

Metlink performance report



May 2022

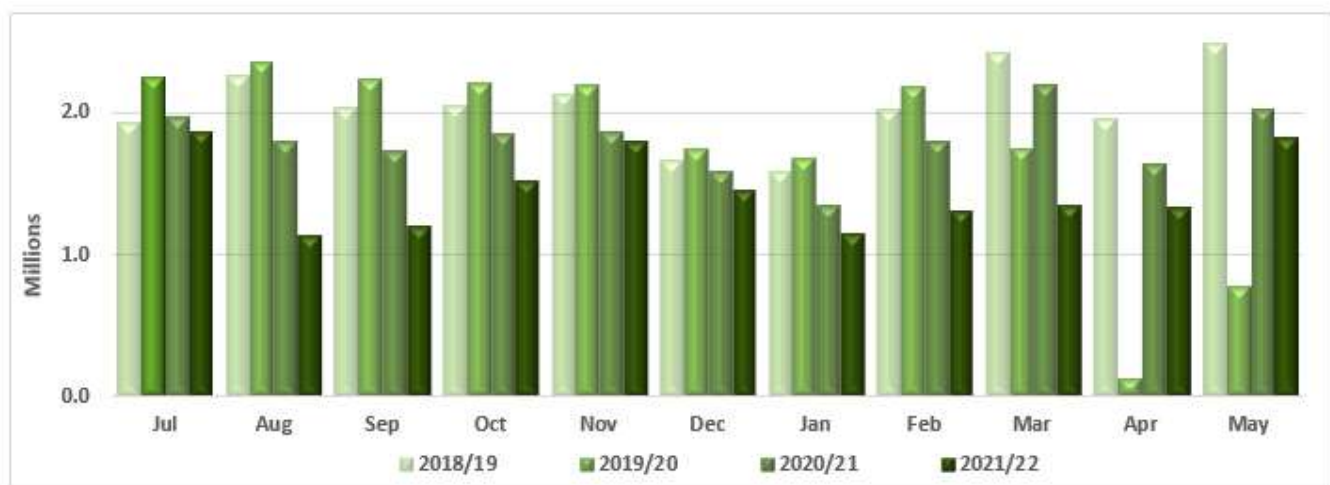
Patronage

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 May 2022, under Orange 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 Orange of the Covid-19 Protection Framework, May bus passenger boardings were 9.9% lower than the same month last year and 19.4% 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

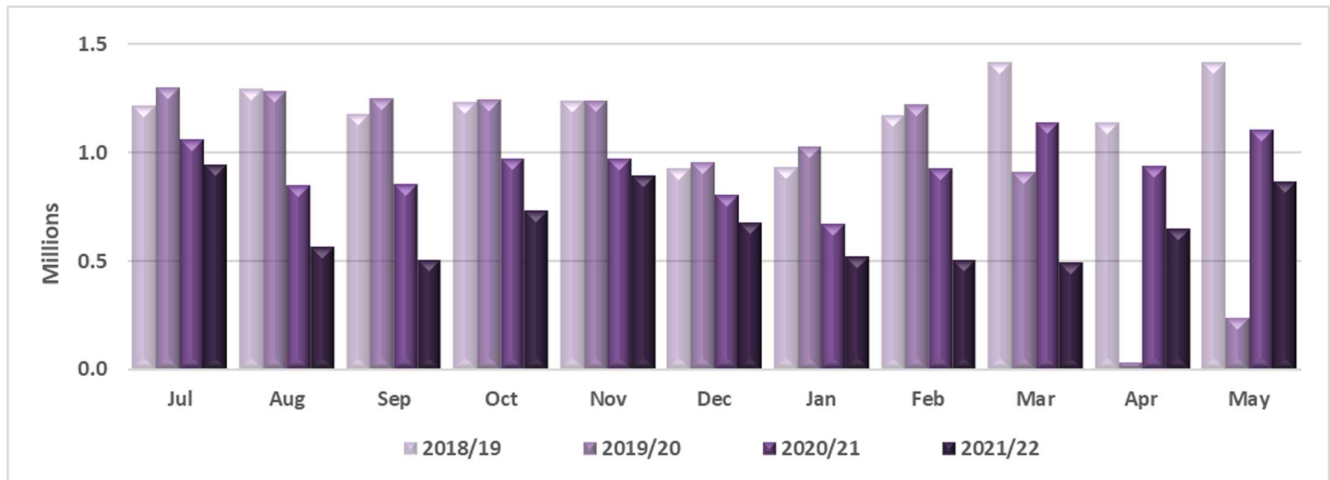
	May-22	May-21	% Change
Wellington	1,321,079	1,491,623	-11.4%
Hutt Valley	365,667	386,878	-5.5%
Porirua	78,508	84,400	-7.0%
Kapiti	52,344	53,788	-2.7%
Wairarapa	14,094	16,420	-14.2%
Total	1,831,692	2,033,109	-9.9%

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

	2021/22	2020/21	% Change
Wellington	11,605,263	14,500,576	-20.0%
Hutt Valley	3,194,052	3,900,072	-18.1%
Porirua	656,091	813,771	-19.4%
Kapiti	424,651	497,453	-14.6%
Wairarapa	115,368	143,707	-19.7%
Total	15,995,425	19,855,579	-19.4%

Rail passenger boardings

Under Orange of the Covid-19 Protection Framework, May rail passenger boardings were 21.7% lower than the same month last year, and 28.5% 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

