

# Metlink performance report



March 2022

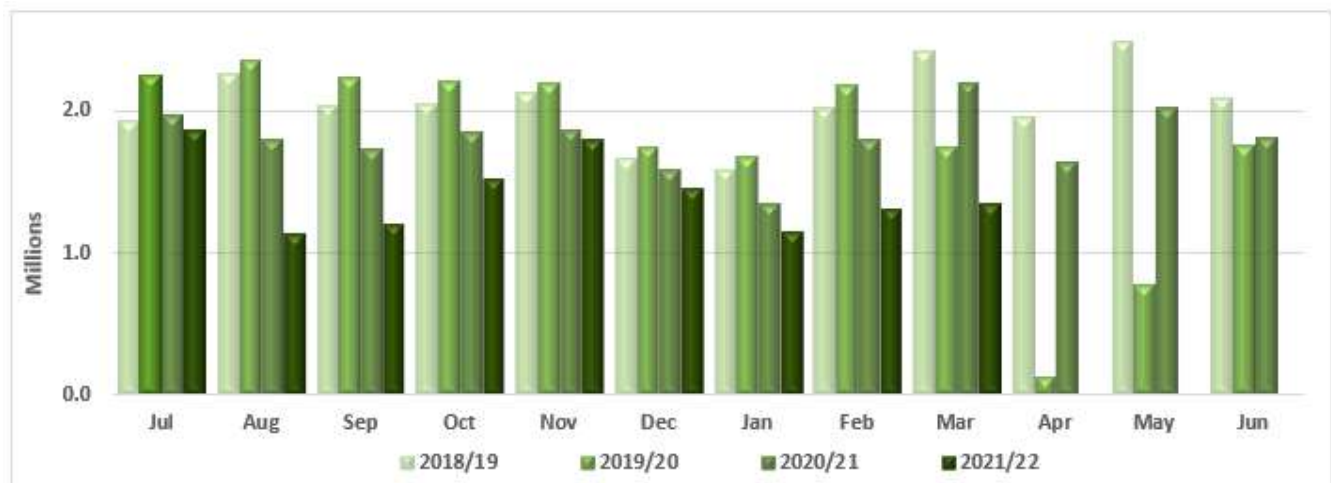
## Patronage

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 March 2022, under Red of the Covid-19 Protection Framework, 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 Red of the Covid-19 Protection Framework, March bus passenger boardings were 38.4% lower than the same month last year and 20.7% 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).



Boardings by area - current month

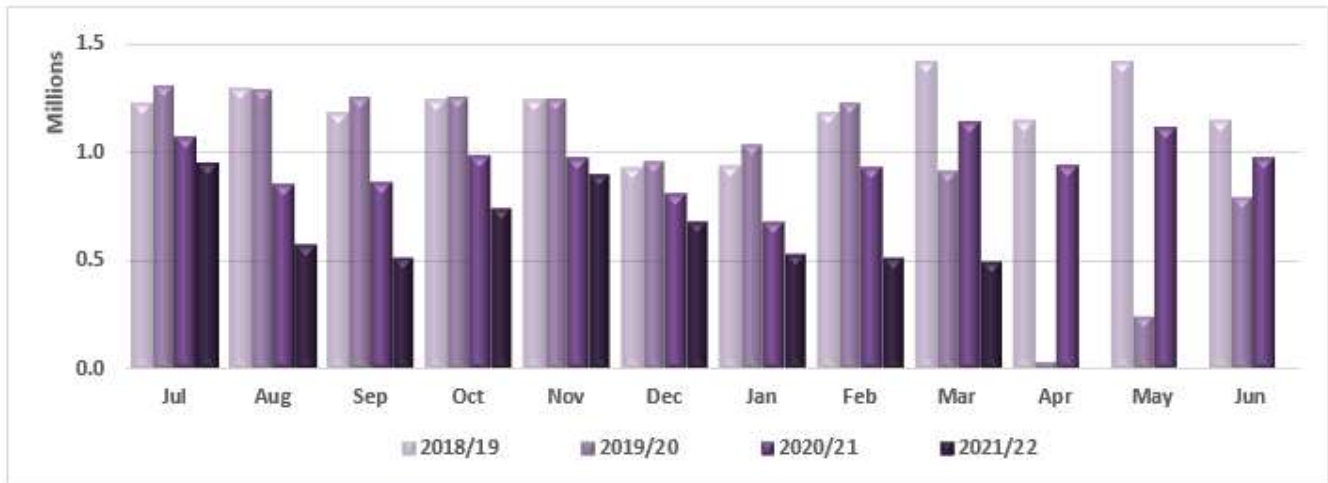
	Mar-22	Mar-21	% Change
Wellington	938,572	1,602,594	-41.4%
Hutt Valley	292,854	427,094	-31.4%
Porirua	63,034	93,158	-32.3%
Kapiti	46,420	57,436	-19.2%
Wairarapa	12,605	18,200	-30.7%
<b>Total</b>	<b>1,353,485</b>	<b>2,198,482</b>	<b>-38.4%</b>

Boardings by area - year to date (Jul - Mar)

	2021/22	2020/21	% Change
Wellington	9,319,736	11,800,405	-21.0%
Hutt Valley	2,558,471	3,198,509	-20.0%
Porirua	523,196	663,319	-21.1%
Kapiti	337,576	405,030	-16.7%
Wairarapa	91,205	115,864	-21.3%
<b>Total</b>	<b>12,830,184</b>	<b>16,183,127</b>	<b>-20.7%</b>

## Rail passenger boardings

Under Red of the Covid-19 Protection Framework, March rail passenger boardings were 56.4% lower than the same month last year, and 29.1% 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).



