

Metlink performance report



August 2022

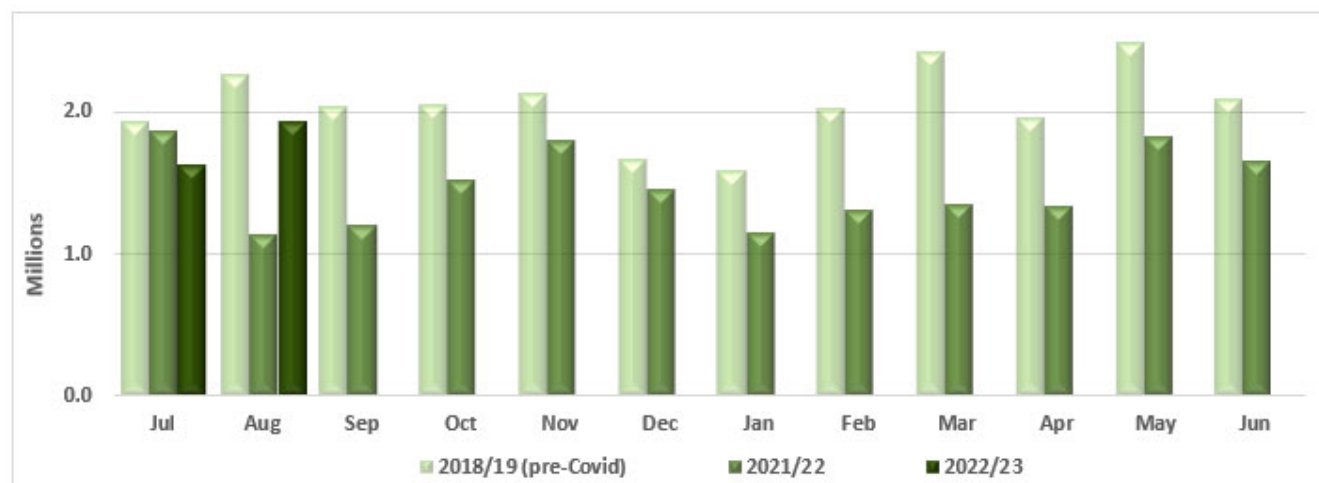
Patronage

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 August 2022, under Orange of the Covid-19 Protection Framework, we saw increased passenger boardings when compared to the same month last year – in August 2021 NZ moved to Alert Level 4 and there were lower boardings for the month.

Bus passenger boardings

Under Orange of the Covid-19 Protection Framework, August bus passenger boardings were 70.2% higher than the same month last year, and 18.9% higher for the year to date - in August 2021 NZ moved to Alert level 4 and there were lower boardings for the month.



Boardings by area - current month

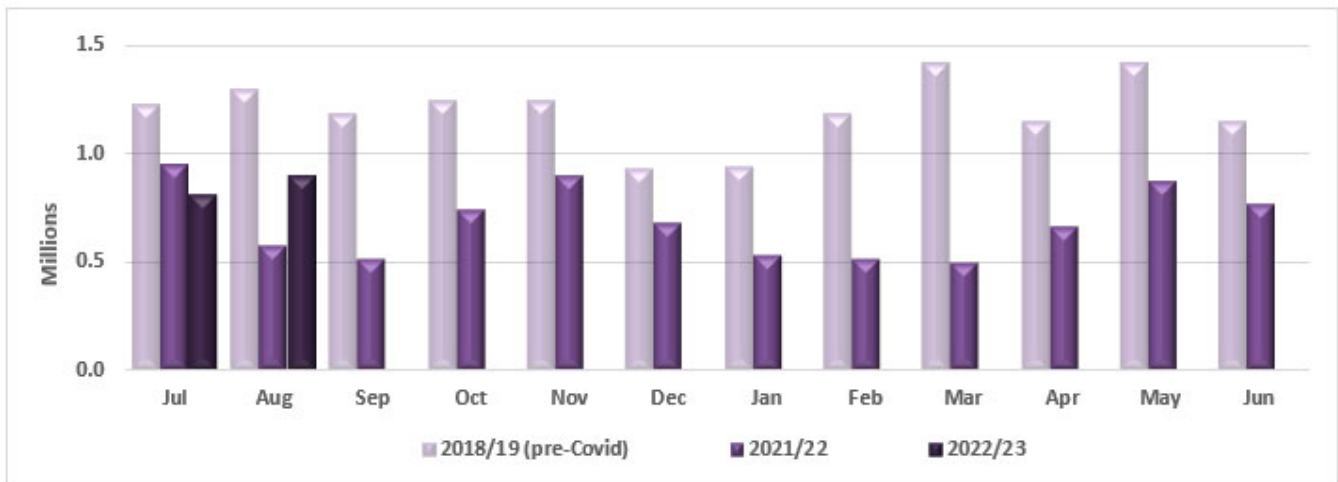
	Aug-22	Aug-21	% Change
Wellington	1,419,028	839,276	69.1%
Hutt Valley	377,177	219,991	71.5%
Porirua	76,531	46,006	66.4%
Kapiti	55,185	28,661	92.5%
Wairarapa	15,291	8,041	90.2%
Total	1,943,212	1,141,975	70.2%

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

	2022/23	2021/22	% Change
Wellington	2,641,617	2,241,114	17.9%
Hutt Valley	681,045	561,142	21.4%
Porirua	135,738	115,853	17.2%
Kapiti	94,802	71,131	33.3%
Wairarapa	25,559	20,390	25.4%
Total	3,578,761	3,009,630	18.9%

Rail passenger boardings

Under Orange of the Covid-19 Protection Framework, August rail passenger boardings were 57.9% higher than the same month last year, and 12.7% higher for the year to date - in August 2021 NZ moved to Alert level 4 and there were lower boardings.