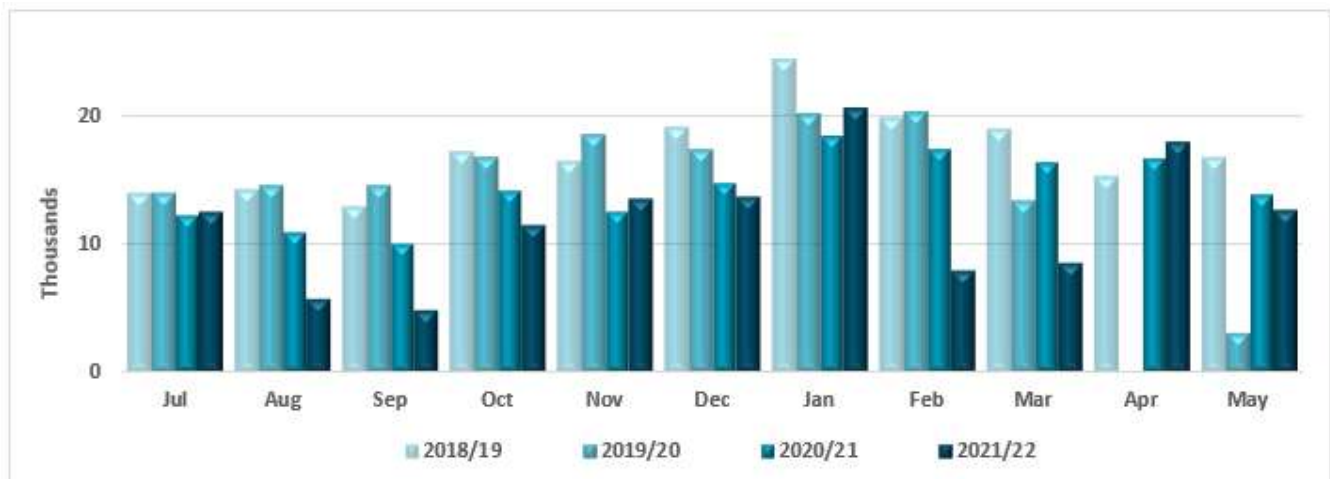
	May-22	May-21	% Change
Hutt Valley	366,843	475,039	-22.8%
Kapiti	350,189	459,222	-23.7%
Johnsonville	102,092	112,692	-9.4%
Wairarapa	46,705	58,840	-20.6%
Total	865,829	1,105,793	-21.7%

Boardings by line - year to date (Jul - May)

	2021/22	2020/21	% Change
Hutt Valley	3,180,908	4,360,804	-27.1%
Kapiti	2,964,708	4,315,024	-31.3%
Johnsonville	824,426	1,051,092	-21.6%
Wairarapa	399,544	573,096	-30.3%
Total	7,369,586	10,300,016	-28.5%

Ferry passenger boardings

Under Orange of the Covid-19 Protection Framework, May ferry boardings show a decrease of 8.5% on the same month last year, and a decrease of 17.8% 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

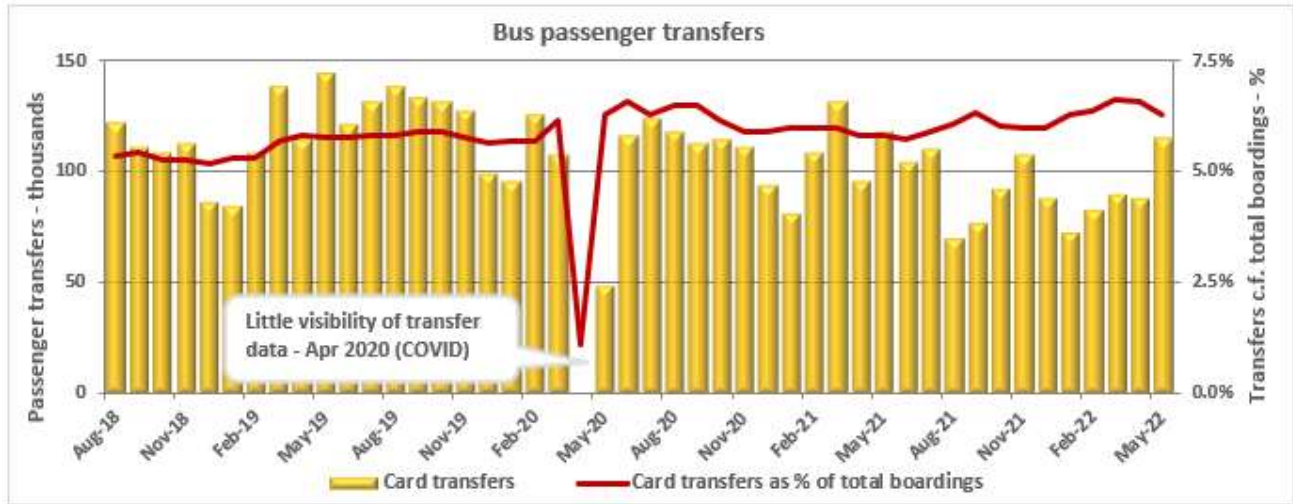
	May-22	May-21	% Change
Total	12,646	13,825	-8.5%

Boardings - year to date (Jul - May)

	2021/22	2020/21	% Change
Total	128,612	156,427	-17.8%

Bus passenger transfers and journeys

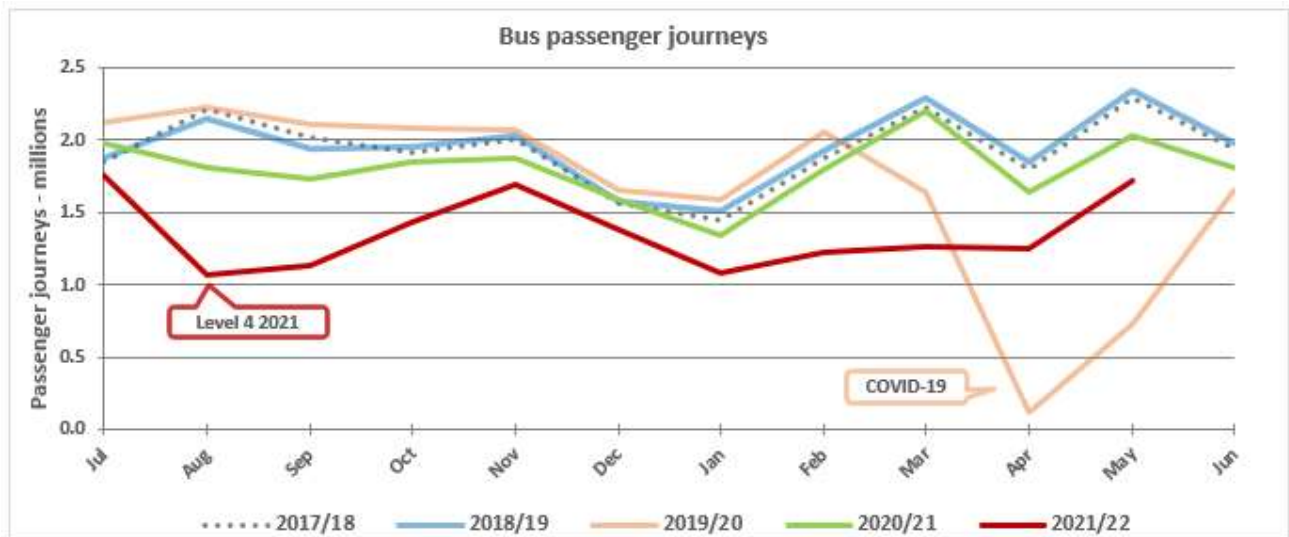
Metlink allows bus-to-bus transfers at no extra cost to passengers using a Snapper card, provided they tap on to the next bus within 30 minutes of tagging off the bus before. These card transfers accounted for 6.3% of passenger boardings for May.