### Boardings by line - current month

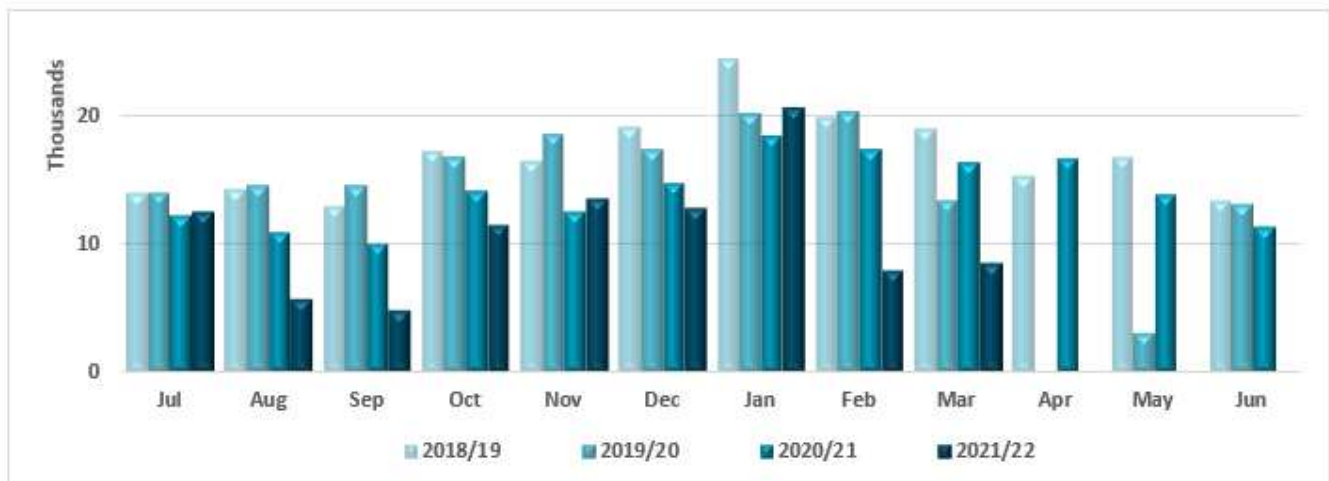
	Mar-22	Mar-21	% Change
Hutt Valley	209,229	485,295	-56.9%
Kapiti	197,488	473,230	-58.3%
Johnsonville	63,064	117,553	-46.4%
Wairarapa	26,131	61,911	-57.8%
<b>Total</b>	<b>495,912</b>	<b>1,137,989</b>	<b>-56.4%</b>

### Boardings by line - year to date (Jul - Mar)

	2021/22	2020/21	% Change
Hutt Valley	2,539,824	3,488,767	-27.2%
Kapiti	2,358,487	3,460,542	-31.8%
Johnsonville	631,632	849,212	-25.6%
Wairarapa	321,281	458,355	-29.9%
<b>Total</b>	<b>5,851,224</b>	<b>8,256,876</b>	<b>-29.1%</b>

## Ferry passenger boardings

Under Red of the Covid-19 Protection Framework, March ferry boardings show a decrease of 48.0% on the same month last year, and a 22.9% 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).



### Boardings - current month

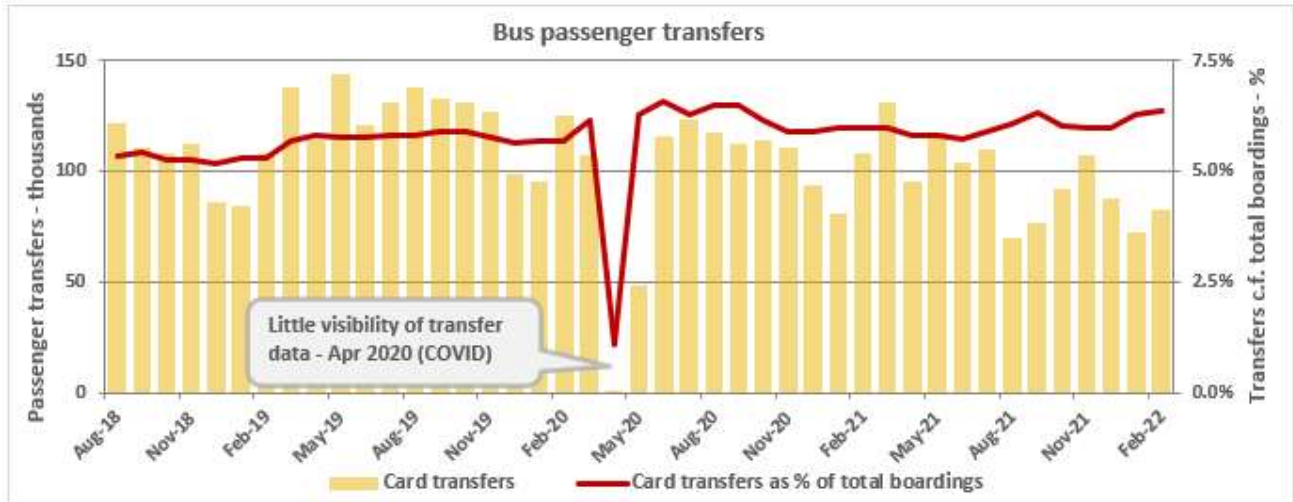
	Mar-22	Mar-21	% Change
<b>Total</b>	<b>8,426</b>	<b>16,209</b>	<b>-48.0%</b>

### Boardings - year to date (Jul - Mar)

	2021/22	2020/21	% Change
<b>Total</b>	<b>97,118</b>	<b>125,967</b>	<b>-22.9%</b>

## Bus passenger transfers and journeys

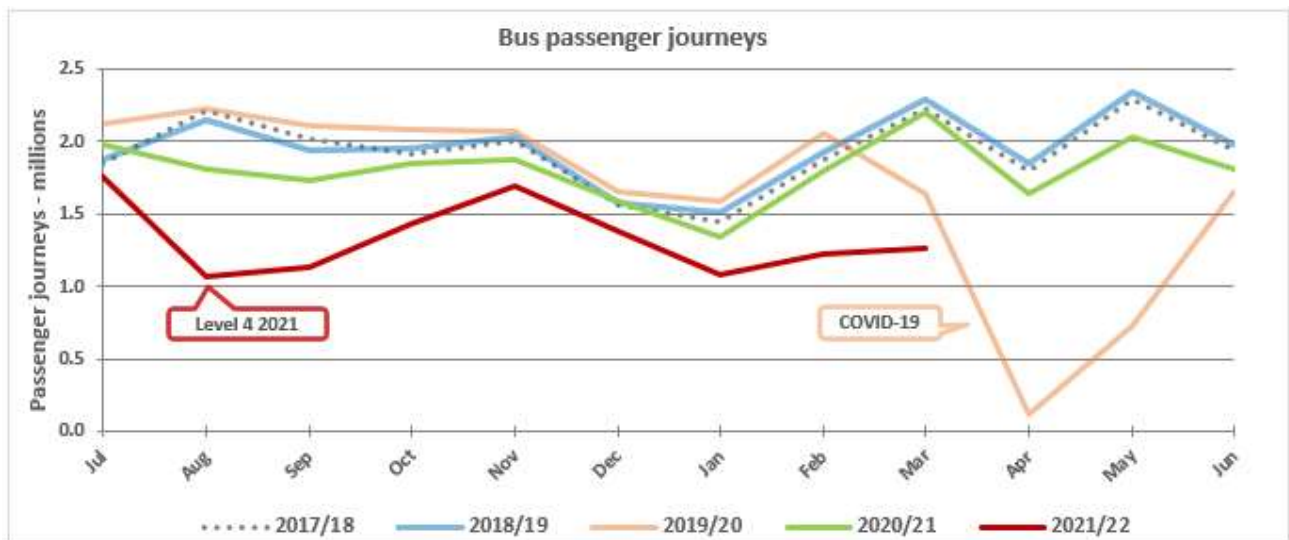
Metlink allows bus-to-bus transfers at no extra cost to passengers using a Snapper card, provided they tap on to the next bus within 30 minutes of tagging off the bus before. These card transfers accounted for 6.6% of passenger boardings for March.