Boardings by line - current month

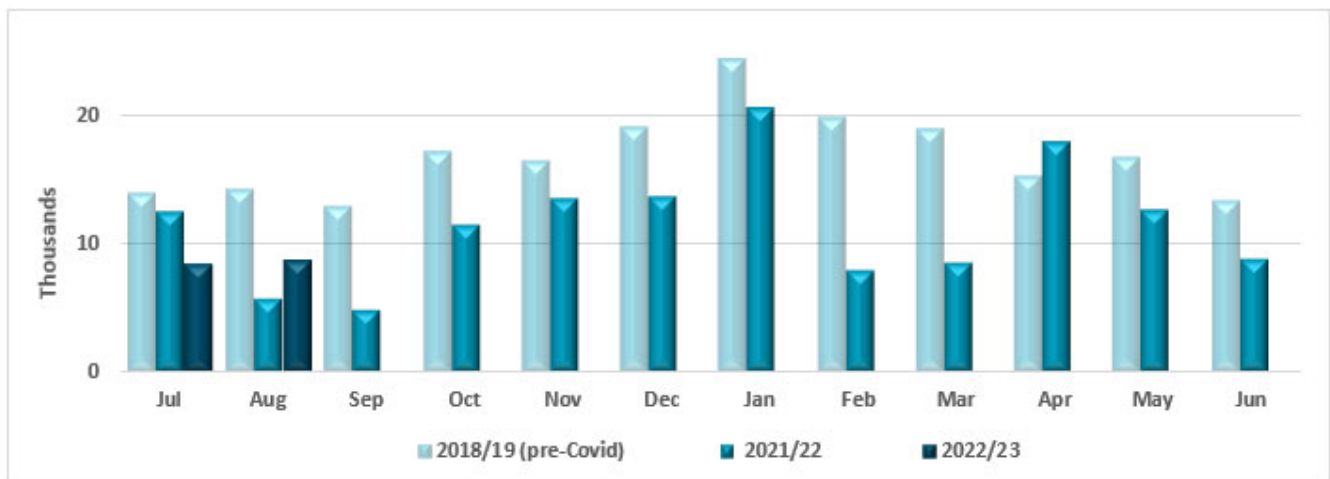
	Aug-22	Aug-21	% Change
Hutt Valley	382,833	249,315	53.6%
Kapiti	351,940	228,853	53.8%
Johnsonville	108,253	56,855	90.4%
Wairarapa	50,552	30,794	64.2%
Total	893,578	565,817	57.9%

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

	2022/23	2021/22	% Change
Hutt Valley	721,740	684,015	5.5%
Kapiti	688,050	585,851	17.4%
Johnsonville	197,118	152,033	29.7%
Wairarapa	94,193	87,739	7.4%
Total	1,701,101	1,509,638	12.7%

Ferry passenger boardings

Under Orange of the Covid-19 Protection Framework, August ferry boardings show an increase of 54.0% on the same month last year, and a 5.9% decrease for the year to date - in August 2021 NZ moved to Alert level 4 and there were lower boardings.



Boardings - current month

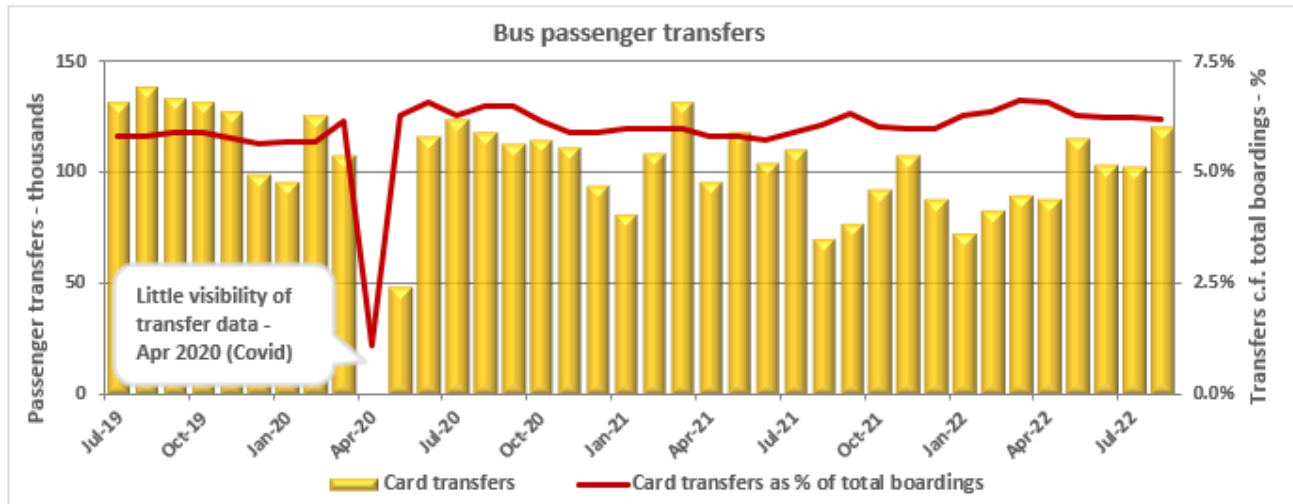
	Aug-22	Aug-21	% Change
Total	8,632	5,606	54.0%

Boardings - year to date (Jul - Aug)

	2022/23	2021/22	% Change
Total	16,952	18,008	-5.9%

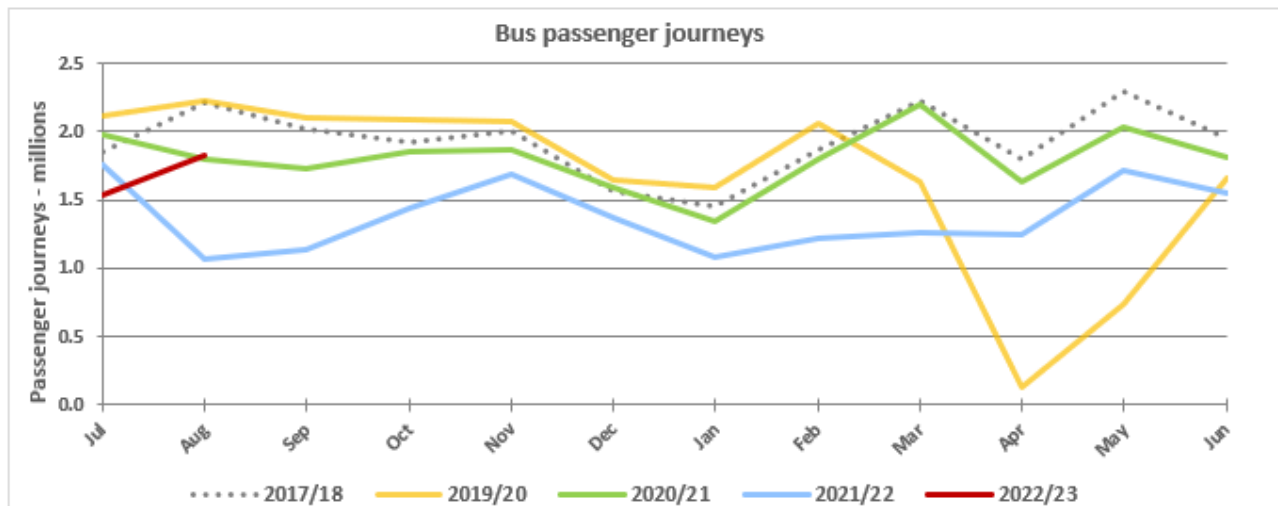
Bus passenger transfers and journeys

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 6.2% of passenger boardings for August.