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 May 2022 show a decrease of 15.6% on the same month last year, and a decrease of 24.4% for the year to date. This compares to growth of 6.5% from July 2019 to February 2020 (prior to Covid-19).



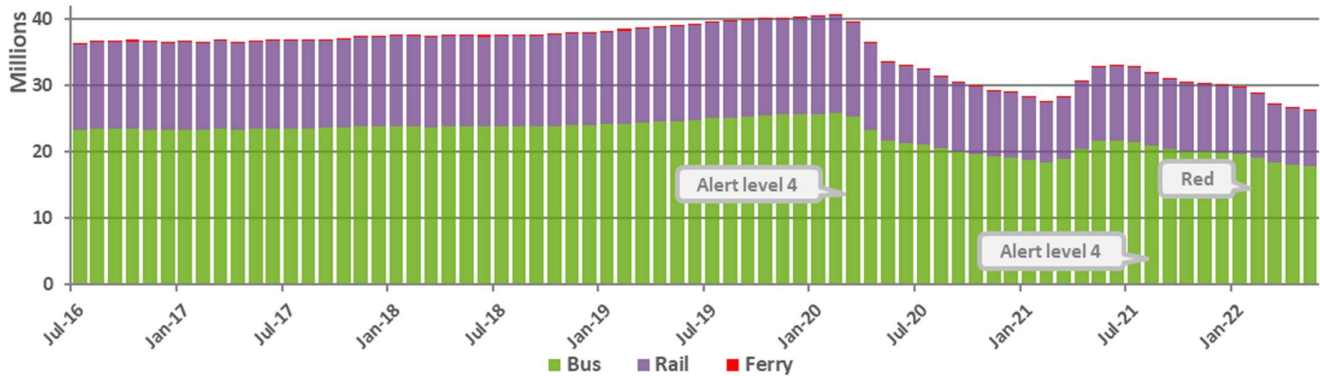
¹ Prior to the new Network, transfers accounted for c. 2.6 % based on 2014/15 data available to Metlink. This transfer rate has been assumed up until the new contracts were implemented between April and July 2018.

Passenger boardings trend

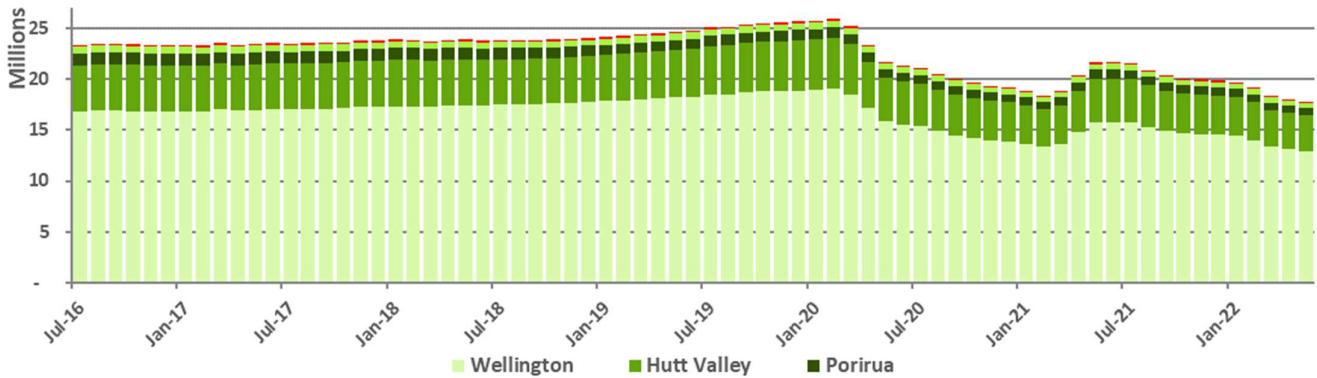
The following graphs show the number of passenger boardings using a 12-month rolling total.

There had been continuing growth up to February 2020, but with the Covid-19 pandemic (mid-March 2020 onwards, 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.