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 March 2022 show a decrease of 42.5% on the same month last year, and a decrease of 25.6% for the year to date. This compares to growth of 6.5% from July 2019 to February 2020 (prior to Covid-19).



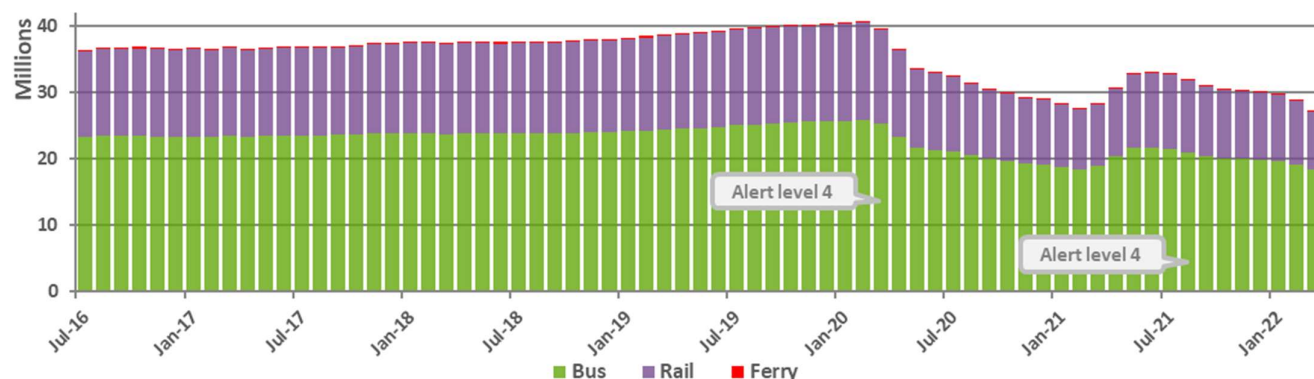
<sup>1</sup> Prior to the new Network, transfers accounted for c. 2.6 % based on 2014/15 data available to Metlink. This transfer rate has been assumed up until the new contracts were implemented between April and July 2018.

# Passenger boardings trend

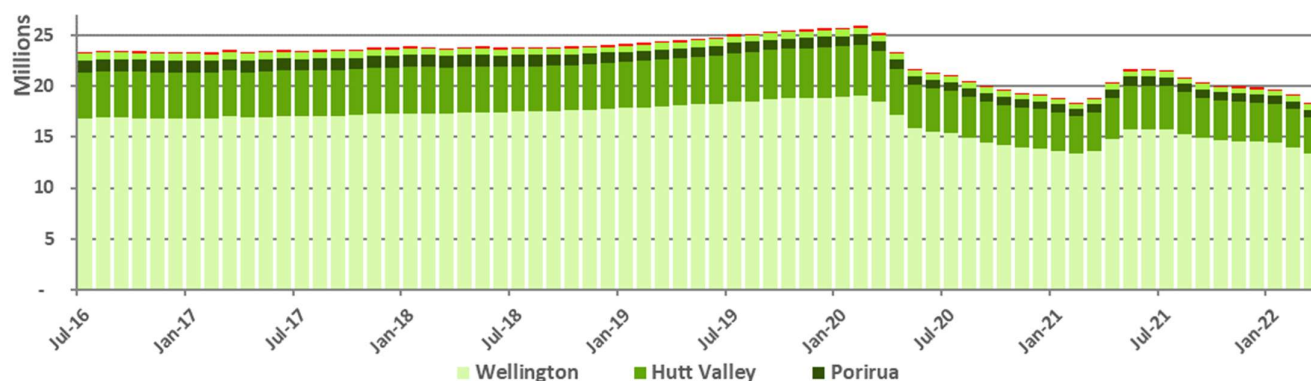
The following graphs show the number of passenger boardings using a 12-month rolling total.

There had been continuing growth up to February 2020, but with the Covid-19 pandemic (mid-March 2020 onwards, a move to level 4 in August 2021, and a move to Red of the Covid-19 Protection Framework in late January 2022) we can see decreased boardings growth for all modes.

