

Metlink performance report



November 2021

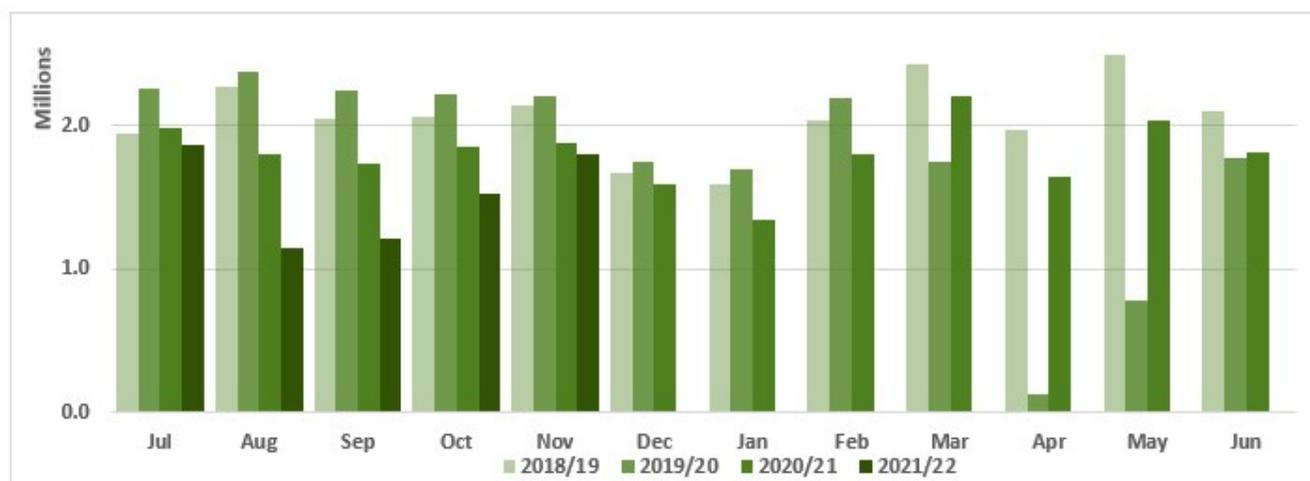
Patronage

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.

In November 2021, under Alert Level 2, we saw reduced passenger boardings when compared to last year. Prior to Covid-19 (in 2019/20) we had been seeing record patronage growth for both bus & rail.

Bus passenger boardings

Under Alert Level 2, November bus passenger boardings were 3.8% lower than the same month last year and 18.3% 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 Nov

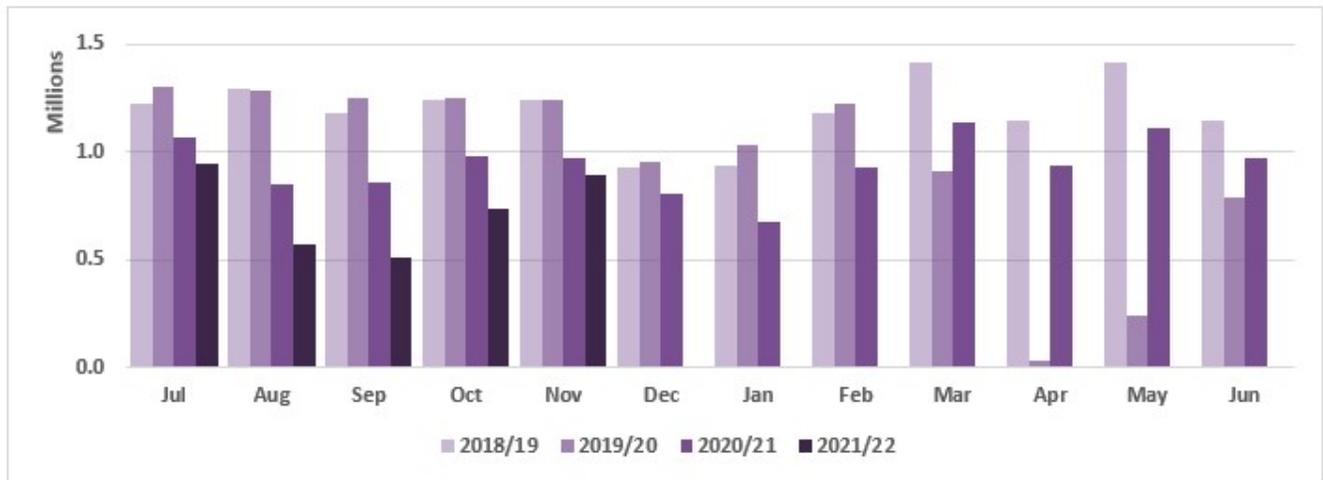
	Nov-21	Nov-20	% Change
Wellington	1,306,618	1,364,537	-4.2%
Hutt Valley	359,321	368,138	-2.4%
Porirua	74,920	77,520	-3.4%
Kapiti	48,199	48,423	-0.5%
Wairarapa	13,655	14,483	-5.7%
Total	1,802,713	1,873,101	-3.8%

By area - year to date (Jul - Nov)

	2021/22	2020/21	% Change
Wellington	5,523,921	6,706,619	-17.6%
Hutt Valley	1,472,861	1,840,177	-20.0%
Porirua	306,168	389,826	-21.5%
Kapiti	193,289	237,710	-18.7%
Wairarapa	53,296	67,488	-21.0%
Total	7,549,535	9,241,820	-18.3%

Rail passenger boardings

Under Alert Level 2, November rail passenger boardings were 8.0% lower than the same month last year, and 22.6% lower 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 Nov

