

# Metlink performance report



December 2021

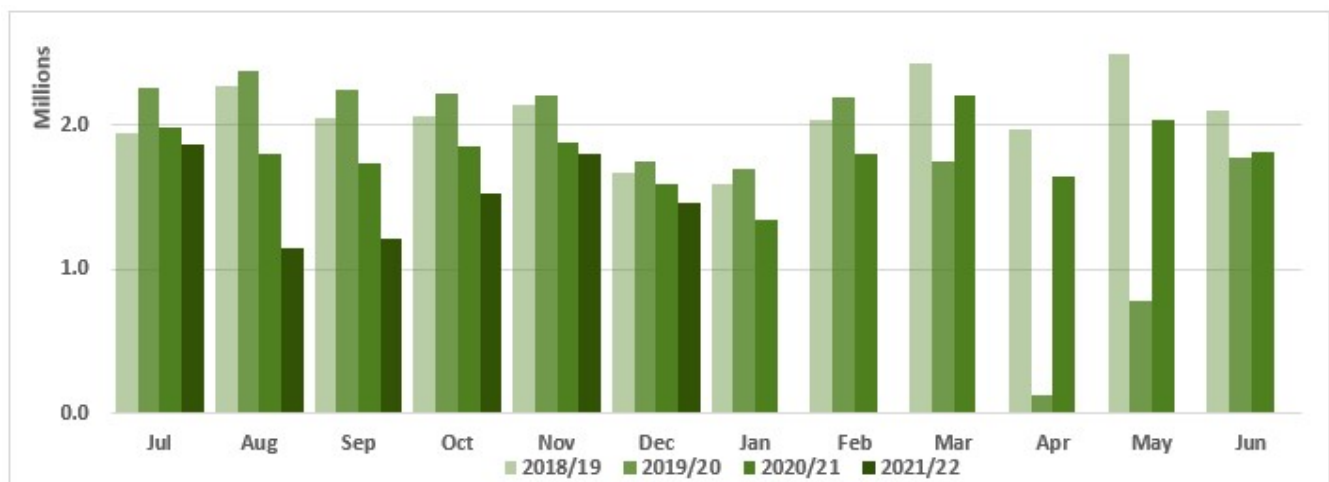
## Patronage

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 December 2021, under Alert Level 2 and the Orange traffic light system, 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 and the Orange traffic light system, December bus passenger boardings were 7.9% lower than the same month last year and 16.8% 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

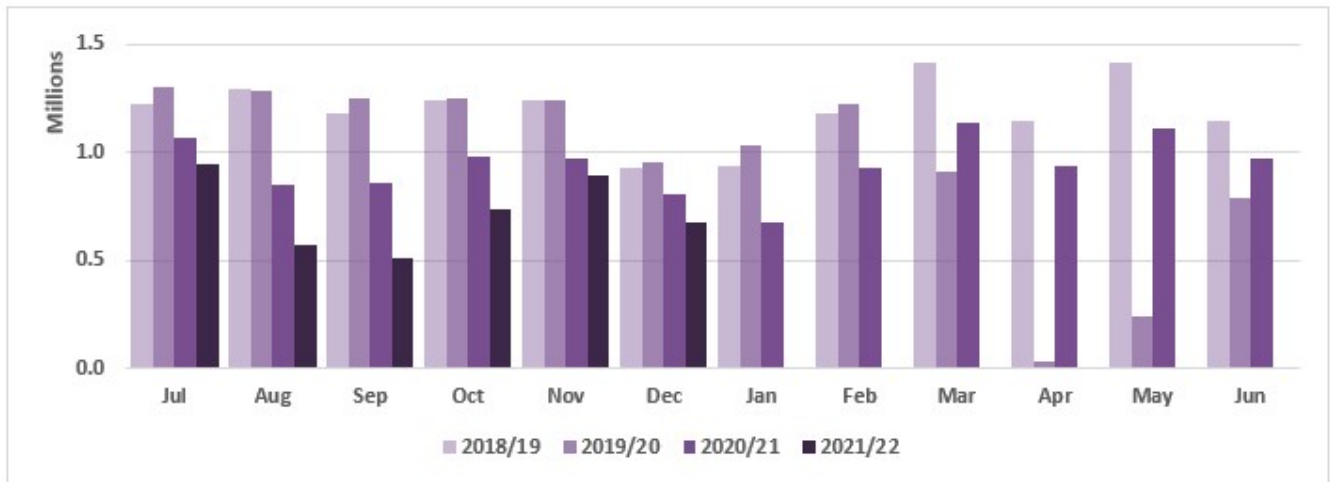
	Dec-21	Dec-20	% Change
Wellington	1,092,884	1,173,812	-6.9%
Hutt Valley	282,491	315,888	-10.6%
Porirua	51,372	59,154	-13.2%
Kapiti	31,286	34,277	-8.7%
Wairarapa	8,001	8,964	-10.7%
<b>Total</b>	<b>1,466,034</b>	<b>1,592,095</b>	<b>-7.9%</b>