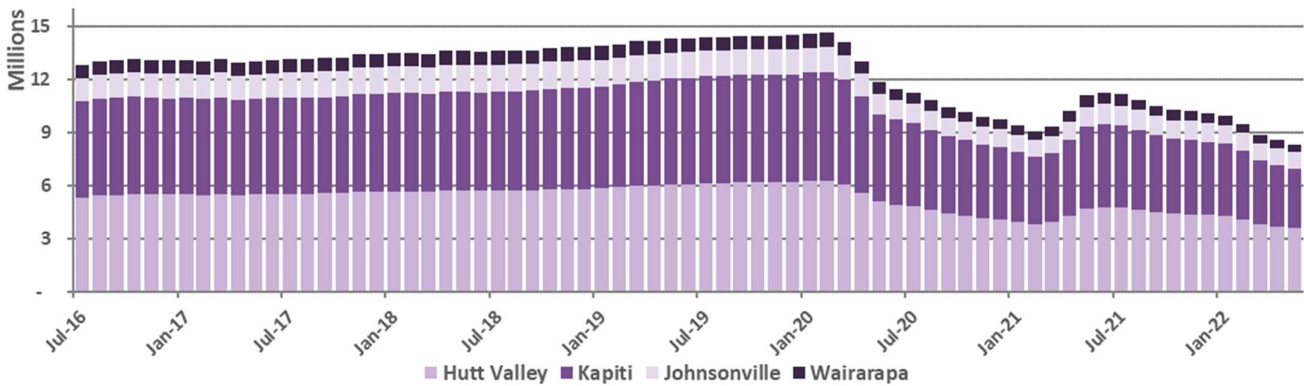
All modes



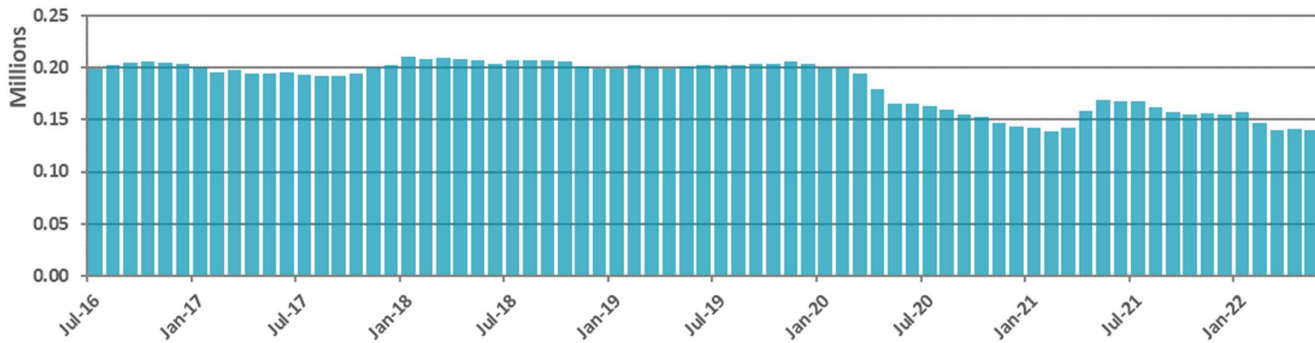
Bus



Rail



Ferry





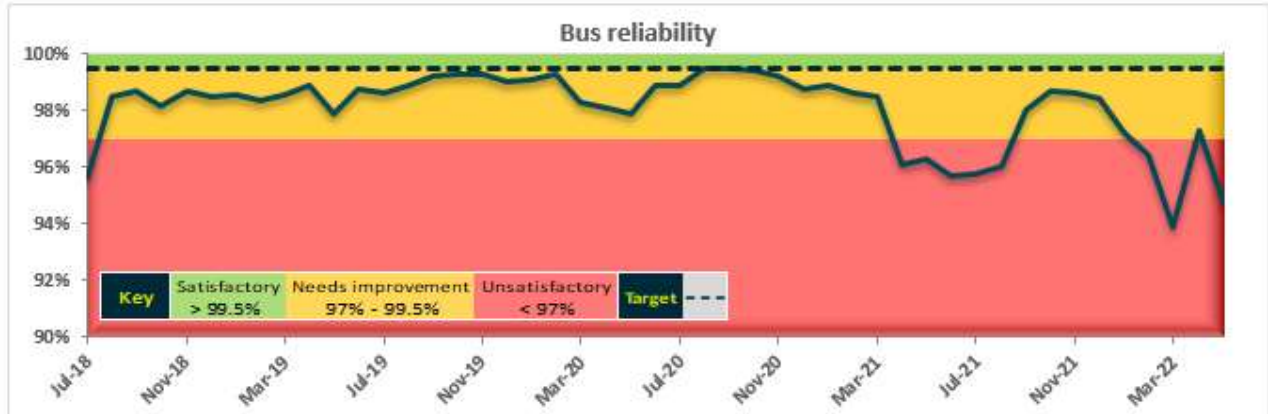
Bus service delivery

Reliability

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

In May, 94.8% of bus services were delivered, and 96.8% for the year to date.

Reliability has suffered this month again due to a driver shortage, and unplanned absenteeism including due to COVID 19.

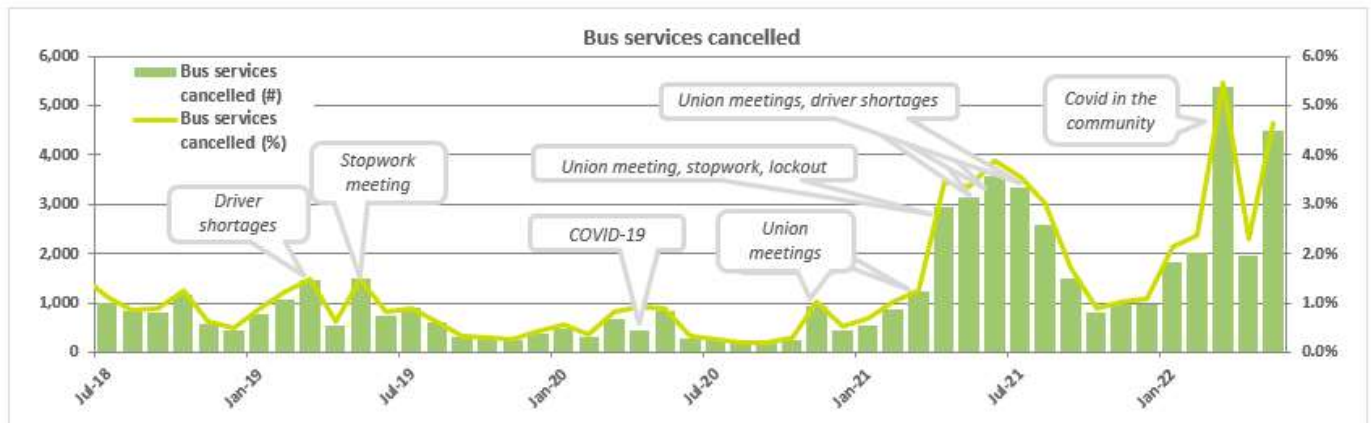


Reliability - current month

	May-22	May-21	% Change
Wellington City			
Newlands & Tawa	99.5%	99.7%	-0.2%
East, West & City	94.0%	96.4%	-2.5%
North, South, Khandallah & Brooklyn	90.0%	93.2%	-3.2%
Hutt Valley	97.9%	97.3%	0.6%
Porirua	93.9%	96.3%	-2.4%
Kapiti	99.7%	99.8%	-0.1%
Wairarapa	99.2%	99.1%	0.0%
Total	94.8%	96.3%	-1.6%

Reliability - year to date (Jul - May)

	2021/22	2020/21	% Change
Wellington City			
Newlands & Tawa	99.5%	99.7%	-0.2%
East, West & City	96.3%	97.3%	-1.0%
North, South, Khandallah & Brooklyn	95.3%	98.4%	-3.1%
Hutt Valley	97.3%	99.1%	-1.8%
Porirua	97.0%	99.0%	-2.0%
Kapiti	99.7%	99.8%	-0.1%
Wairarapa	98.9%	99.2%	-0.3%
Total	96.8%	98.5%	-1.7%