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.

Bus journeys for August 2022 show an increase of 18.6% on the same month last year - in August 2021 NZ moved to Alert level 4 and there were lower boardings.



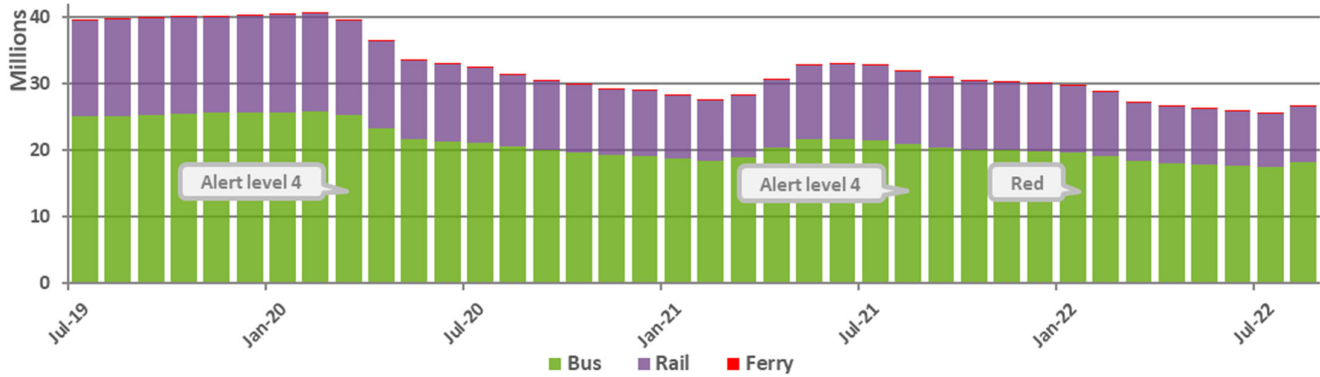
¹ Prior to the new Network, transfers accounted for c. 2.6 % based on 2014/15 data available to Metlink. This transfer rate has been assumed up until the new contracts were implemented between April and July 2018.

Passenger boardings trend

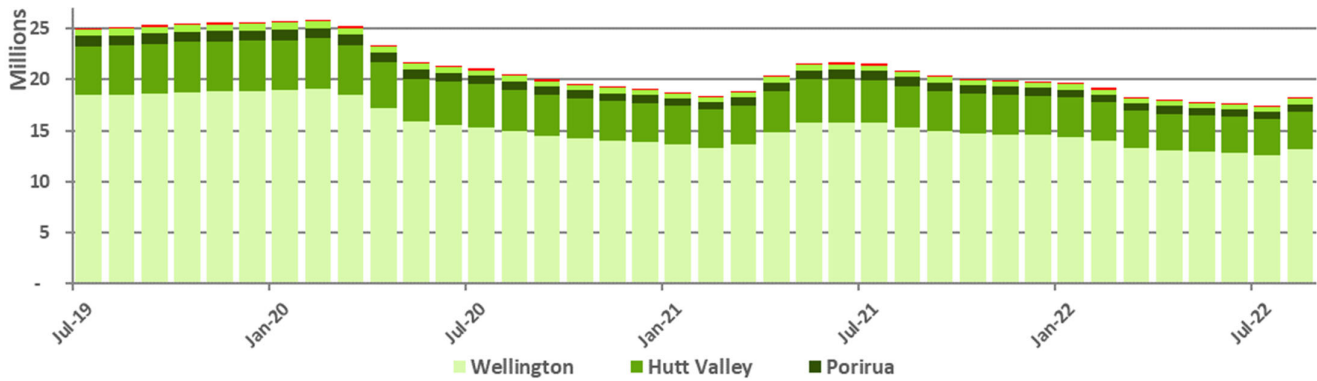
The following graphs show the number of passenger boardings using a 12-month rolling total.

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.