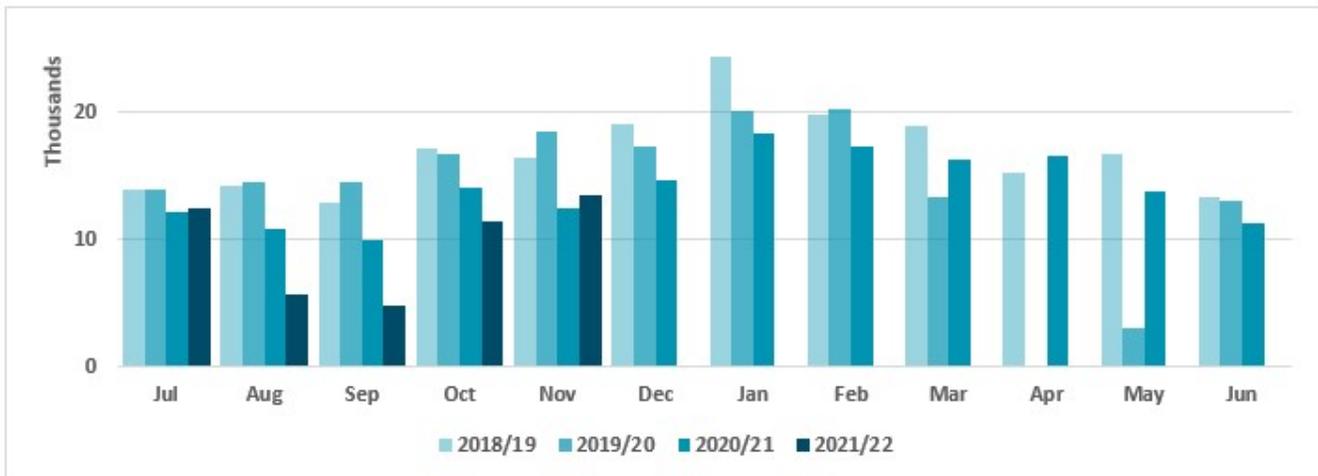
	Nov-21	Nov-20	% Change
Hutt Valley	383,877	412,058	-6.8%
Kapiti	367,321	402,421	-8.7%
Johnsonville	101,493	103,098	-1.6%
Wairarapa	42,800	56,021	-23.6%
Total	895,491	973,598	-8.0%

By line - year to date (Jul - Nov)

	2021/22	2020/21	% Change
Hutt Valley	1,597,359	1,985,209	-19.5%
Kapiti	1,469,999	1,971,512	-25.4%
Johnsonville	382,352	492,286	-22.3%
Wairarapa	197,528	261,787	-24.5%
Total	3,647,238	4,710,794	-22.6%

Ferry passenger boardings

Under Alert Level 2, November ferry boardings show an increase of 8.1% on the same month last year, and a 19.8% decrease for the year to date. Weather conditions often affect ferry boardings. We were seeing a decrease of 1.4% prior to Covid-19 (July 2019 to February 2020).



For Nov

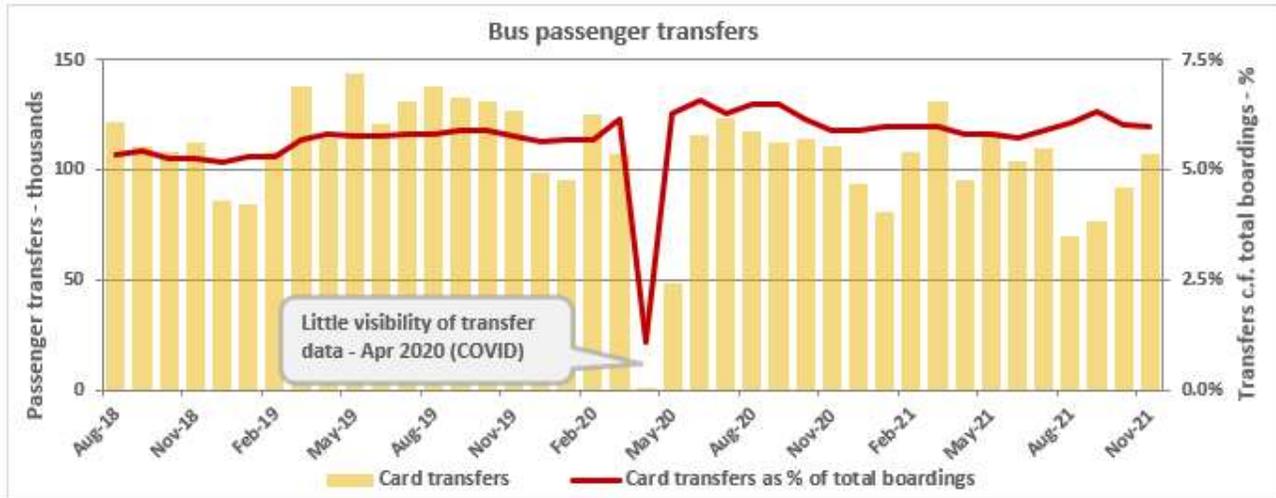
	Nov-21	Nov-20	% Change
Total	13,481	12,474	8.1%

Year to date (Jul - Nov)

	2021/22	2020/21	% Change
Total	47,724	59,508	-19.8%

Bus passenger transfers and journeys

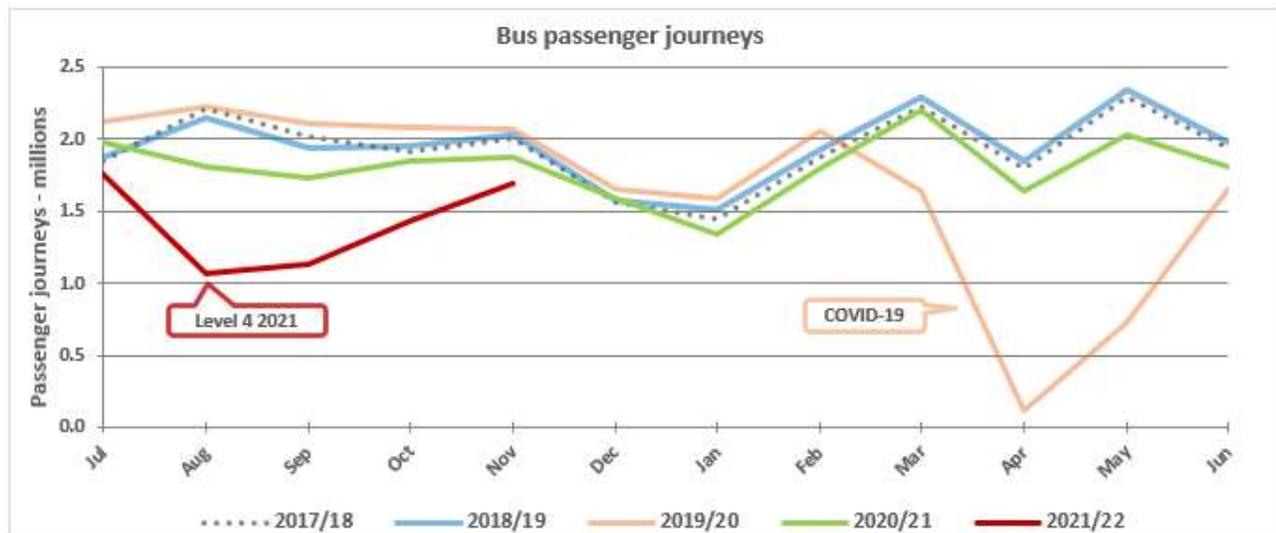
Metlink allows bus-to-bus transfers at no extra cost to passengers using a Snapper card, provided they tap on to the next bus within 30 minutes of tagging off the bus before. These card transfers accounted for 6.0% of passenger boardings for November.