#### Boardings by area - year to date (Jul - Dec)

	2021/22	2020/21	% Change
Wellington	6,616,805	7,880,431	-16.0%
Hutt Valley	1,755,352	2,156,065	-18.6%
Porirua	357,540	448,980	-20.4%
Kapiti	224,575	271,987	-17.4%
Wairarapa	61,297	76,452	-19.8%
<b>Total</b>	<b>9,015,569</b>	<b>10,833,915</b>	<b>-16.8%</b>

## Rail passenger boardings

Under Alert Level 2 and the Orange traffic light system, December rail passenger boardings were 16.0% lower than the same month last year, and 21.6% 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).*



### Boardings by line - current month

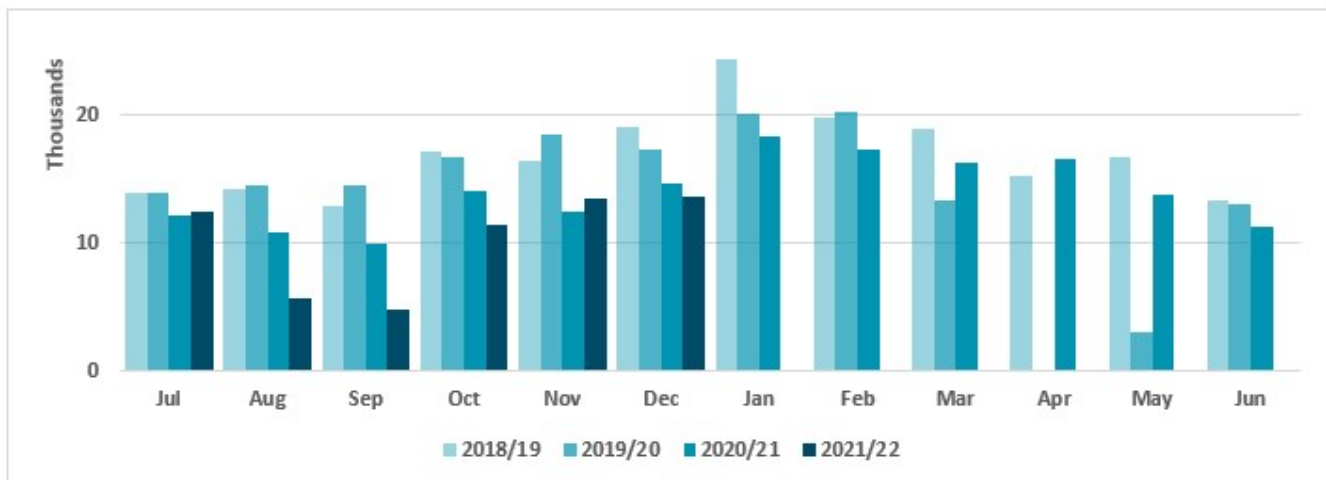
	Dec-21	Dec-20	% Change
Hutt Valley	291,235	341,429	-14.7%
Kapiti	272,102	337,255	-19.3%
Johnsonville	73,619	80,536	-8.6%
Wairarapa	41,439	47,917	-13.5%
<b>Total</b>	<b>678,395</b>	<b>807,137</b>	<b>-16.0%</b>