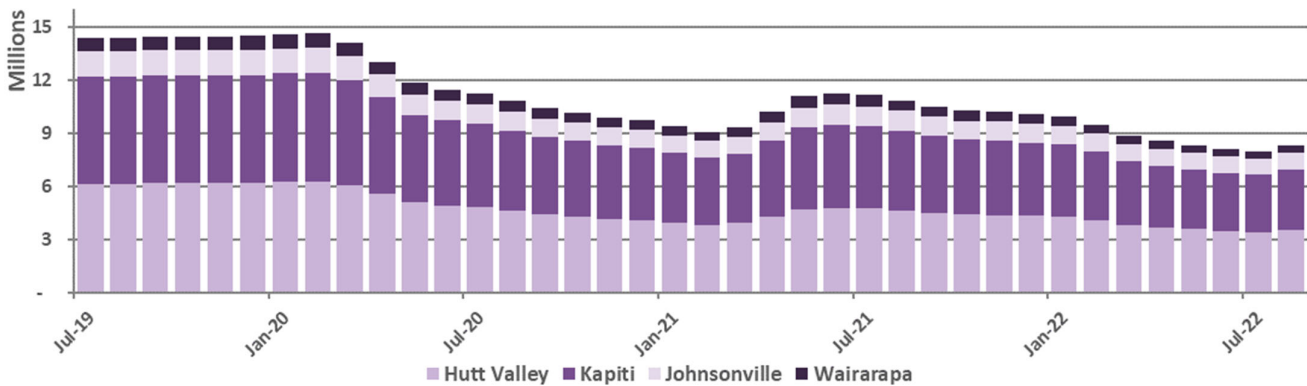
All modes



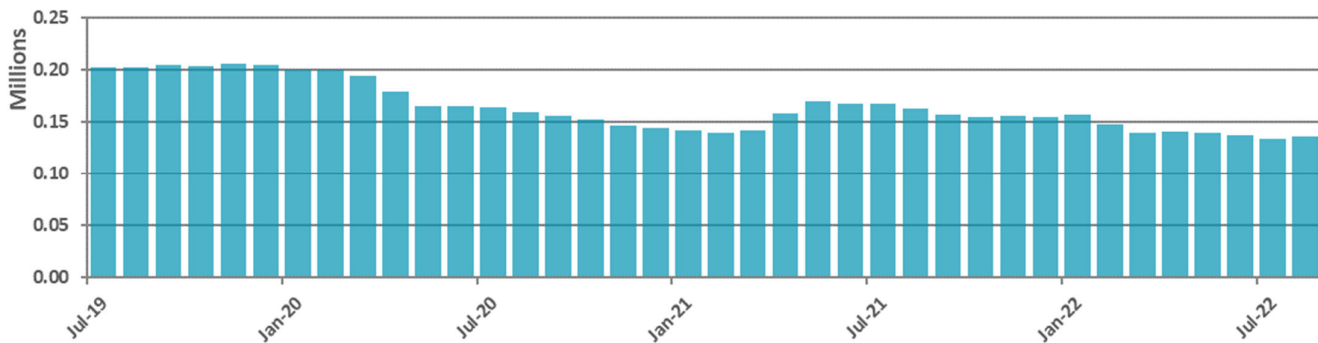
Bus



Rail



Ferry



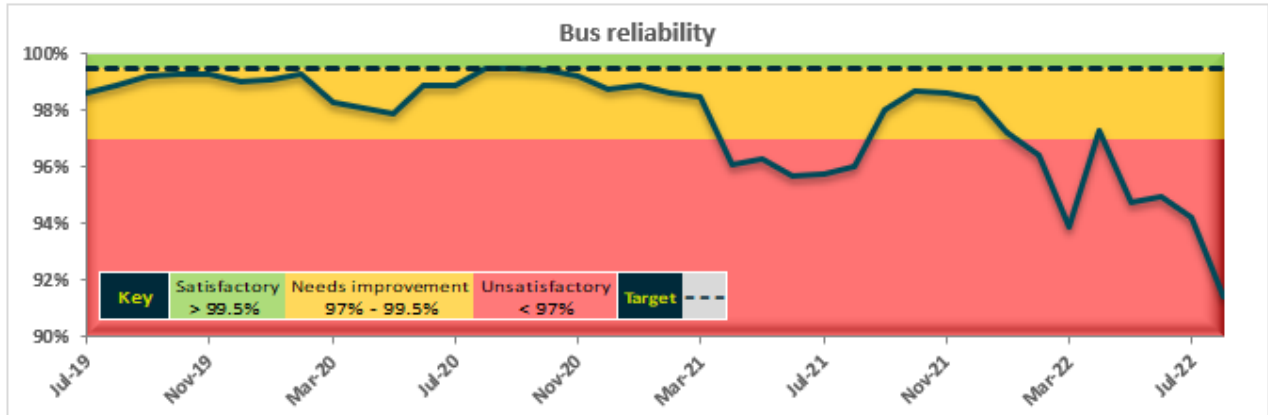


Bus service delivery

Reliability

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

In August, 91.4% of bus services were delivered, and 92.8% for the year to date. Reliability continues to be impacted by increased levels of cancellations due to driver shortages and unplanned absenteeism due to Covid-19 and other illness.

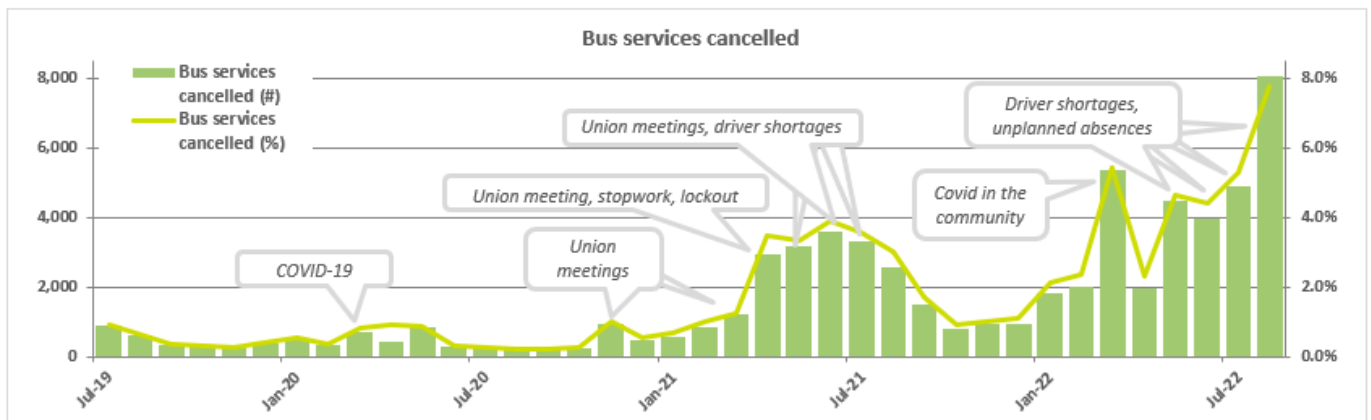


Reliability - current month

	Aug-22	Aug-21	% Change
Wellington City			
Newlands & Tawa	98.4%	99.3%	-1.0%
East, West & City	87.7%	94.7%	-7.0%
North, South, Khandallah & Brooklyn	87.9%	96.4%	-8.6%
Hutt Valley	95.3%	95.3%	0.0%
Porirua	91.9%	96.5%	-4.7%
Kapiti	99.2%	99.6%	-0.4%
Wairarapa	99.1%	98.5%	0.6%
Total	91.4%	96.0%	-4.6%

Reliability - year to date (Jul - Aug)