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 November 2021 show a decrease of 9.5% on the same month last year, and a decrease of 23.2% for the year to date. This compares to growth of 6.5% from July 2019 to February 2020 (prior to Covid-19).



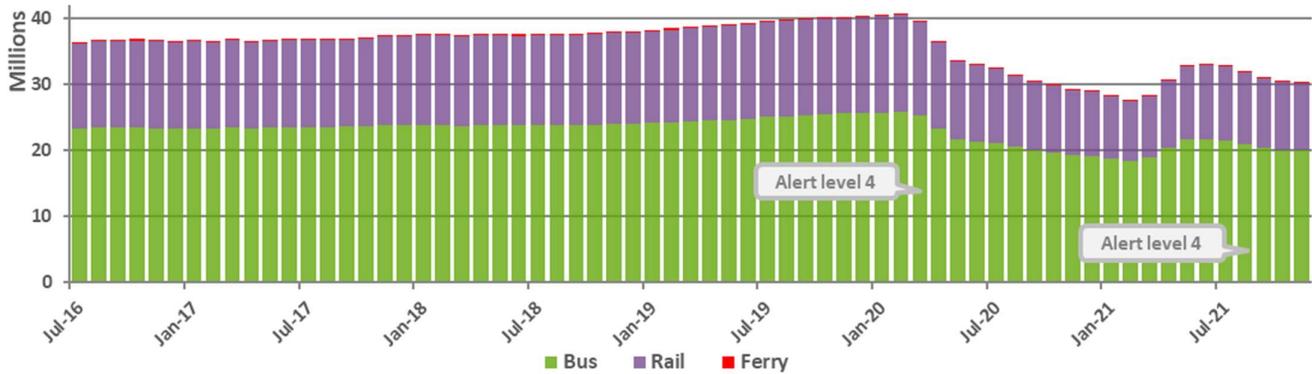
¹ Prior to the new Network, transfers accounted for c. 2.6 % based on 2014/15 data available to Metlink. This transfer rate has been assumed up until the new contracts were implemented between April and July 2018.

Passenger boardings trend

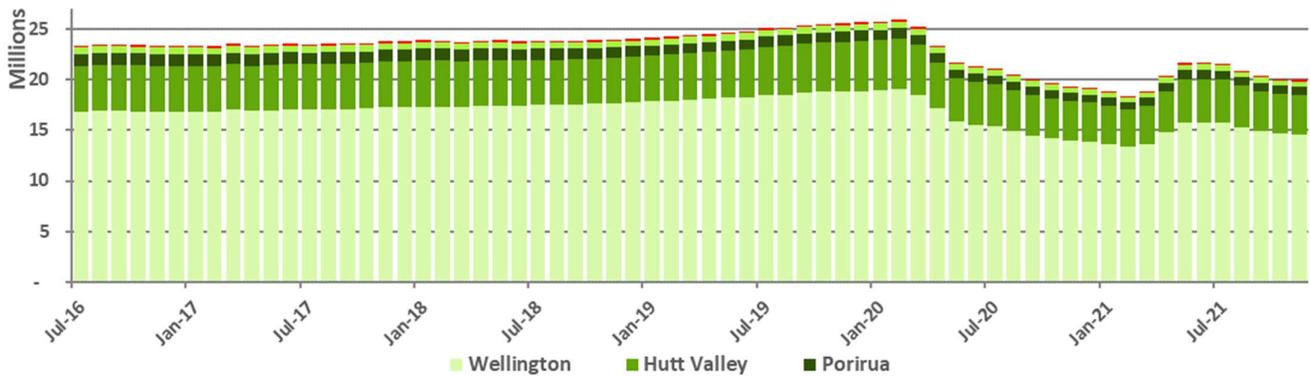
The following graphs show the number of passenger boardings using a 12-month rolling total.

There had been continuing growth up to February 2020, but with the Covid-19 pandemic (mid-March 2020 onwards, and with another move to level 4 in August 2021) we can see decreased boardings growth for all modes.