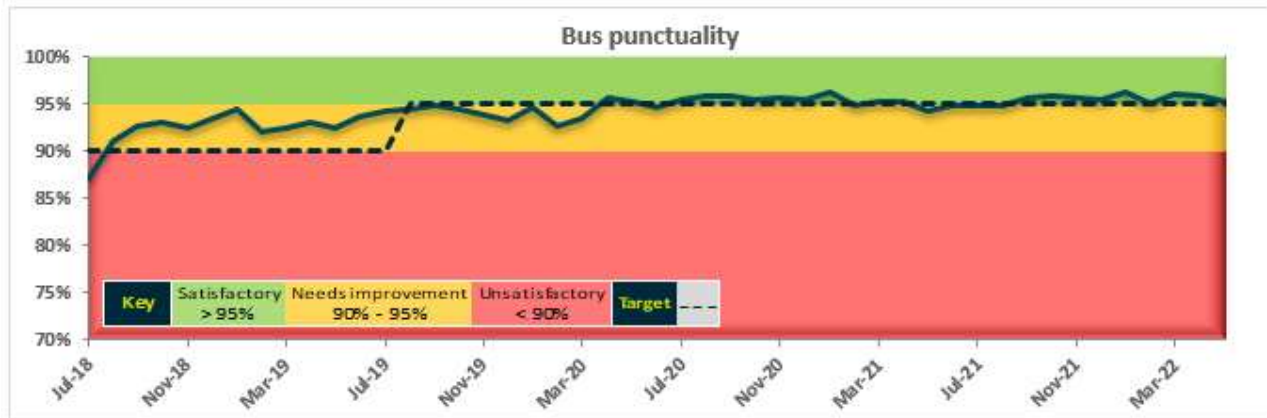


Punctuality

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

Bus service punctuality was 95.2% in May, and 95.5% for the year to date.

Punctuality remained mostly stable this month. However, some services remain affected by a high number of road works across the network, while late trains and bus replacement arrivals continue to affect punctuality in the Wairarapa.



Punctuality - current month

	May-22	May-21	% Change
Wellington City			
Newlands & Tawa	95.4%	91.3%	4.1%
East, West & City	96.8%	95.1%	1.8%
North, South, Khandallah & Brooklyn	90.4%	91.9%	-1.5%
Hutt Valley	95.9%	94.1%	1.8%
Porirua	95.2%	95.5%	-0.3%
Kapiti	97.8%	98.3%	-0.5%
Wairarapa	92.5%	93.3%	-0.8%
Total	95.2%	94.2%	0.9%

Punctuality - year to date (Jul - May)

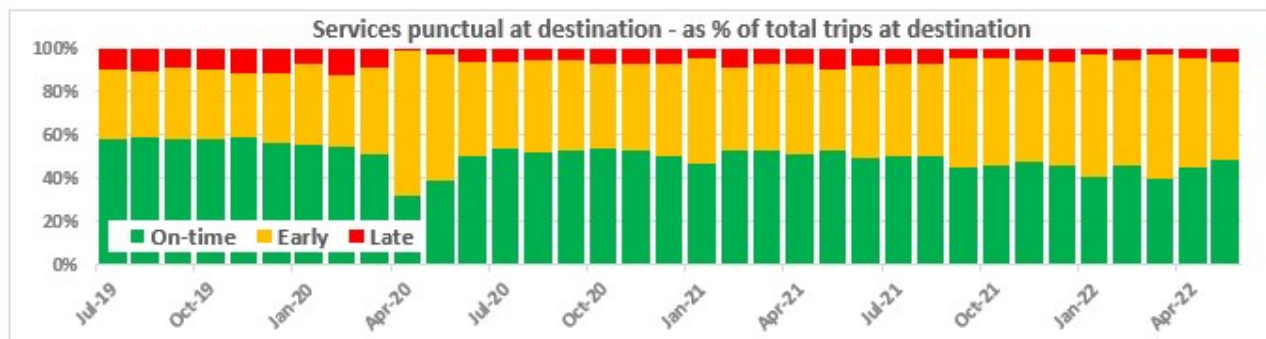
	2021/22	2020/21	% Change
Wellington City			
Newlands & Tawa	95.3%	93.7%	1.6%
East, West & City	96.8%	95.9%	0.9%
North, South, Khandallah & Brooklyn	92.1%	93.8%	-1.7%
Hutt Valley	96.1%	95.6%	0.5%
Porirua	95.5%	96.1%	-0.6%
Kapiti	98.1%	98.3%	-0.2%
Wairarapa	92.3%	93.3%	-1.0%
Total	95.5%	95.4%	0.1%

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 May, 48.8% of bus services recorded at destination arrived on time, with a further 45.6% arriving more than one minute early. Only 5.7% of services arrived more than five minutes late.



Punctuality at destination - current month

	May-22	May-21	% Change
On-time	48.8%	52.5%	-3.8%
Early	45.6%	38.2%	7.4%
Late	5.7%	9.3%	-3.6%

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

	2021/22	2020/21	% Change
On-time	45.9%	52.1%	-6.2%
Early	49.2%	41.2%	8.0%
Late	4.9%	6.7%	-1.7%

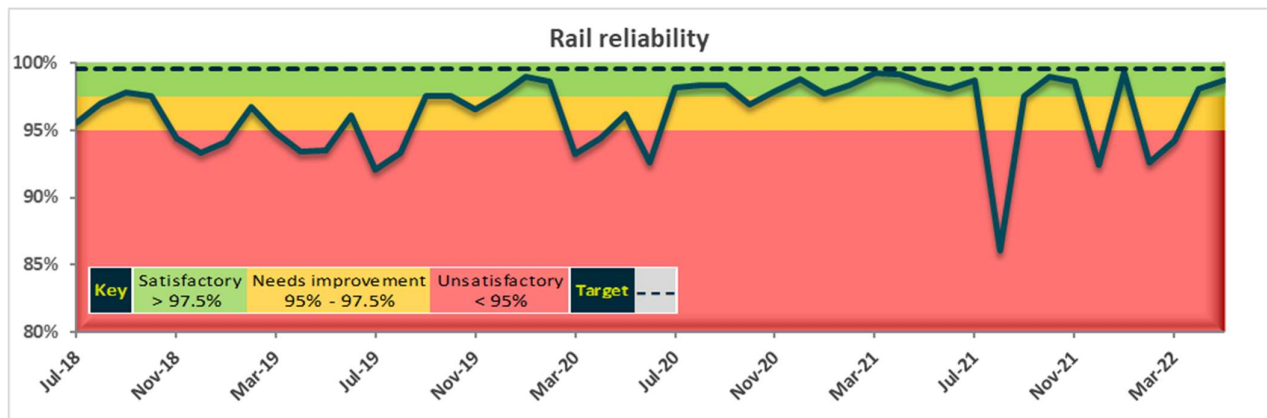
Rail service delivery

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 98.7% in May and 96.1% for the year to date.