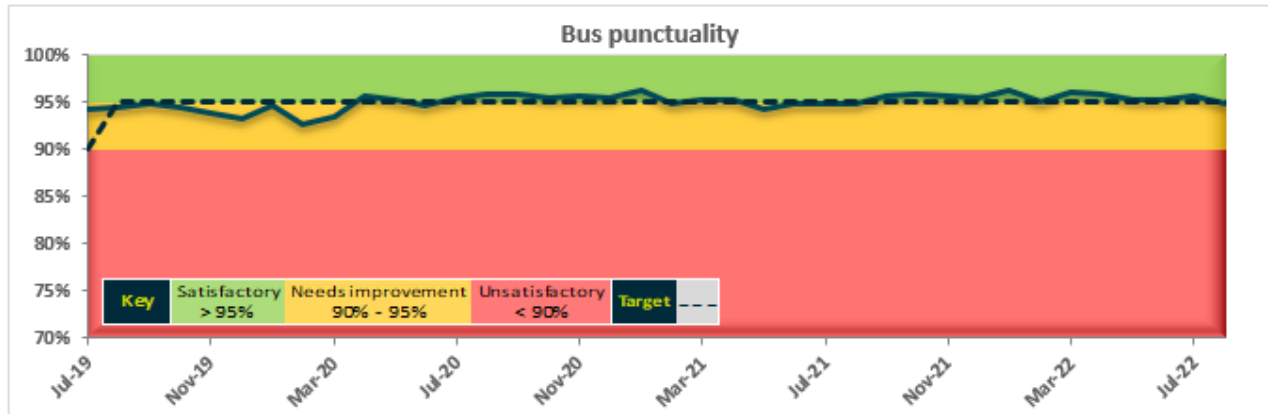
	2022/23	2021/22	% Change
Wellington City			
Newlands & Tawa	98.9%	99.5%	-0.6%
East, West & City	89.3%	95.6%	-6.3%
North, South, Khandallah & Brooklyn	90.4%	94.8%	-4.4%
Hutt Valley	96.0%	94.8%	1.2%
Porirua	92.9%	96.5%	-3.6%
Kapiti	99.5%	99.8%	-0.3%
Wairarapa	99.2%	99.3%	-0.1%
Total	92.8%	95.8%	-3.0%



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 94.9% in August, and 95.2% for the year to date. Punctuality remained mostly stable overall despite significant weather-related disruptions in Wellington and the Hutt Valley. Wairarapa bus performance continues to be affected by rail replacement services.



Punctuality - current month

	Aug-22	Aug-21	% Change
Wellington City			
Newlands & Tawa	97.1%	94.3%	2.8%
East, West & City	96.2%	95.8%	0.5%
North, South, Khandallah & Brooklyn	90.7%	92.3%	-1.6%
Hutt Valley	94.7%	95.2%	-0.5%
Porirua	95.5%	95.3%	0.3%
Kapiti	98.4%	98.2%	0.2%
Wairarapa	94.4%	91.7%	2.7%
Total	94.9%	94.9%	0.0%

Punctuality - year to date (Jul - Aug)

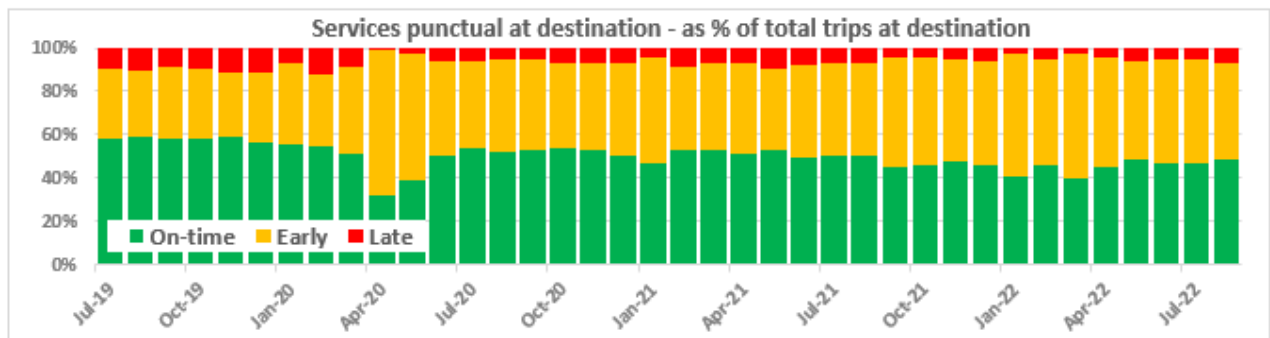
	2022/23	2021/22	% Change
Wellington City			
Newlands & Tawa	97.6%	93.5%	4.1%
East, West & City	96.4%	95.7%	0.7%
North, South, Khandallah & Brooklyn	91.2%	92.6%	-1.4%
Hutt Valley	95.5%	95.1%	0.4%
Porirua	95.8%	95.2%	0.6%
Kapiti	98.5%	98.2%	0.3%
Wairarapa	93.6%	92.1%	1.5%
Total	95.2%	94.9%	0.3%

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 August, 48.9% of bus services recorded at destination arrived on time, with a further 44.2% arriving more than one minute early, while 6.9% of services arrived more than five minutes late.



Punctuality at destination - current month

	Aug-22	Aug-21	% Change
On-time	48.9%	50.1%	-1.2%
Early	44.2%	43.4%	0.9%
Late	6.9%	6.5%	0.4%

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

	2022/23	2021/22	% Change
On-time	47.7%	50.4%	-2.7%
Early	46.4%	42.8%	3.6%
Late	5.9%	6.7%	-0.9%

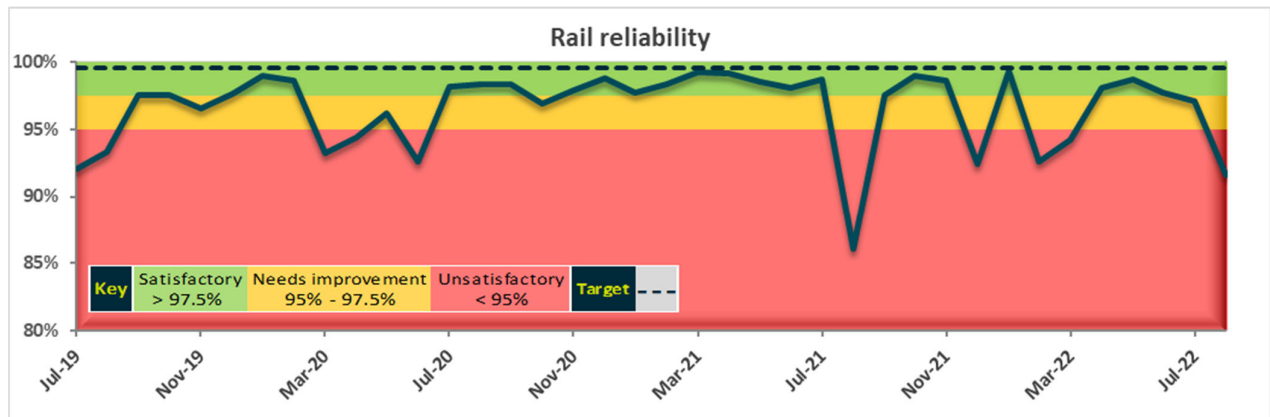
Rail service delivery

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 91.6% in August, and 94.3% for the year to date.