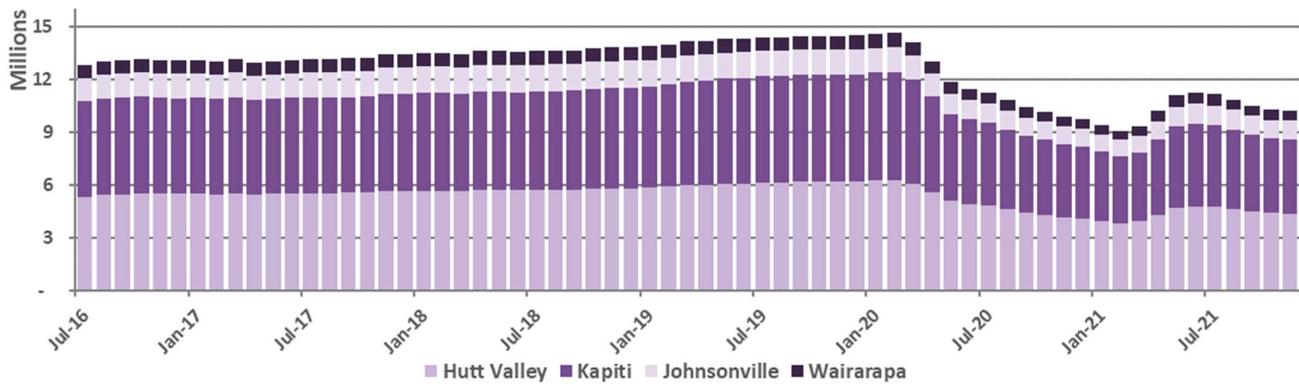
All modes



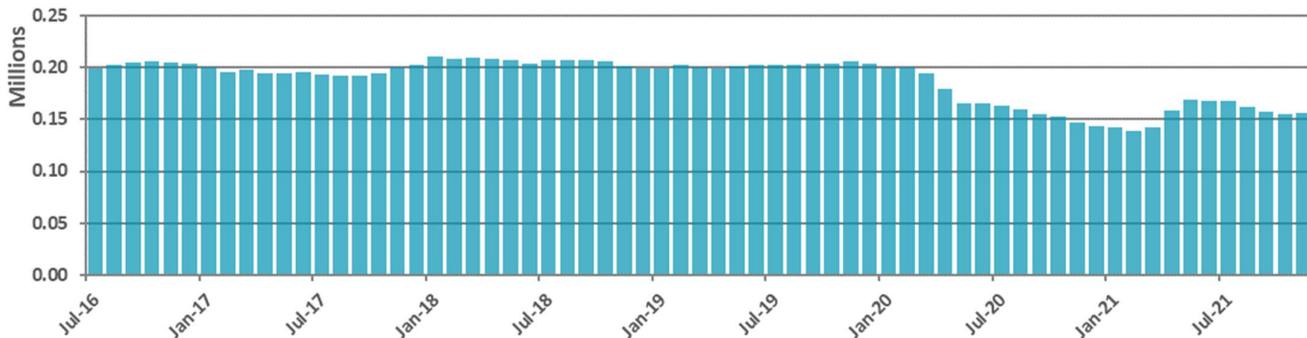
Bus



Rail



Ferry





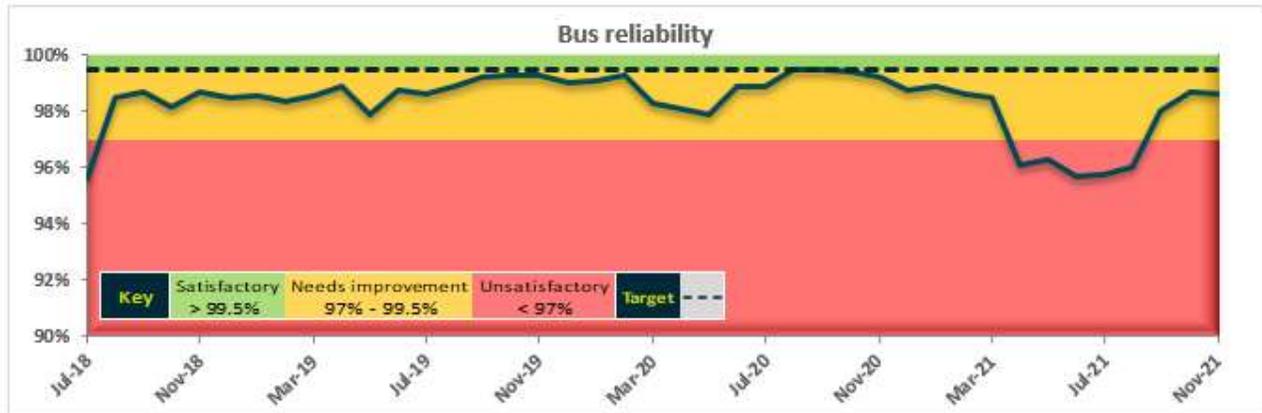
Bus service delivery

Reliability

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

In November, 98.6% of bus services were delivered, and 97.5% for the year to date.

Reliability this month has remained relatively stable, due to a reduced number of cancelled services in comparison to earlier in the year, and following timetable adjustments. Those cancellations that did occur were generally due to staff shortages in Wellington City, Porirua, and the Hutt Valley.

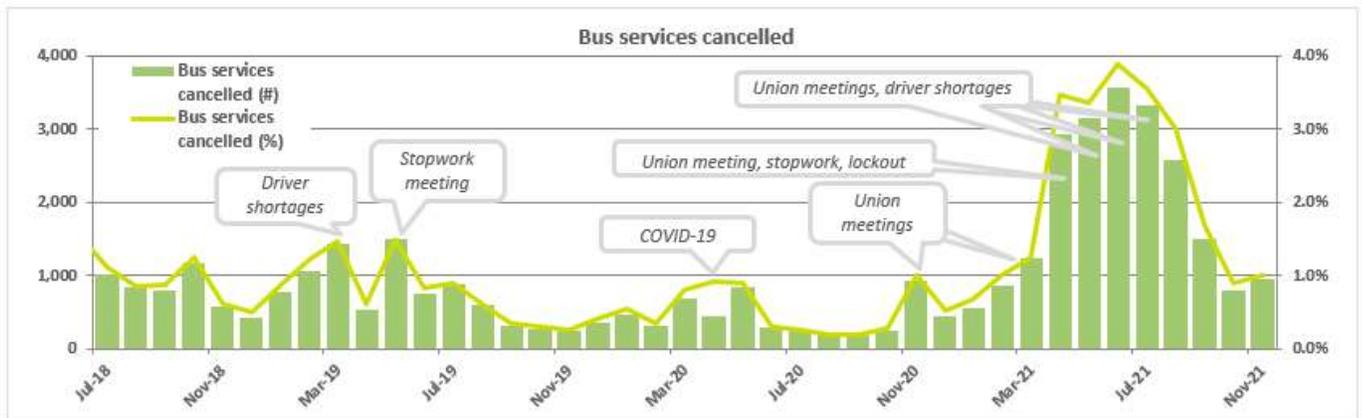


Reliability - current month

	Nov-21	Nov-20	% Change
Wellington City			
Newlands & Tawa	99.6%	99.3%	0.2%
East, West & City	98.8%	97.2%	1.7%
North, South, Khandallah & Brooklyn	97.6%	99.0%	-1.4%
Hutt Valley	98.8%	99.3%	-0.6%
Porirua	98.5%	99.5%	-1.0%
Kapiti	99.9%	99.7%	0.2%
Wairarapa	99.4%	99.1%	0.4%
Total	98.6%	98.6%	0.0%

Reliability - year to date (Jul - Nov)