An extensive program of works on the Hutt Valley line meant that every weekend and most weekdays had bus replacements running. Staff shortages due to COVID isolations led to some service cancellations in the month and COVID also had an impact on the supply of bus replacements - at times services were reduced to an hourly timetable.

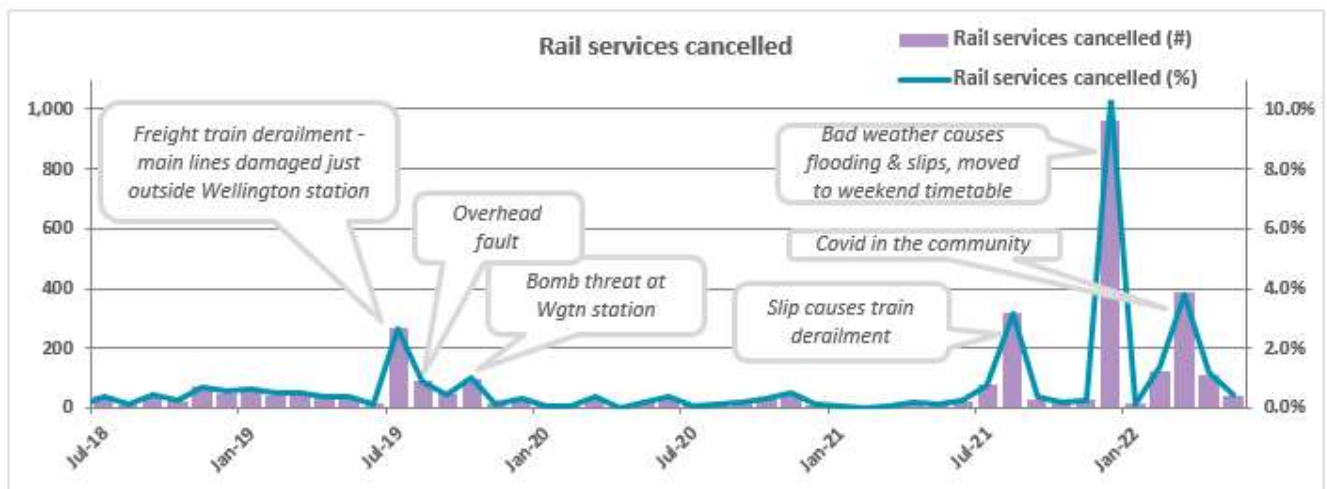


Reliability - current month

	May-22	May-21	% Change
Hutt Valley	98.5%	98.5%	0.0%
Johnsonville	99.1%	99.4%	-0.3%
Kapiti	98.8%	98.2%	0.6%
Wairarapa	94.3%	95.3%	-1.0%
Total	98.7%	98.5%	0.2%

Reliability - year to date (Jul - May)

	2021/22	2020/21	% Change
Hutt Valley	97.3%	98.3%	-1.0%
Johnsonville	95.5%	99.1%	-3.6%
Kapiti	95.3%	98.2%	-2.9%
Wairarapa	93.4%	93.1%	0.3%
Total	96.1%	98.3%	-2.2%

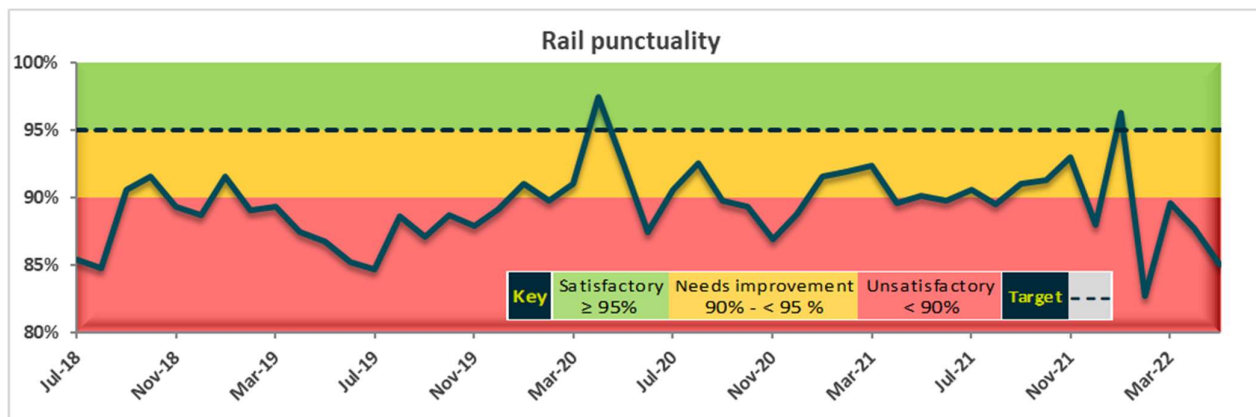


Punctuality

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 May was 85.0% and 89.5% for the year to date.

In May, the overall network punctuality was again impacted by speed restrictions applied to the Johnsonville line. This, and Wairarapa line performance, continue to be a focus, as both have been significantly affected by long term speed restrictions and the related operational consequences, with the Hutt line services being affected by late running Wairarapa services, or the single track on the Johnsonville line compounding the delays caused by the speed restriction.



Punctuality - current month

	May-22	May-21	% Change
Hutt Valley	83.3%	89.6%	-6.3%
Johnsonville	80.4%	95.9%	-15.5%
Kapiti	92.9%	89.7%	3.2%
Wairarapa	61.8%	45.3%	16.5%
Total	85.0%	90.1%	-5.1%

Punctuality - year to date (Jul - May)

	2021/22	2020/21	% Change
Hutt Valley	91.8%	90.9%	0.9%
Johnsonville	93.4%	96.7%	-3.3%
Kapiti	85.9%	87.1%	-1.2%
Wairarapa	60.4%	57.2%	3.2%
Total	89.5%	90.3%	-0.8%

Fare revenue

Bus and rail fare revenue

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

In April 2022 the Government introduced half-price fares – numbers reported here are for actual fare revenue, without adjustment for any additional Waka Kotahi funding during the half-price fares period.

There was a budget shortfall of \$5.8m (-68%) in May, and a shortfall of \$37.2m (-43%) for the year to date.