Services were disrupted by adverse weather causing several slips at Pukerua Bay from 20th August, resulting in significant speed restrictions in the area, with many peak services terminated at Paekakariki to ensure the timetable was able to be met on the rest of the network - passengers were shuttled by bus between Paekakariki to Waikanae. Covid-19 and seasonal illness also saw some staff shortages across the month.

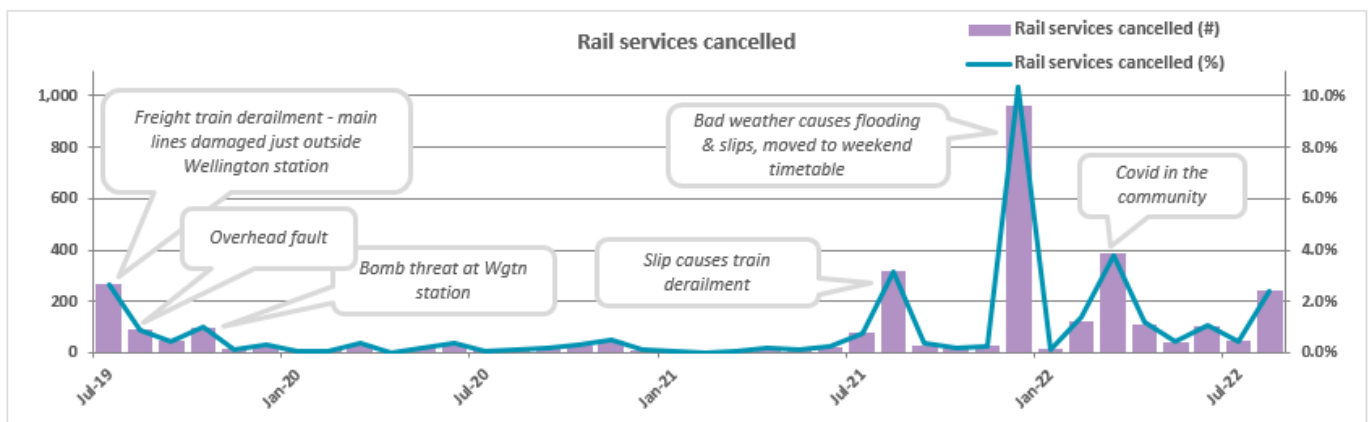


Reliability - current month

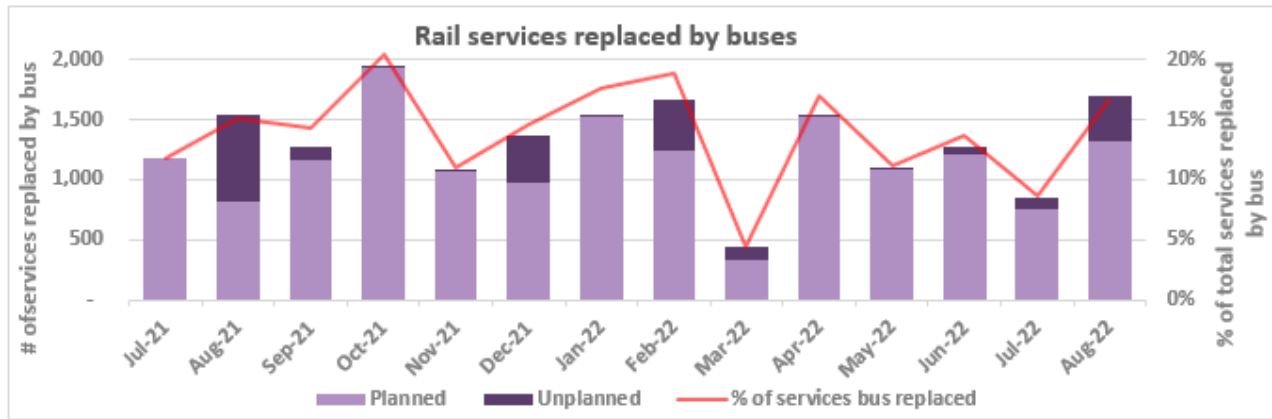
	Aug-22	Aug-21	% Change
Hutt Valley	96.9%	88.7%	8.2%
Johnsonville	92.4%	86.1%	6.3%
Kapiti	83.9%	84.0%	-0.1%
Wairarapa	96.9%	72.0%	24.9%
Total	91.6%	86.1%	5.5%

Reliability - year to date (Jul - Aug)

	2022/23	2021/22	% Change
Hutt Valley	96.5%	95.0%	1.5%
Johnsonville	94.4%	92.6%	1.8%
Kapiti	91.0%	91.5%	-0.5%
Wairarapa	97.9%	87.7%	10.2%
Total	94.3%	93.1%	1.2%



In August, 16.7% of rail services were replaced by buses, compared to 8.7% the month before.

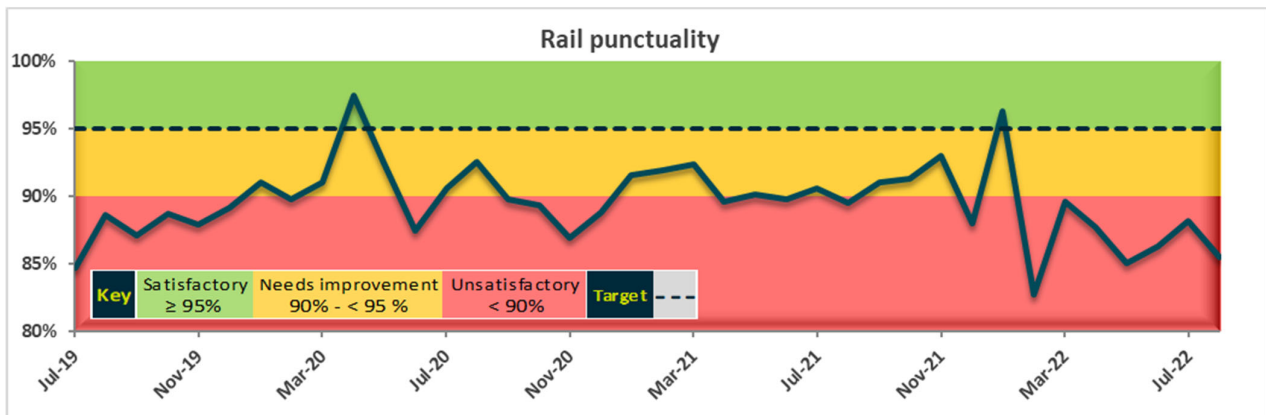


Punctuality

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 August was 85.5%, and 86.8% for the year to date.