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

	2021/22	2020/21	% Change
Hutt Valley	1,888,594	2,326,638	-18.8%
Kapiti	1,742,101	2,308,767	-24.5%
Johnsonville	455,971	572,822	-20.4%
Wairarapa	238,967	309,704	-22.8%
<b>Total</b>	<b>4,325,633</b>	<b>5,517,931</b>	<b>-21.6%</b>

## Ferry passenger boardings

Under Alert Level 2 and the Orange traffic light system, December ferry boardings show a decrease of 6.6% on the same month last year, and a 17.2% 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

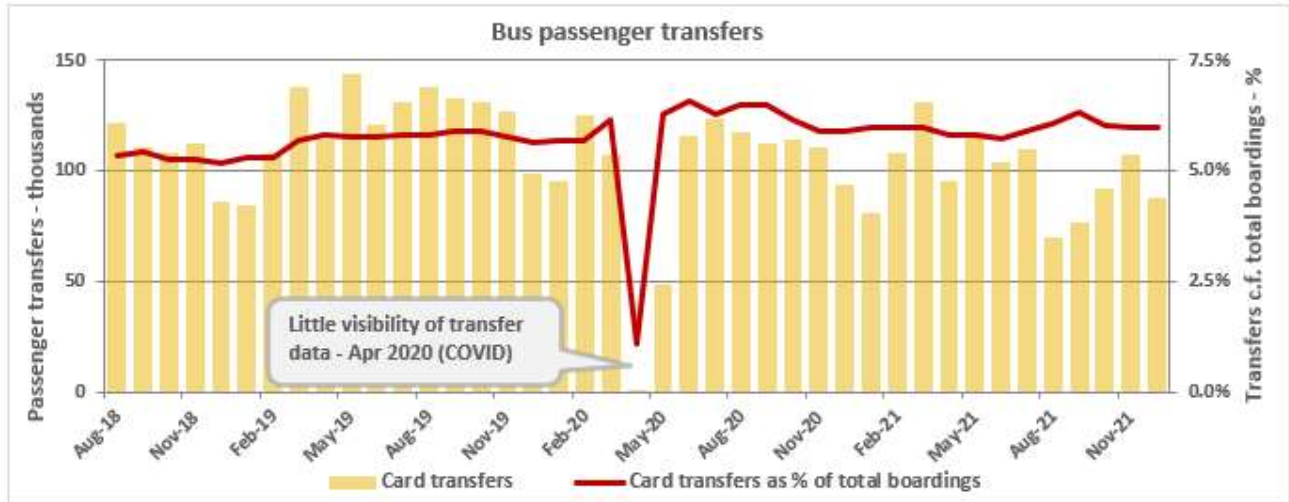
	Dec-21	Dec-20	% Change
<b>Total</b>	<b>13,623</b>	<b>14,586</b>	<b>-6.6%</b>

