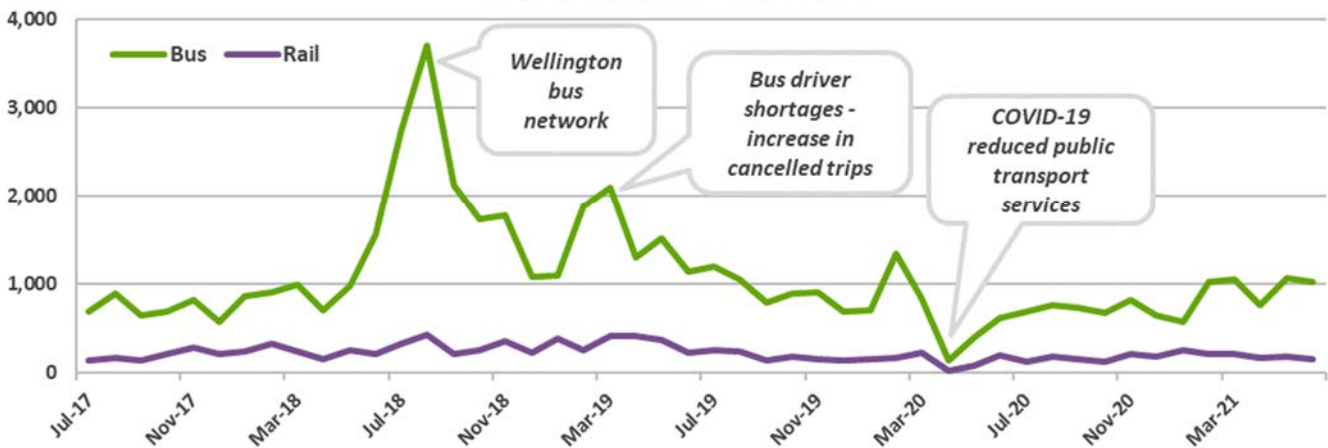
To compare complaint volumes, Metlink reports the number of complaints per 100,000 passenger boardings. This shows that complaint volumes relative to passenger boardings are higher for bus than any other mode.

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 66.6% higher than in June last year, and 2.7% higher year to date.

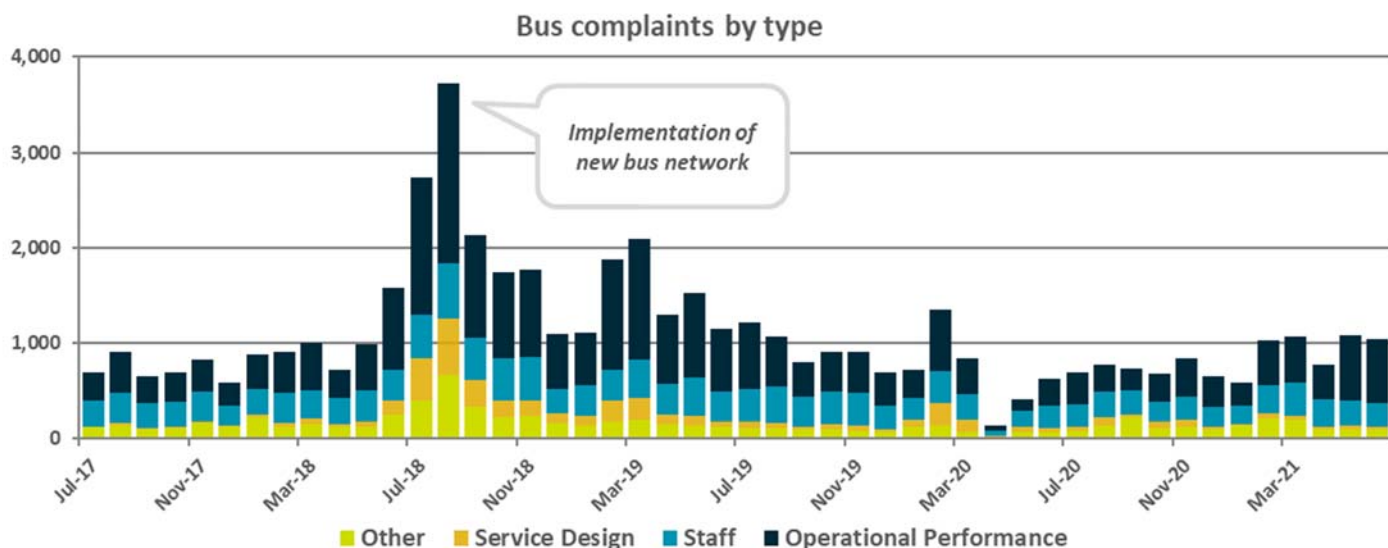
Bus complaints for current month

	Jun-21	Jun-20	% Change
Wellington			
Newlands, Tawa	33	24	37.5%
East-West, City	253	214	18.2%
North-south, Khandallah, Brooklyn	481	185	160.0%
Hutt Valley	185	151	22.5%
Porirua	60	33	81.8%
Kapiti	14	10	40.0%
Wairarapa	7	3	133.3%
<b>Total</b>	<b>1,033</b>	<b>620</b>	<b>66.6%</b>

Bus complaints - year to date (Jul - Jun)

	2020/21	2019/20	% Change
Wellington			
Newlands, Tawa	398	331	20.2%
East-West, City	3,277	3,056	7.2%
North-south, Khandallah, Brooklyn	3,511	3,537	-0.7%
Hutt Valley	2,102	1,968	6.8%
Porirua	437	562	-22.2%
Kapiti	135	155	-12.9%
Wairarapa	40	28	42.9%
<b>Total</b>	<b>9,900</b>	<b>9,637</b>	<b>2.7%</b>

Operational performance and staff related complaints were 88% of all bus complaints in June.



## Rail complaints

Rail complaints for June were 20.4% lower than the same month last year and 9.5% higher for the year to date.

**Rail complaints current month**

	Jun-21	Jun-20	% Change
Hutt Valley	59	69	-14.5%
Kapiti	50	83	-39.8%
Johnsonville	9	5	80.0%
Wairarapa	19	19	0.0%
General	27	30	-10.0%
<b>Total</b>	<b>164</b>	<b>206</b>	<b>-20.4%</b>

**Rail complaints - year to date (Jul - Jun)**

	2020/21	2019/20	% Change
Hutt Valley	752	629	19.6%
Kapiti	669	699	-4.3%
Johnsonville	125	112	11.6%
Wairarapa	278	191	45.5%
General	388	389	-0.3%
<b>Total</b>	<b>2,212</b>	<b>2,020</b>	<b>9.5%</b>

Operational performance and staff related complaints were 50% of all rail complaints in June.