Adverse weather disrupted the network throughout the month - Johnsonville line punctuality was again impacted by temporary speed restrictions related to slip risk, and the Wairarapa line continued to be significantly affected by worksite and speed restriction delays, with speed restrictions arising from the KiwiRail upgrade work reaching 24 minutes per service. A slip on the Kapiti line also led to ongoing delays.



Punctuality - current month

	Aug-22	Aug-21	% Change
Hutt Valley	91.8%	90.8%	1.0%
Johnsonville	83.3%	97.4%	-14.1%
Kapiti	82.7%	82.5%	0.2%
Wairarapa	45.9%	73.0%	-27.1%
Total	85.5%	89.5%	-4.0%

Punctuality - year to date (Jul - Aug)

	2022/23	2021/22	% Change
Hutt Valley	89.6%	91.7%	-2.1%
Johnsonville	84.5%	97.4%	-12.9%
Kapiti	88.2%	84.0%	4.2%
Wairarapa	50.8%	68.0%	-17.2%
Total	86.8%	90.1%	-3.3%

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 \$6.7m (-67%) in August, and a shortfall of \$13.8m (-69%) for the year to date.

Fare revenue - current month

	Aug-22	Budget	Excess/Shortfall
Bus	1,587,547	5,627,121	- 4,039,574
Rail	1,680,076	4,357,420	- 2,677,344
Total	\$ 3,267,624	\$ 9,984,541	-\$ 6,716,917

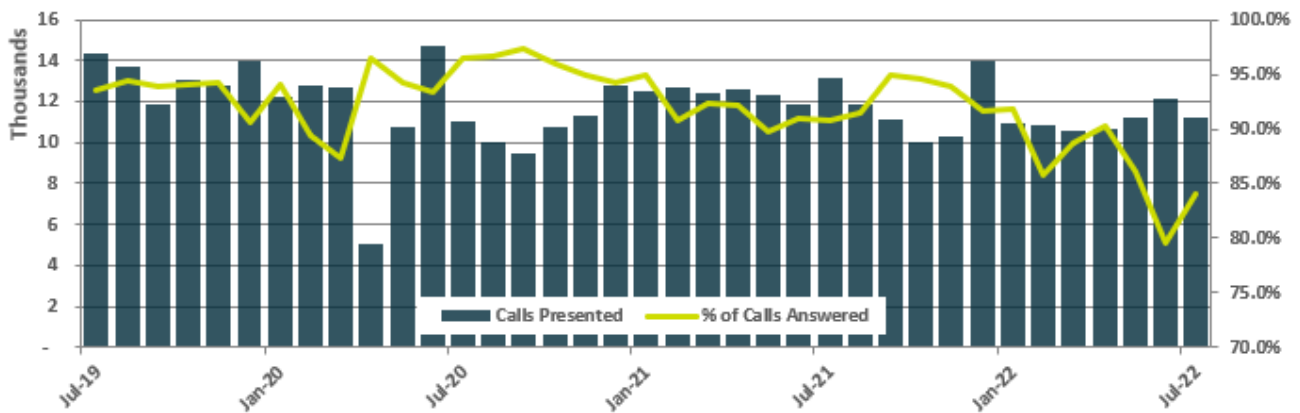
Fare revenue - year to date (Jul - Aug)

	2022/23	Budget	Excess/Shortfall
Bus	2,949,939	11,254,242	- 8,304,303
Rail	3,248,662	8,714,840	- 5,466,178
Total	\$ 6,198,601	\$ 19,969,082	-\$ 13,770,481

Customer Contact

Call centre incoming calls

Metlink answered 77.6% of the 14,000 calls received in August – the call centre continued to experience staff shortages due to sickness and vacancies.



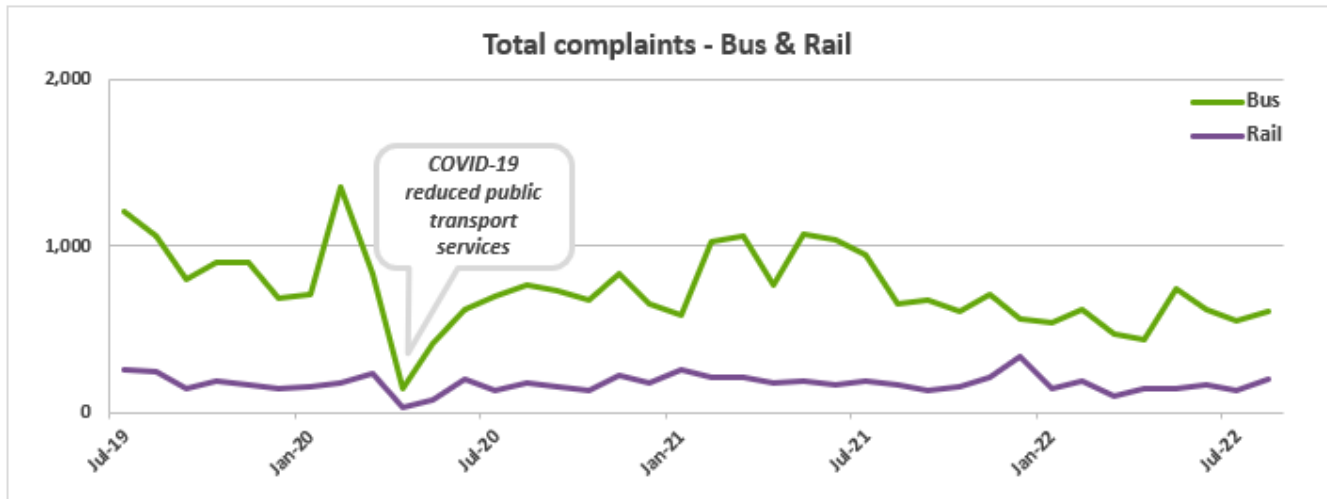
Complaints

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 rail.