Fare revenue - current month

	May-22	Budget	Excess/Shortfall
Bus	1,500,712	4,044,261	- 2,543,549
Rail	1,218,212	4,523,274	- 3,305,062
Total	\$ 2,718,924	\$ 8,567,535	-\$ 5,848,611

Fare revenue - year to date (Jul - May)

	2021/22	Budget	Excess/Shortfall
Bus	23,577,227	40,891,980	- 17,314,753
Rail	25,828,587	45,735,323	- 19,906,736
Total	\$49,405,814	\$86,627,303	-\$ 37,221,489

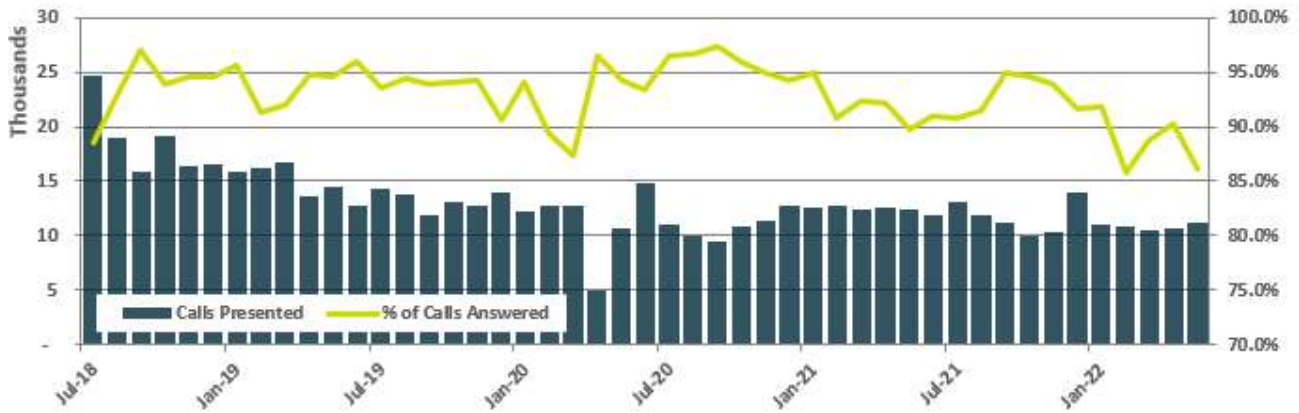
Greater Wellington receives government grants from Waka Kotahi NZ Transport Agency for various costs, including subsidies for the provision of public transport.

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

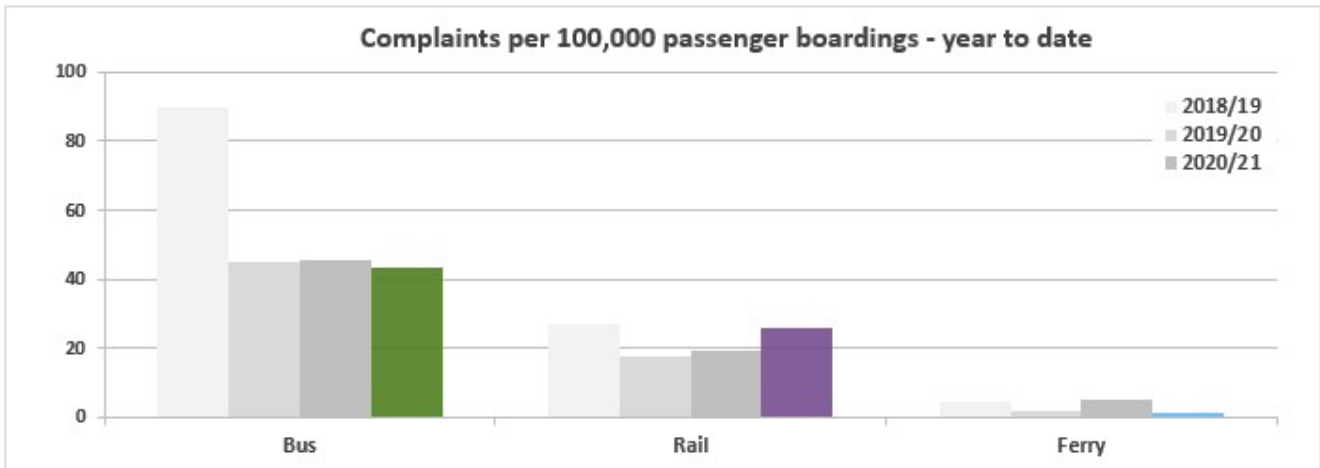
Metlink answered 86.2% of the 11,200 calls received in May, and 90.9% of the 125,000 calls year to date.



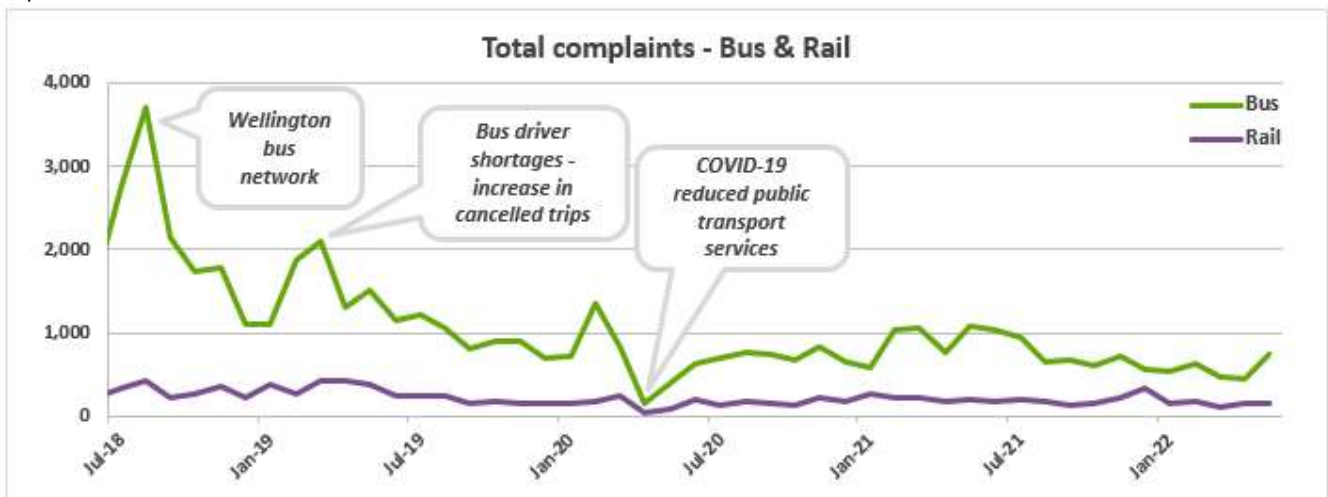
Complaints

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.