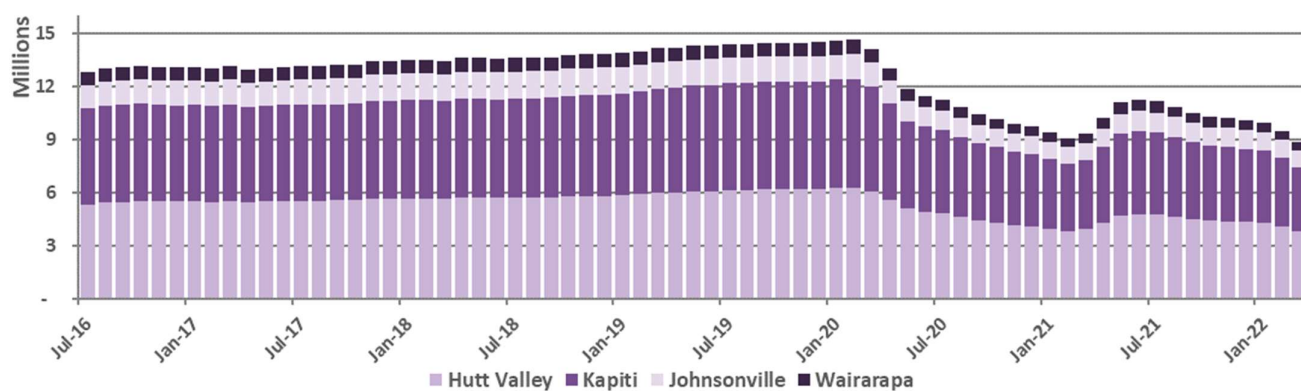
## All modes



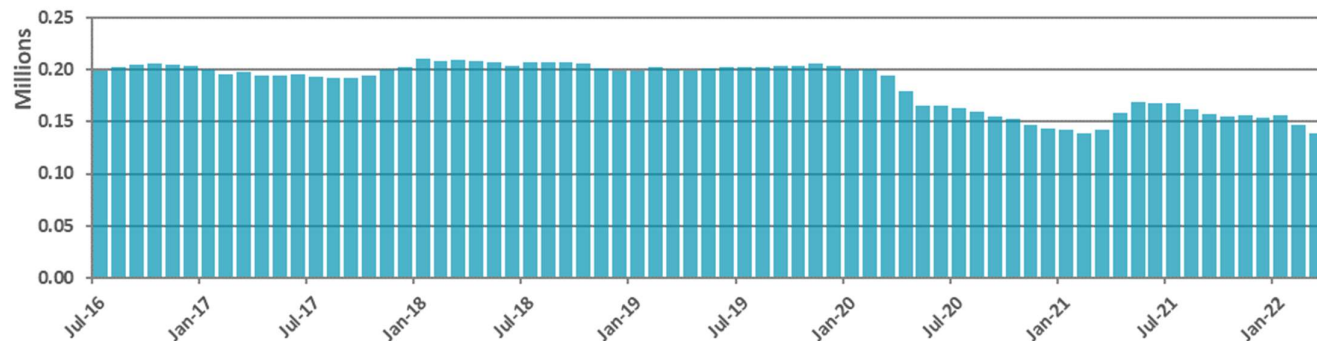
## Bus



## Rail



## Ferry







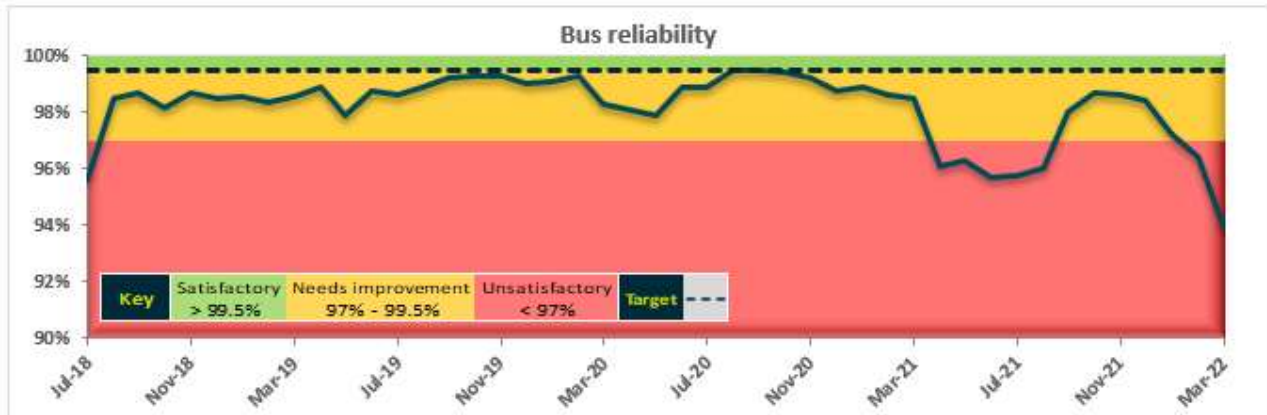
# Bus service delivery

## Reliability

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

In March, 93.9% of bus services were delivered, and 97.0% for the year to date.

Reliability this month was significantly impacted by cancellations, due to a number of positive COVID cases and isolation requirements amongst frontline staff.

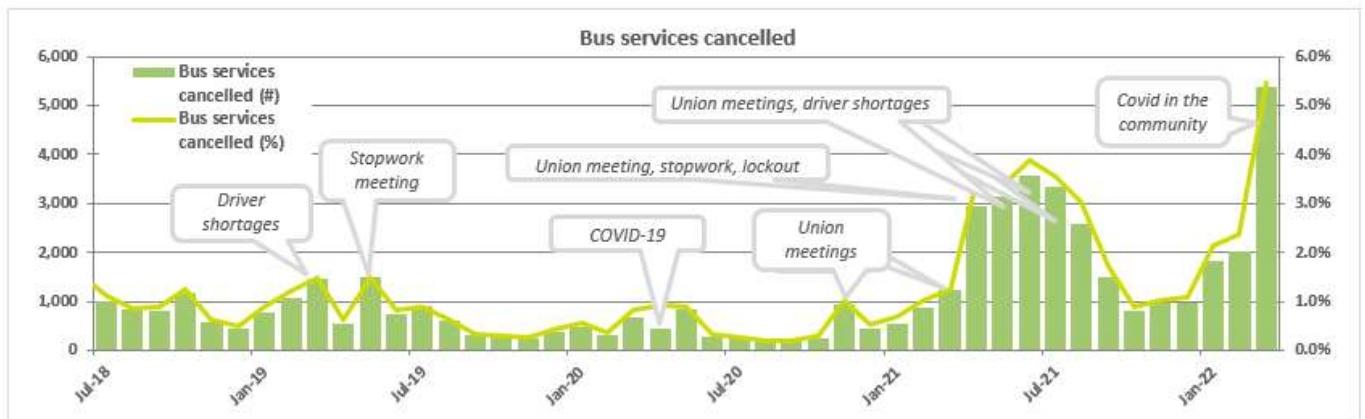


Reliability - current month

	Mar-22	Mar-21	% Change
Wellington City			
Newlands & Tawa	99.1%	99.6%	-0.5%
East, West & City	92.6%	97.6%	-5.0%
North, South, Khandallah & Brooklyn	92.3%	98.0%	-5.6%
Hutt Valley	94.1%	99.3%	-5.2%
Porirua	94.4%	99.0%	-4.6%
Kapiti	99.1%	99.8%	-0.7%
Wairarapa	99.1%	99.4%	-0.2%
<b>Total</b>	<b>93.9%</b>	<b>98.5%</b>	<b>-4.6%</b>

Reliability - year to date (Jul - Mar)

	2021/22	2020/21	% Change
Wellington City			
Newlands & Tawa	99.4%	99.7%	-0.3%
East, West & City	96.6%	98.2%	-1.6%
North, South, Khandallah & Brooklyn	95.7%	99.0%	-3.3%
Hutt Valley	97.2%	99.4%	-2.2%
Porirua	97.3%	99.4%	-2.1%
Kapiti	99.7%	99.8%	-0.1%
Wairarapa	98.9%	99.3%	-0.4%
<b>Total</b>	<b>97.0%</b>	<b>99.0%</b>	<b>-2.0%</b>