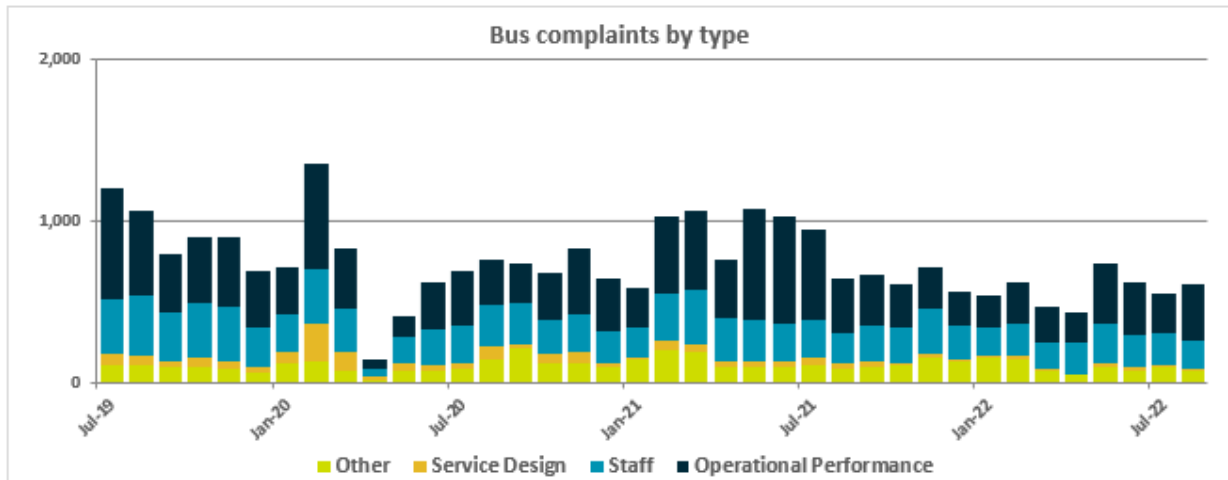


Complaints for both bus and rail have trended downwards overall.



Bus complaints

Bus complaints for the month were 6.0% lower than in August last year, and 27.3% lower for the year to date. Operational performance and staff related complaints were 82% of bus complaints for the month.



Bus complaints - current month

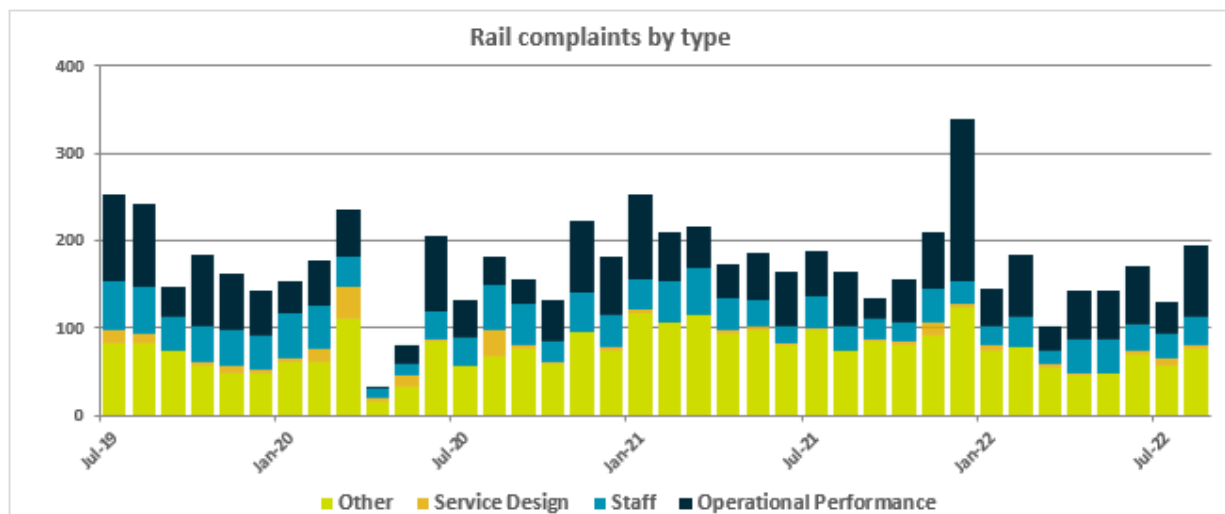
	Aug-22	Aug-21	% Change
Wellington			
Newlands, Tawa	20	14	42.9%
East-West, City	208	217	-4.1%
North-south, Khandallah, Brooklyn	200	186	7.5%
Hutt Valley	133	191	-30.4%
Porirua	35	30	16.7%
Kapiti	13	8	62.5%
Wairarapa	3	5	-40.0%
Total	612	651	-6.0%

Bus complaints - year to date (Jul - Aug)

	2022/23	2021/22	% Change
Wellington			
Newlands, Tawa	35	42	-16.7%
East-West, City	397	545	-27.2%
North-south, Khandallah, Brooklyn	376	497	-24.3%
Hutt Valley	262	434	-39.6%
Porirua	59	60	-1.7%
Kapiti	26	15	73.3%
Wairarapa	8	6	33.3%
Total	1,163	1,599	-27.3%

Rail complaints

Rail complaints for August were 18.2% higher than the same month last year, and 8.2% lower for the year to date. Operational performance and staff related complaints were 55% of rail complaints for the month.



Rail complaints - current month

	Aug-22	Aug-21	% Change
Hutt Valley	48	43	11.6%
Kapiti	86	73	17.8%
Johnsonville	16	12	33.3%
Wairarapa	15	13	15.4%
General	30	24	25.0%
Total	195	165	18.2%

Rail complaints - year to date (Jul - Aug)

	2022/23	2021/22	% Change
Hutt Valley	82	102	-19.6%
Kapiti	130	134	-3.0%
Johnsonville	28	22	27.3%
Wairarapa	31	39	-20.5%
General	54	57	-5.3%
Total	325	354	-8.2%