	2021/22	2020/21	% Change
Wellington City			
Newlands & Tawa	99.6%	99.7%	-0.1%
East, West & City	97.6%	98.4%	-0.8%
North, South, Khandallah & Brooklyn	96.5%	99.4%	-2.9%
Hutt Valley	97.1%	99.5%	-2.4%
Porirua	97.7%	99.6%	-1.9%
Kapiti	99.8%	99.8%	0.0%
Wairarapa	99.5%	99.5%	0.0%
Total	97.5%	99.2%	-1.7%

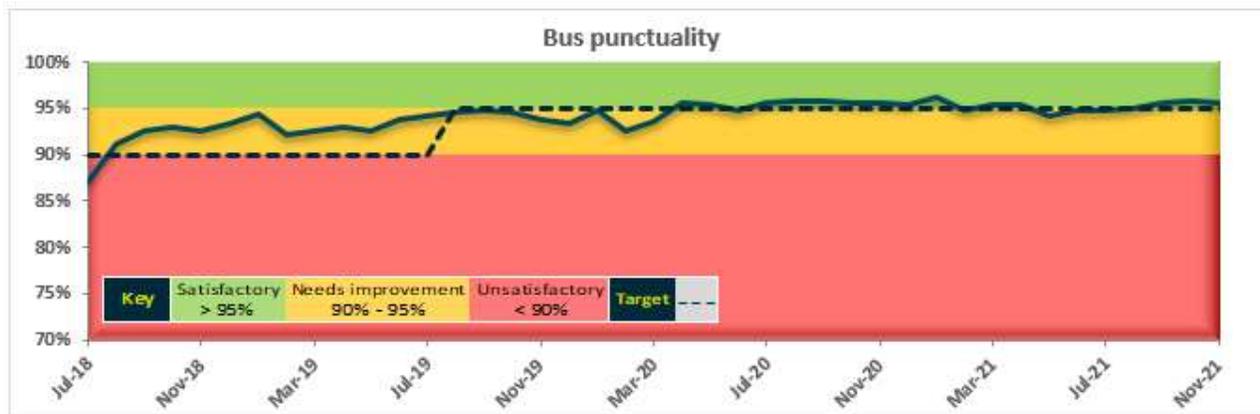


Punctuality

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

Bus service punctuality was 95.7% in November, and 95.4% for the year to date.

Punctuality has remained relatively stable this month, although still affected by roadworks at Kenepuru and smaller roadwork events across the network, and general traffic delays. Late trains and bus replacement arrivals continue to affect punctuality in the Wairarapa.



Punctuality - current month

	Nov-21	Nov-20	% Change
Wellington City			
Newlands & Tawa	96.1%	94.2%	2.0%
East, West & City	96.9%	96.0%	0.9%
North, South, Khandallah & Brooklyn	92.8%	94.4%	-1.6%
Hutt Valley	95.8%	95.1%	0.7%
Porirua	94.9%	97.1%	-2.2%
Kapiti	98.4%	98.3%	0.1%
Wairarapa	92.5%	94.2%	-1.7%
Total	95.7%	95.6%	0.1%

Punctuality - year to date (Jul - Nov)

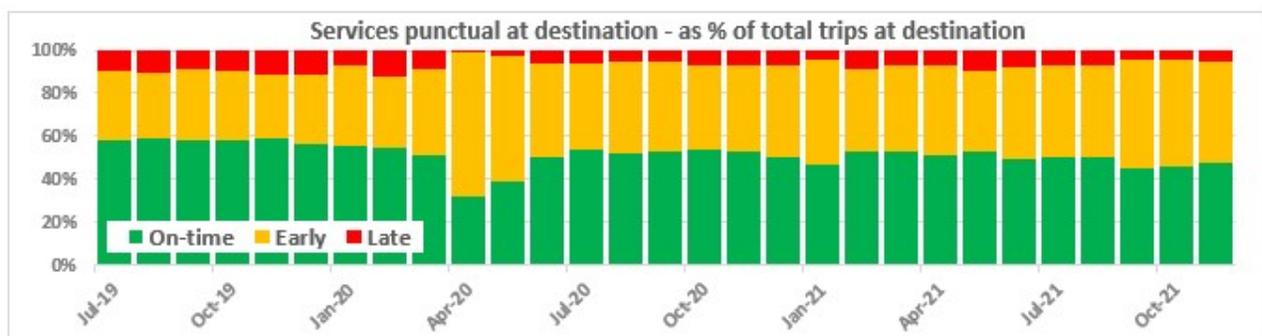
	2021/22	2020/21	% Change
Wellington City			
Newlands & Tawa	94.7%	94.2%	0.5%
East, West & City	96.3%	96.0%	0.3%
North, South, Khandallah & Brooklyn	92.7%	94.0%	-1.3%
Hutt Valley	95.9%	96.2%	-0.3%
Porirua	95.4%	96.2%	-0.8%
Kapiti	98.4%	98.4%	0.0%
Wairarapa	92.0%	93.8%	-1.8%
Total	95.4%	95.7%	-0.3%

Punctuality at destination

Bus punctuality at destination is not a contractual measure, but is included here at the request of our auditors. We have used the same criteria as for punctuality at origin as a proxy, recording the bus arrival at destination between one minute early and five minutes late.

We have little influence over punctuality once a bus has departed from origin, with factors such as traffic, passenger volumes and behaviour, weather events, accidents and roadworks all affecting the punctuality of services.

In November, 48.1% of bus services recorded at destination arrived on time, with a further 46.4% arriving more than one minute early. Only 5.5% of services arrived more than five minutes late.