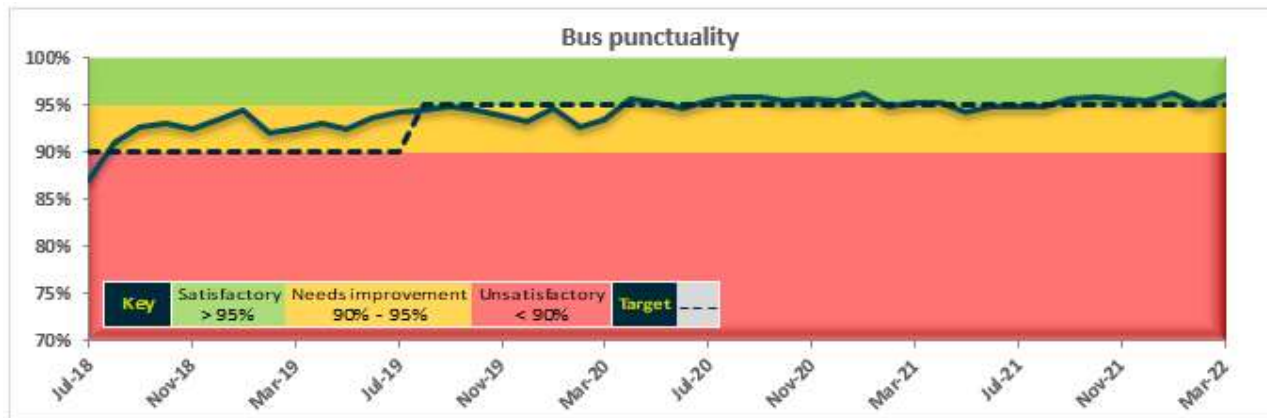


## Punctuality

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

Bus service punctuality was 96.0% in March, and 95.5% for the year to date.

Punctuality improved this month, anecdotally reflecting lighter traffic and passenger volumes. Some services however remain affected by a high number of road works across the network, and late trains and bus replacement arrivals continue to affect punctuality in the Wairarapa.



Punctuality - current month

	Mar-22	Mar-21	% Change
Wellington City			
Newlands & Tawa	96.1%	95.0%	1.2%
East, West & City	97.1%	95.6%	1.6%
North, South, Khandallah & Brooklyn	91.6%	94.1%	-2.5%
Hutt Valley	97.0%	95.1%	2.0%
Porirua	95.9%	95.7%	0.3%
Kapiti	98.3%	98.7%	-0.4%
Wairarapa	94.7%	93.6%	1.1%
<b>Total</b>	<b>96.0%</b>	<b>95.3%</b>	<b>0.7%</b>

Punctuality - year to date (Jul - Mar)

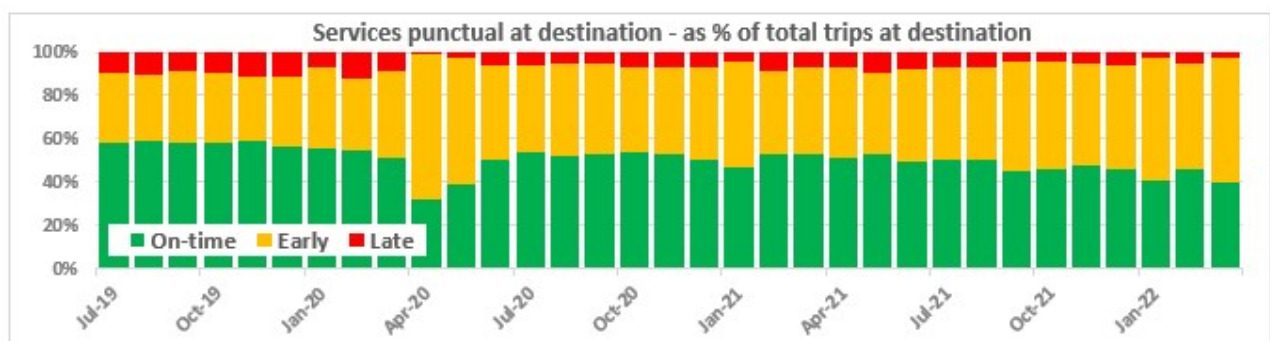
	2021/22	2020/21	% Change
Wellington City			
Newlands & Tawa	95.1%	94.0%	1.1%
East, West & City	96.7%	96.0%	0.7%
North, South, Khandallah & Brooklyn	92.3%	94.1%	-1.8%
Hutt Valley	96.1%	95.8%	0.3%
Porirua	95.4%	96.1%	-0.7%
Kapiti	98.2%	98.3%	-0.1%
Wairarapa	92.3%	93.3%	-1.0%
<b>Total</b>	<b>95.5%</b>	<b>95.6%</b>	<b>-0.1%</b>

## 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 March, 39.8% of bus services recorded at destination arrived on time, with a further 57.5% arriving more than one minute early. Only 2.7% of services arrived more than five minutes late.



**Punctuality at destination - current month**

	Mar-22	Mar-21	% Change
On-time	39.8%	52.8%	-13.0%
Early	57.5%	40.1%	17.4%
Late	2.7%	7.1%	-4.4%

**Punctuality at destination - year to date (Jul - Mar)**

	2021/22	2020/21	% Change
On-time	45.7%	52.2%	-6.5%
Early	49.4%	41.5%	7.9%
Late	4.9%	6.3%	-1.4%

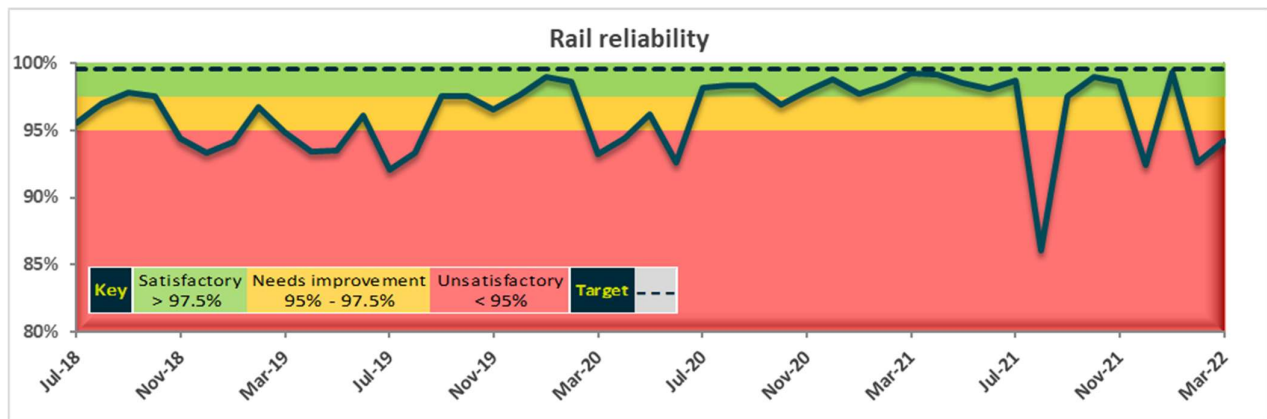
# Rail service delivery

## 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 94.2% in March and 95.6% for the year to date.

Reliability in March was affected by staff shortages caused by COVID. We put in place some targeted cancellations, which minimized the disruption, and also gave customers pre-warning of services that were going to be affected.

