

LTP 2021-31 Draft Performance Measures for Metlink Public Transport

Community Outcome	Strategic Priorities	Key Result Areas	Strategies & Plans	Levels of Service	Performance Measures	Baseline (2020/21)	2021/22 Target	2022/23 Target	2023/24 Target	2024-31 Target	Reporting Activity
Connected Communities Resilient Future Thriving Environment	An efficient, accessible and low carbon public transport network	Improving the customer experience across all areas of the public transport network	Public Transport Plan	Provide a consistent and high quality customer experience across the public transport network	Passengers overall satisfaction with the Metlink public transport network	New Measure	>92% customer satisfaction score (based on twice yearly customer survey)	>92% customer satisfaction score (based on twice yearly customer survey)	>92% customer satisfaction score (based on twice yearly customer survey)	>92% customer satisfaction score (based on twice yearly customer survey)	Network & Customer
		40% increase in regional mode share for public transport and active modes by 2030	Regional Land Transport Plan Public Transport Plan	Promote and encourage people to move from private vehicles to public transport and active modes (walking, cycling, scooter, active MaaS etc.)	Wellington public transport and active mode share of journeys	New Measure	35.05%	36.40%	37.74%	47.18%	Strategy & Investment
		Reducing public transport emissions by accelerating decarbonisation of the vehicle fleet (bus, rail, ferry)	Regional Land Transport Plan Public Transport Plan	Gross emissions for Metlink's public transport fleet will be minimised, reducing the offsets required to reach net carbon neutrality.	Tonnes of CO2 emitted per year on Metlink Public Transport Services	New Measure	20,626.3 tonnes	19,222.6 tonnes	17,818.9 tonnes	7,993 tonnes	
				Public Transport Plan	Reduction of accidental death and serious injury on the public transport network and prioritisation of safety and maintenance on the PT network to encourage safe behaviours	Accidental deaths and serious injuries sustained on the PT network as a result of Metlink or operator activity	New Measure	Reduction compared to baseline	Reduction compared to previous year	Reduction compared to previous year	Reduction compared to previous year