Punctuality at destination - current month

	Nov-21	Nov-20	% Change
On-time	48.1%	53.2%	-5.1%
Early	46.4%	39.9%	6.5%
Late	5.5%	6.9%	-1.4%

Punctuality at destination - year to date (Jul - Nov)

	2021/22	2020/21	% Change
On-time	48.0%	53.2%	-5.2%
Early	46.5%	40.8%	5.7%
Late	5.6%	6.0%	-0.5%

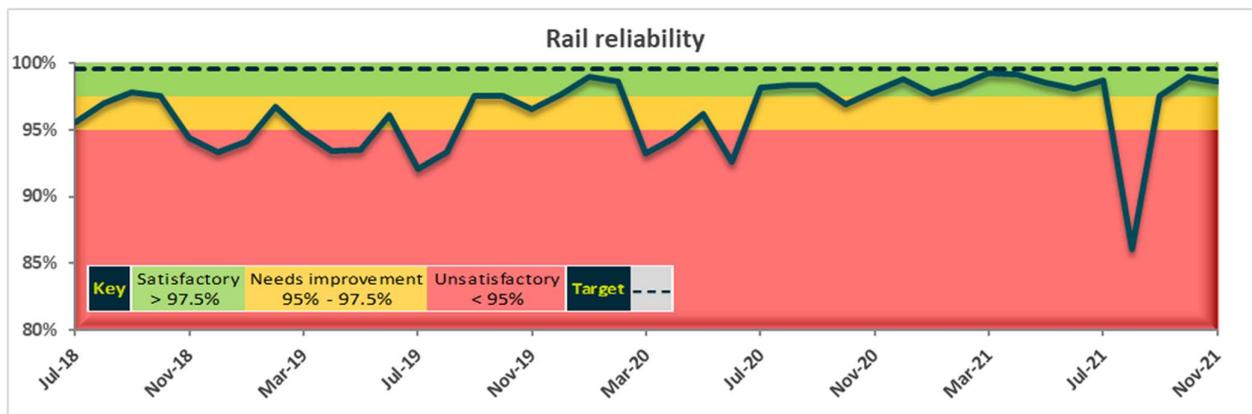
Rail service delivery

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 98.6% in November and 96.3% for the year to date.

There were a number of network related incidents that impacted reliability in November - a major carriage fault on the Wairarapa line and a stalled freight on the Kapiti line led to cancellations. Long term interpeak bus replacements continue on the Wairarapa line.

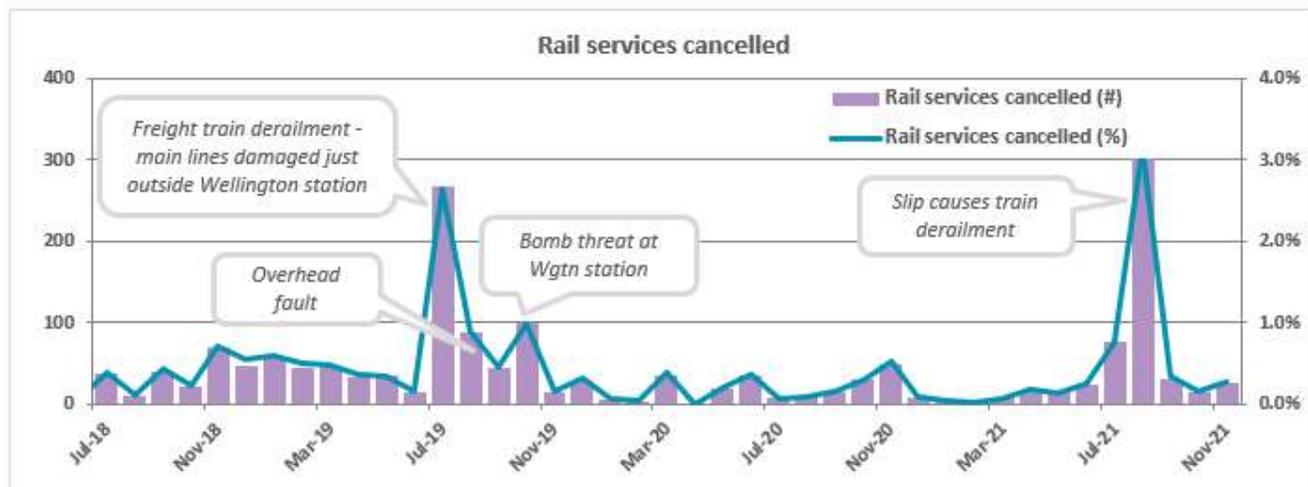


Reliability - current month

	Nov-21	Nov-20	% Change
Hutt Valley	98.9%	98.0%	0.9%
Johnsonville	99.4%	99.3%	0.1%
Kapiti	97.7%	96.8%	0.9%
Wairarapa	97.3%	97.2%	0.1%
Total	98.6%	97.9%	0.7%

Reliability - year to date (Jul - Nov)

	2021/22	2020/21	% Change
Hutt Valley	97.2%	98.0%	-0.8%
Johnsonville	96.5%	98.8%	-2.3%
Kapiti	95.6%	97.7%	-2.1%
Wairarapa	89.9%	94.2%	-4.3%
Total	96.3%	98.0%	-1.7%

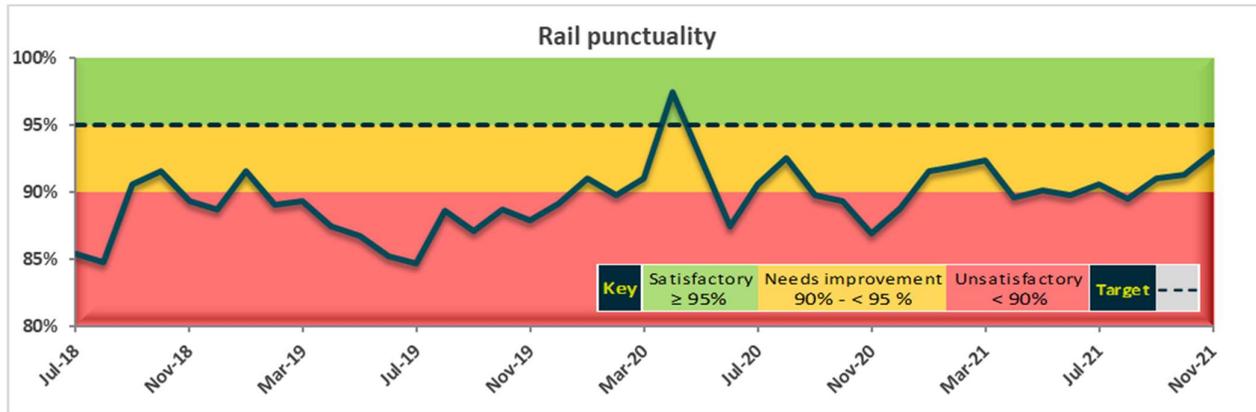


Punctuality

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 November was 93.0% and 91.2% for the year to date.