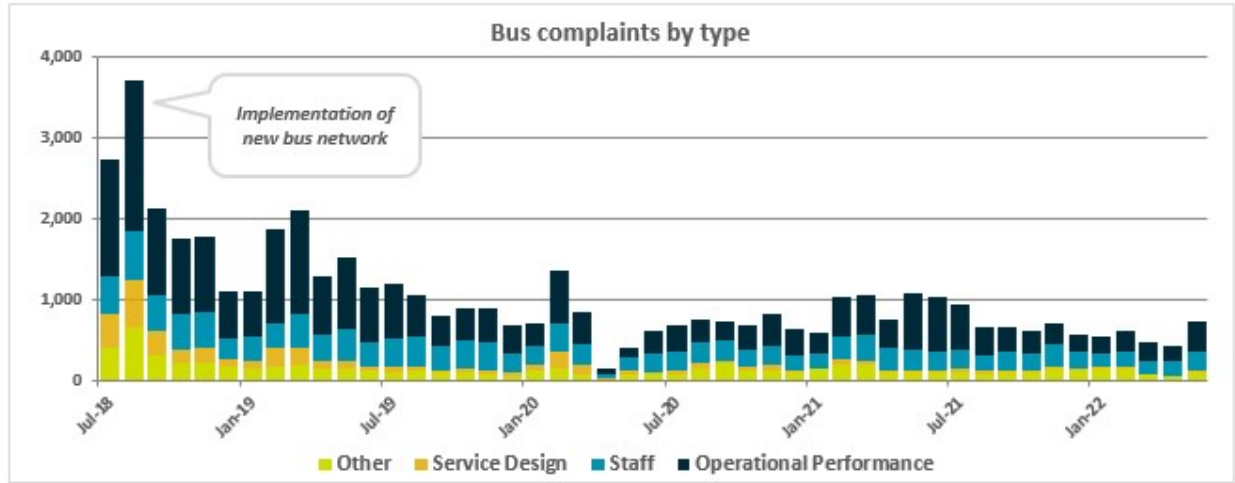


Complaints for both bus and rail have trended downwards overall.



Bus complaints

Bus complaints for the month were 31.3% lower than in May last year, and 21.3% lower for the year to date - operational performance and staff related complaints were 84% of bus complaints for the month.



Bus complaints - current month

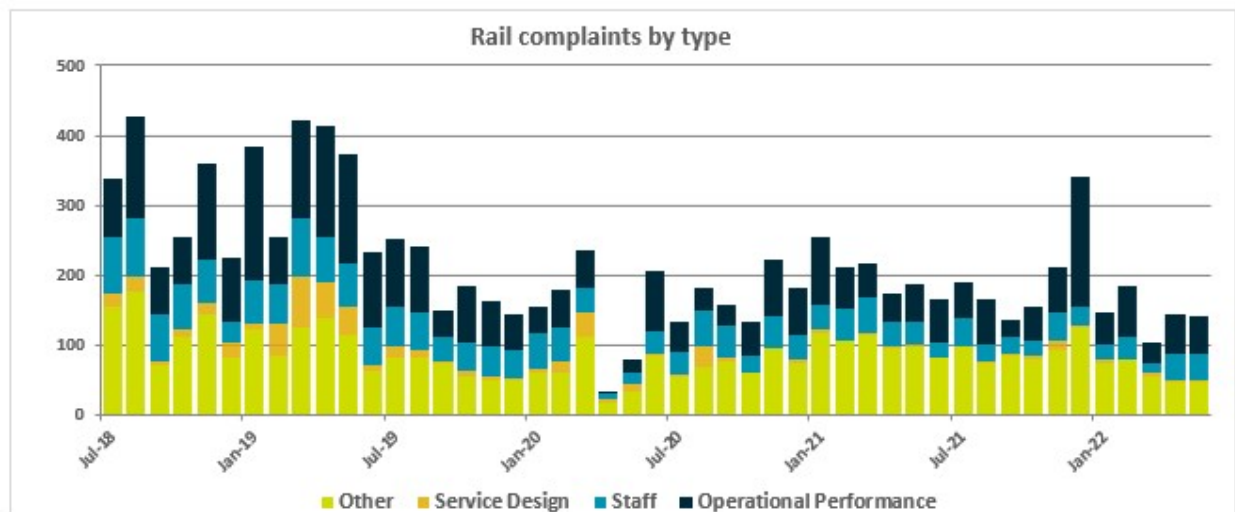
	May-22	May-21	% Change
Wellington			
Newlands, Tawa	22	44	-50.0%
East-West, City	216	251	-13.9%
North-south, Khandallah, Brooklyn	285	511	-44.2%
Hutt Valley	166	199	-16.6%
Porirua	39	54	-27.8%
Kapiti	8	13	-38.5%
Wairarapa	2	3	-33.3%
Total	738	1,075	-31.3%

Bus complaints - year to date (Jul - May)

	2021/22	2020/21	% Change
Wellington			
Newlands, Tawa	247	365	-32.3%
East-West, City	2,270	3,024	-24.9%
North-south, Khandallah, Brooklyn	2,181	3,030	-28.0%
Hutt Valley	1,840	1,917	-4.0%
Porirua	303	377	-19.6%
Kapiti	109	121	-9.9%
Wairarapa	24	33	-27.3%
Total	6,974	8,867	-21.3%

Rail complaints

Rail complaints for May were 24.1% lower than the same month last year, and 6.5% lower for the year to date - operational performance and staff related complaints were 65% of rail complaints for the month.



Rail complaints - current month

	May-22	May-21	% Change
Hutt Valley	52	62	-16.1%
Kapiti	30	59	-49.2%
Johnsonville	17	8	112.5%
Wairarapa	13	29	-55.2%
General	30	29	3.4%
Total	142	187	-24.1%

Rail complaints - year to date (Jul - May)

	2021/22	2020/21	% Change
Hutt Valley	551	693	-20.5%
Kapiti	660	619	6.6%
Johnsonville	164	116	41.4%
Wairarapa	198	259	-23.6%
General	341	361	-5.5%
Total	1,914	2,048	-6.5%