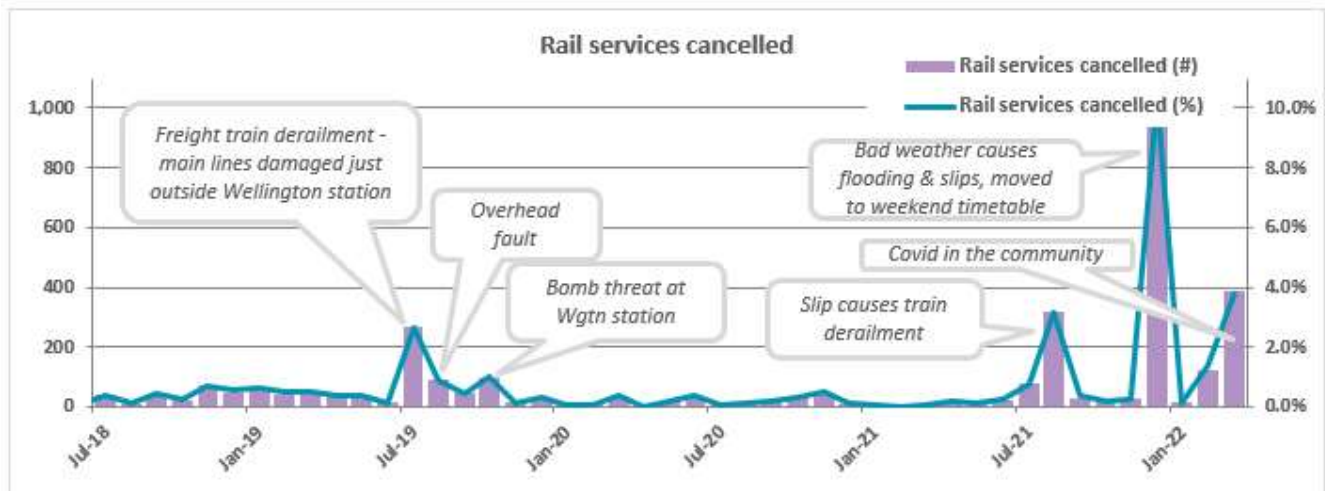


**Reliability - current month**

	Mar-22	Mar-21	% Change
Hutt Valley	94.5%	99.6%	-5.1%
Johnsonville	92.2%	99.0%	-6.8%
Kapiti	95.5%	99.1%	-3.6%
Wairarapa	91.5%	96.3%	-4.8%
<b>Total</b>	<b>94.2%</b>	<b>99.2%</b>	<b>-5.0%</b>

**Reliability - year to date (Jul - Mar)**

	2021/22	2020/21	% Change
Hutt Valley	97.1%	98.2%	-1.1%
Johnsonville	94.7%	99.0%	-4.3%
Kapiti	94.5%	98.1%	-3.6%
Wairarapa	92.9%	92.5%	0.4%
<b>Total</b>	<b>95.6%</b>	<b>98.2%</b>	<b>-2.6%</b>



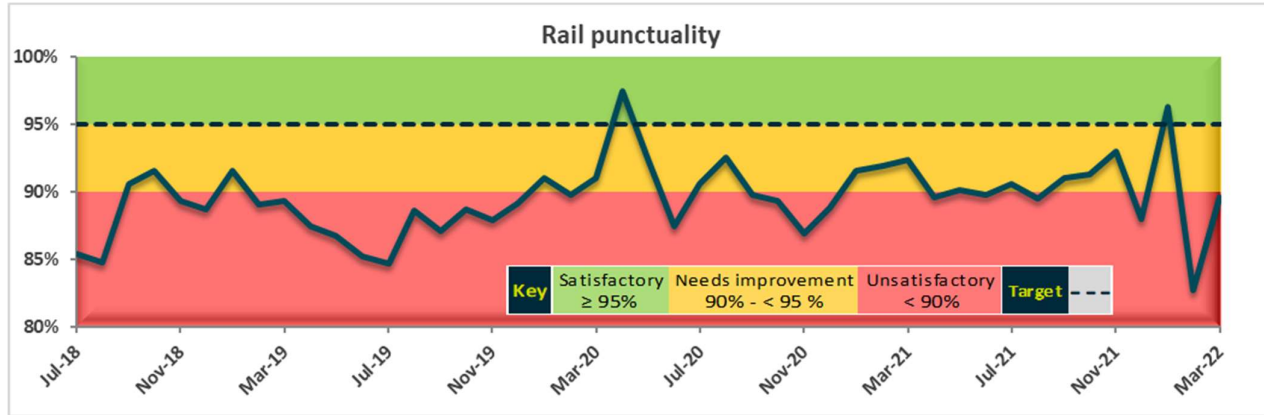


## Punctuality

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 March was 89.6% and 90.3% for the year to date.

Adverse weather towards the end of March led to increased speed restrictions on the Kapiti and Johnsonville lines, causing delays to services. Other than that, there were a few relatively minor network disruptions that delayed services but did not lead to wider cancellations.



**Punctuality - current month**

	Mar-22	Mar-21	% Change
Hutt Valley	93.7%	94.3%	-0.6%
Johnsonville	90.4%	96.4%	-6.0%
Kapiti	96.3%	89.2%	7.1%
Wairarapa	60.7%	62.2%	-1.5%
<b>Total</b>	<b>89.6%</b>	<b>92.4%</b>	<b>-2.8%</b>

**Punctuality - year to date (Jul - Mar)**

	2021/22	2020/21	% Change
Hutt Valley	93.2%	91.1%	2.1%
Johnsonville	95.8%	97.2%	-1.4%
Kapiti	84.4%	86.6%	-2.2%
Wairarapa	61.7%	60.5%	1.2%
<b>Total</b>	<b>90.3%</b>	<b>90.4%</b>	<b>-0.1%</b>



# Fare revenue

## Bus and rail fare revenue

The table below compares revenue received for fares on bus and rail, compared to budgeted fare revenue.

There was a budget shortfall of \$5.0m (-52%) in March, and a shortfall of \$26.2m (-37%) for the year to date.