The Wairarapa line has been affected by multiple speed restrictions north of Upper Hutt, causing a major pain point for customers with a spike in feedback. The Johnsonville line Snapper trial and Trentham double tracking are now underway. There were also multiple blocks on Hutt Valley and Kapiti line throughout November.



Punctuality - current month

	Nov-21	Nov-20	% Change
Hutt Valley	93.2%	88.9%	4.3%
Johnsonville	98.4%	98.2%	0.2%
Kapiti	92.8%	77.3%	15.5%
Wairarapa	40.8%	59.8%	-19.0%
Total	93.0%	86.9%	6.1%

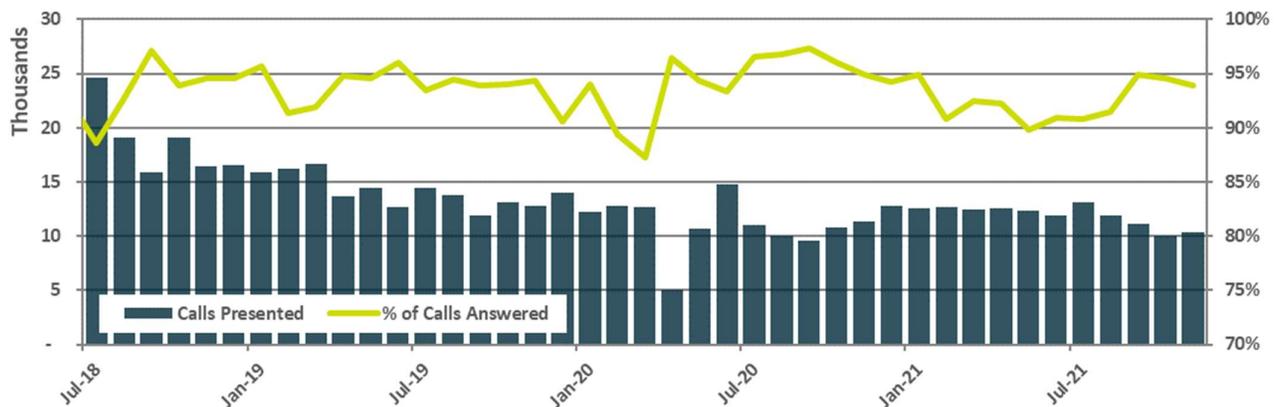
Punctuality - year to date (Jul - Nov)

	2021/22	2020/21	% Change
Hutt Valley	92.7%	89.8%	2.9%
Johnsonville	97.9%	97.7%	0.2%
Kapiti	86.4%	86.2%	0.2%
Wairarapa	58.4%	57.6%	0.8%
Total	91.2%	89.8%	1.4%

Customer Contact

Call centre incoming calls

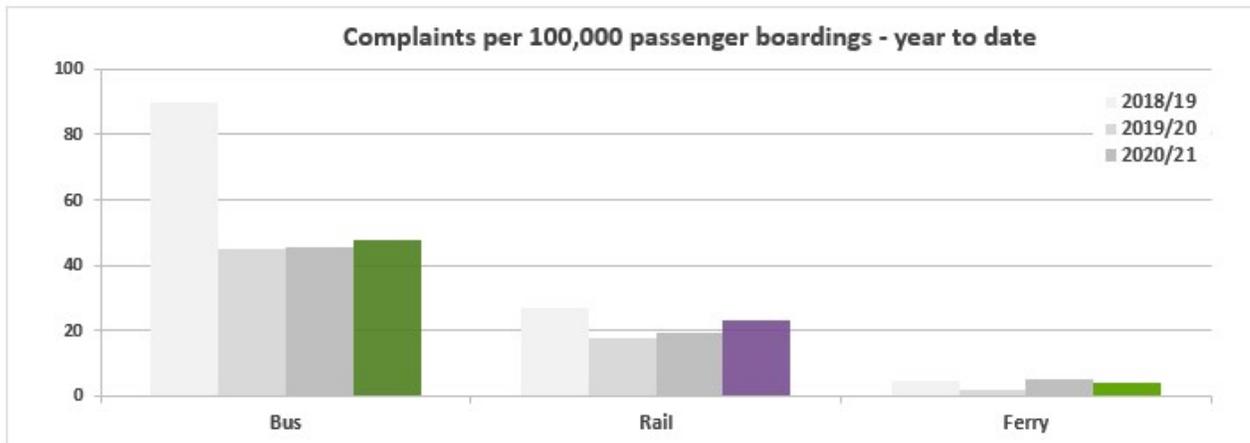
Metlink answered 93.9% of the 10,300 calls received in November, and 93.0% of the 56,000 calls year to date.



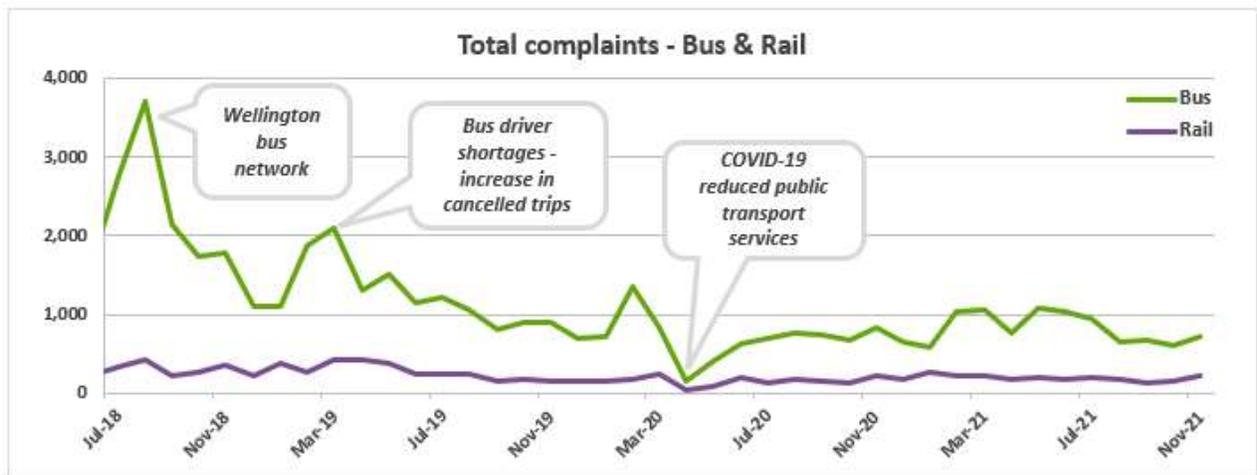
Complaints

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.