Fare revenue - current month

	Mar-22	Budget	Excess/Shortfall
Bus	2,345,153	4,493,624	- 2,148,471
Rail	2,185,292	5,025,859	- 2,840,567
<b>Total</b>	<b>\$ 4,530,445</b>	<b>\$ 9,519,483</b>	<b>-\$ 4,989,038</b>

Fare revenue - year to date (Jul - Mar)

	2021/22	Budget	Excess/Shortfall
Bus	20,956,268	33,252,819	- 12,296,551
Rail	23,242,051	37,191,361	- 13,949,310
<b>Total</b>	<b>\$44,198,319</b>	<b>\$70,444,180</b>	<b>-\$ 26,245,861</b>

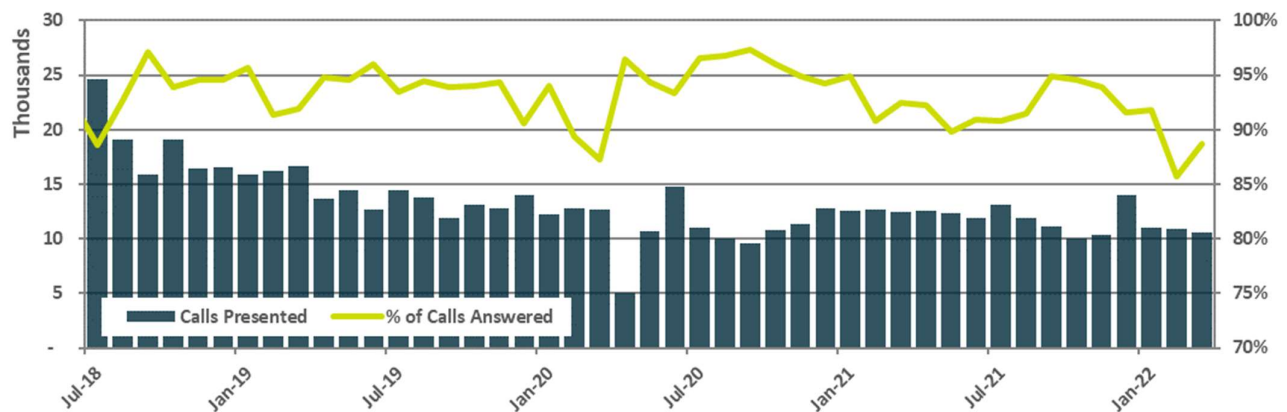
Greater Wellington receives government grants from Waka Kotahi NZ Transport Agency for various costs, including subsidies for the provision of public transport.

For the current year (2021/22) Waka Kotahi have agreed to fund 51 percent (at the current Funding Assistance Rate) of the additional revenue shortfall to 30 June 2022. The remaining 49 percent shortfall will be financed from debt funding as set out in the LTP (up to \$7.5m for FY21/22).

# Customer Contact

## Call centre incoming calls

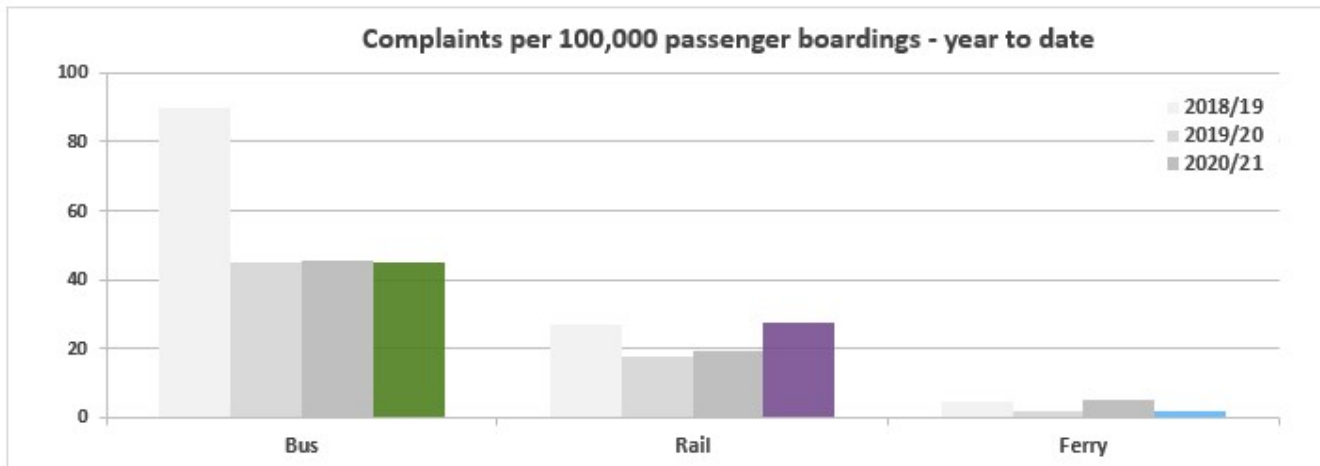
Metlink answered 88.7% of the 10,500 calls received in March, and 91.5% of the 94,000 calls year to date.



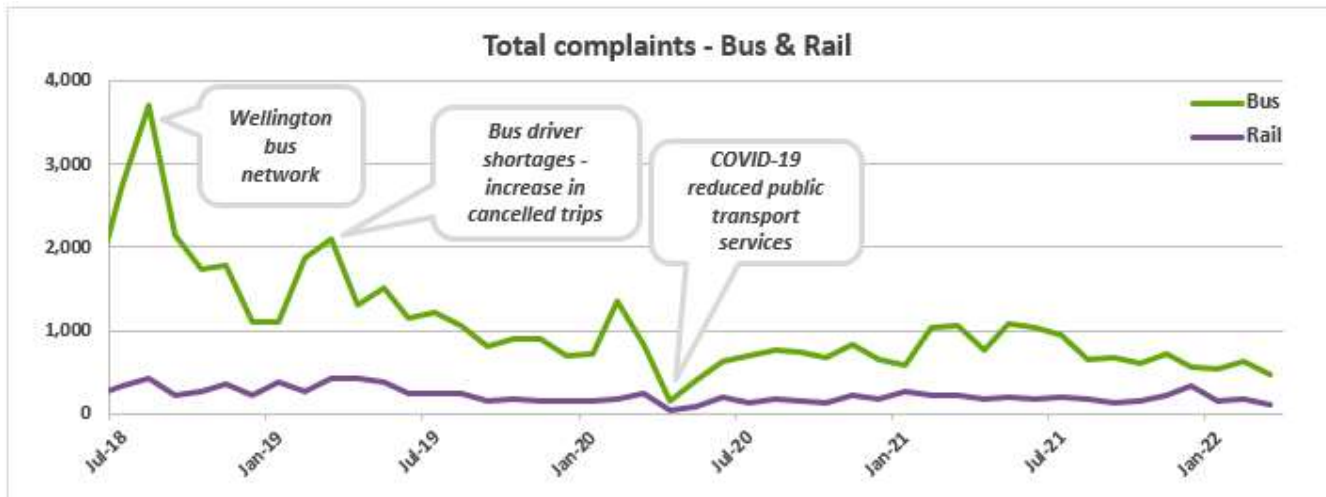
# Complaints

## 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.

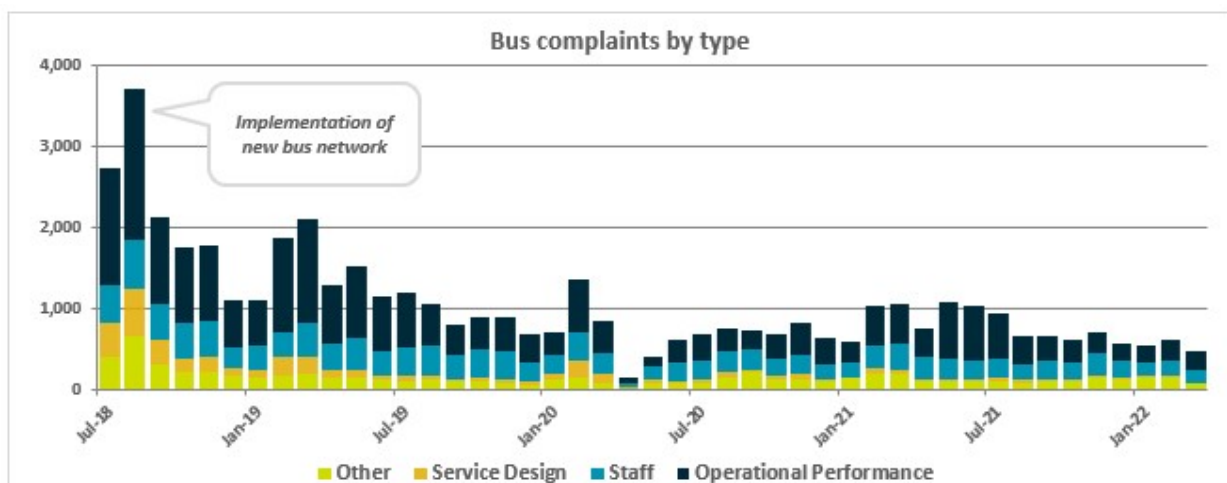


Complaints for both bus and rail have trended downwards overall.



## Bus complaints

Bus complaints for the month were 55.4% lower than in March last year, and 17.5% lower for the year to date - operational performance and staff related complaints were 78% of bus complaints for the month.



### Bus complaints - current month

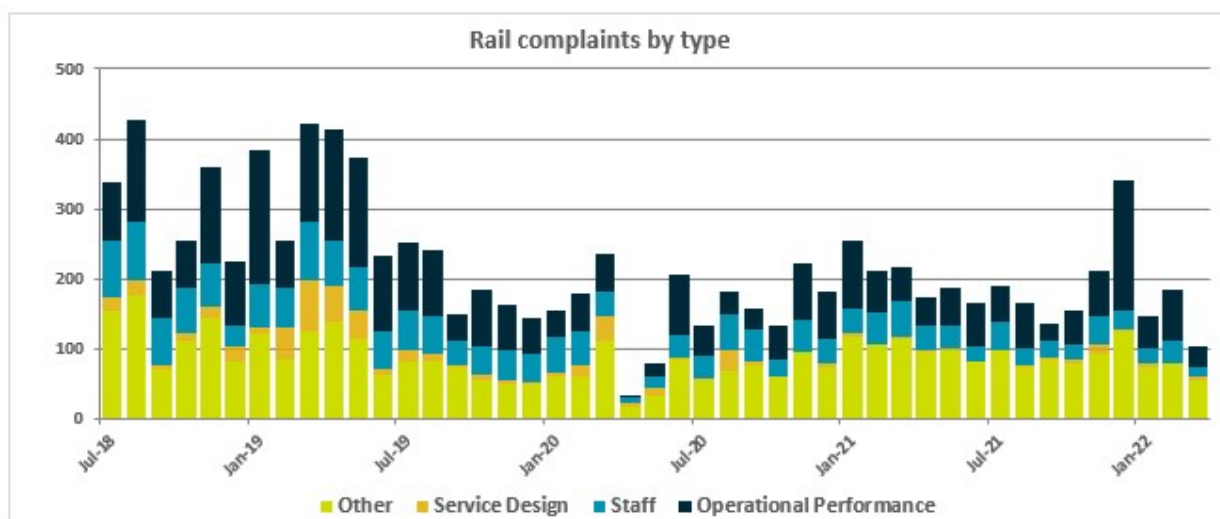
	Mar-22	Mar-21	% Change
Wellington			
Newlands, Tawa	20	45	-55.6%
East-West, City	154	300	-48.7%
North-south, Khandallah, Brooklyn	130	383	-66.1%
Hutt Valley	133	265	-49.8%
Porirua	27	55	-50.9%
Kapiti	10	14	-28.6%
Wairarapa	1	2	-50.0%
<b>Total</b>	<b>475</b>	<b>1,064</b>	<b>-55.4%</b>

### Bus complaints - year to date (Jul - Mar)

	2021/22	2020/21	% Change
Wellington			
Newlands, Tawa	209	287	-27.2%
East-West, City	1,897	2,495	-24.0%
North-south, Khandallah, Brooklyn	1,785	2,267	-21.3%
Hutt Valley	1,553	1,561	-0.5%
Porirua	244	298	-18.1%
Kapiti	93	91	2.2%
Wairarapa	19	28	-32.1%
<b>Total</b>	<b>5,800</b>	<b>7,027</b>	<b>-17.5%</b>

## Rail complaints

Rail complaints for March were 52.3% lower than the same month last year, and 3.6% lower for the year to date - operational performance and staff related complaints were 51% of rail complaints for the month.



### Rail complaints - current month

	Mar-22	Mar-21	% Change
Hutt Valley	36	73	-50.7%
Kapiti	33	52	-36.5%
Johnsonville	12	18	-33.3%
Wairarapa	5	34	-85.3%
General	17	39	-56.4%
<b>Total</b>	<b>103</b>	<b>216</b>	<b>-52.3%</b>

### Rail complaints - year to date (Jul - Mar)

	2021/22	2020/21	% Change
Hutt Valley	461	575	-19.8%
Kapiti	573	502	14.1%
Johnsonville	136	95	43.2%
Wairarapa	169	211	-19.9%
General	289	305	-5.2%
<b>Total</b>	<b>1,628</b>	<b>1,688</b>	<b>-3.6%</b>