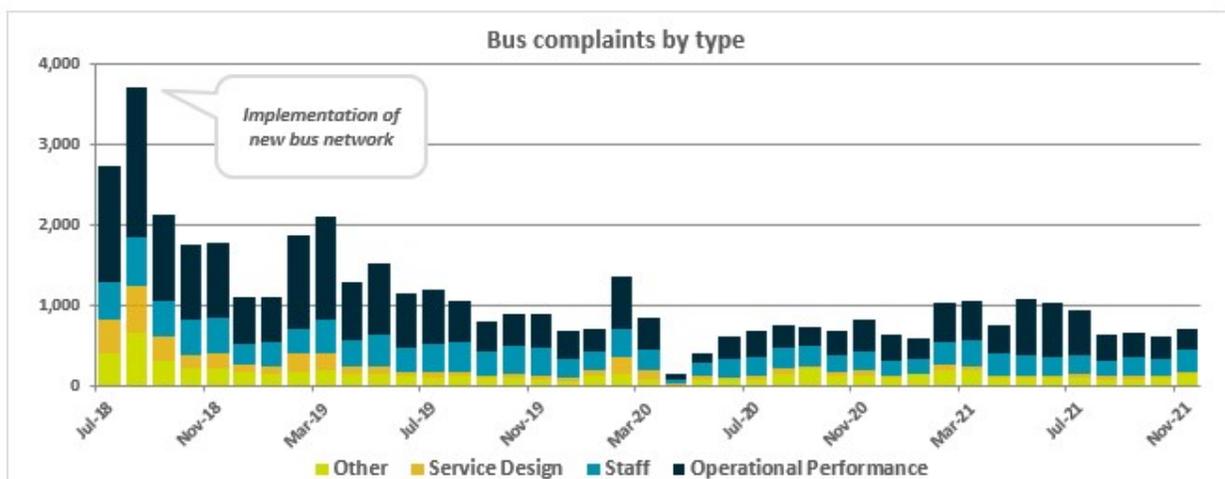


Complaints for both bus and rail have trended downwards overall.



Bus complaints

Bus complaints for the month were 14.1% lower than in November last year, and 2.9% lower for the year to date - operational performance and staff related complaints were 75% of bus complaints for the month.



Bus complaints for current month

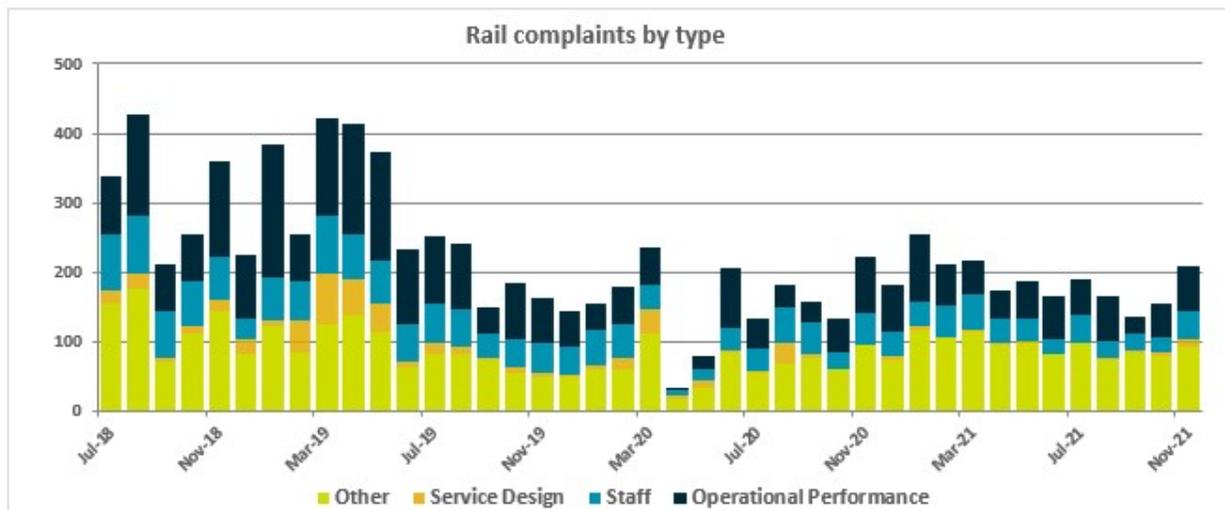
	Nov-21	Nov-20	% Change
Wellington			
Newlands, Tawa	25	31	-19.4%
East-West, City	236	324	-27.2%
North-south, Khandallah, Brooklyn	222	261	-14.9%
Hutt Valley	184	169	8.9%
Porirua	31	32	-3.1%
Kapiti	15	13	15.4%
Wairarapa	-	-	0.0%
Total	713	830	-14.1%

Bus complaints - year to date (Jul - Nov)

	2021/22	2020/21	% Change
Wellington			
Newlands, Tawa	108	165	-34.5%
East-West, City	1,213	1,445	-16.1%
North-south, Khandallah, Brooklyn	1,108	1,138	-2.6%
Hutt Valley	957	743	28.8%
Porirua	149	154	-3.2%
Kapiti	48	43	11.6%
Wairarapa	10	13	-23.1%
Total	3,593	3,701	-2.9%

Rail complaints

Rail complaints for November were 5.0% lower than the same month last year, and 3.5% higher for the year to date - operational performance and staff related complaints were 50% of rail complaints for the month.



Rail complaints current month

	Nov-21	Nov-20	% Change
Hutt Valley	60	87	-31.0%
Kapiti	56	61	-8.2%
Johnsonville	19	11	72.7%
Wairarapa	40	19	110.5%
General	36	44	-18.2%
Total	211	222	-5.0%

Rail complaints - year to date (Jul - Nov)

	2021/22	2020/21	% Change
Hutt Valley	236	301	-21.6%
Kapiti	263	249	5.6%
Johnsonville	78	41	90.2%
Wairarapa	116	89	30.3%
General	162	146	11.0%
Total	855	826	3.5%