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

	2021/22	2020/21	% Change
<b>Total</b>	<b>61,347</b>	<b>74,094</b>	<b>-17.2%</b>

## Bus passenger transfers and journeys

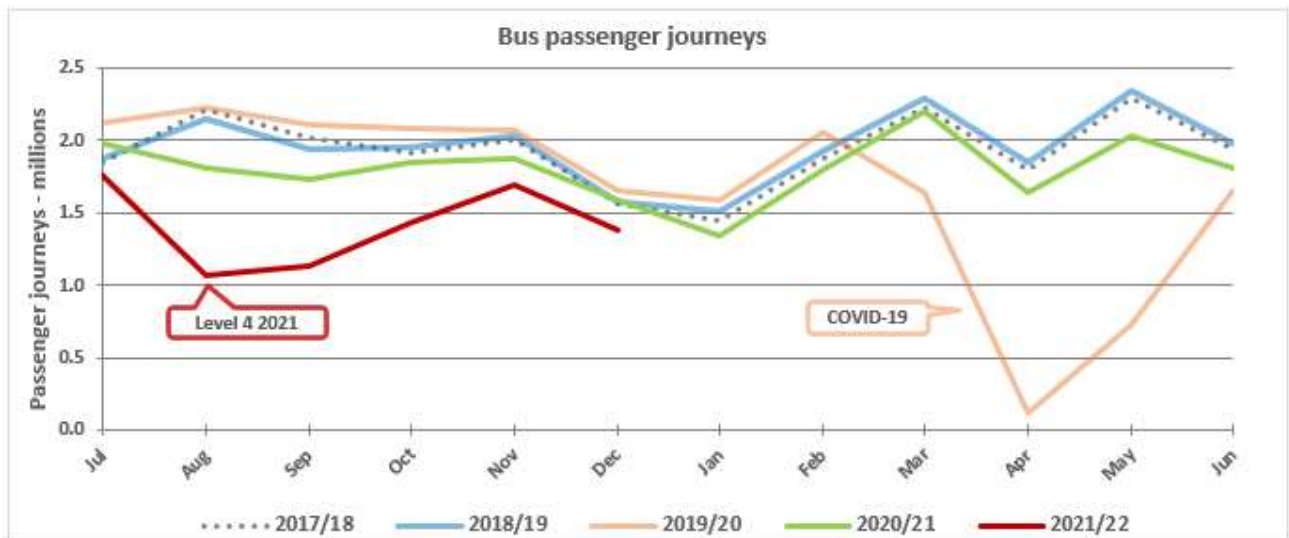
Metlink allows bus-to-bus transfers at no extra cost to passengers using a Snapper card, provided they tap on to the next bus within 30 minutes of tagging off the bus before. These card transfers accounted for 6.0% of passenger boardings for December.



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 December 2021 show a decrease of 13.4% on the same month last year, and a decrease of 21.8% for the year to date. This compares to growth of 6.5% from July 2019 to February 2020 (prior to Covid-19).



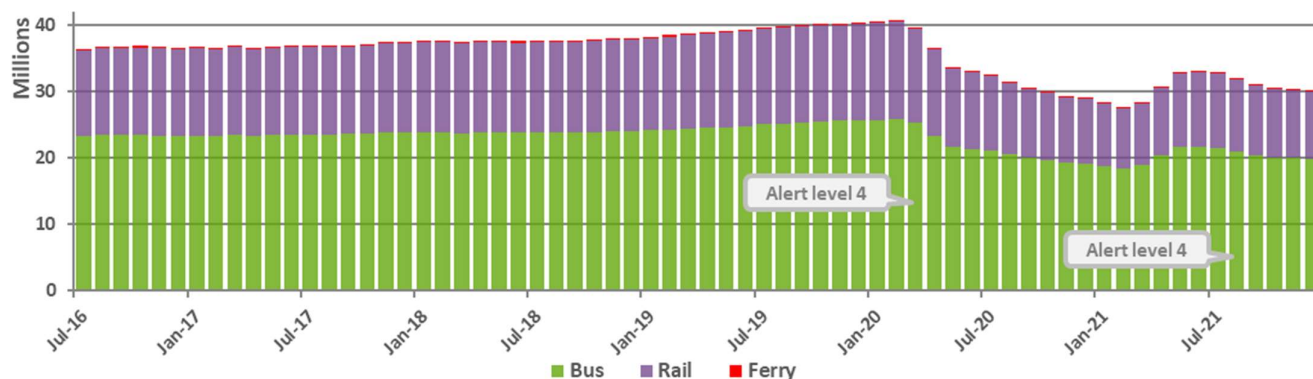
<sup>1</sup> Prior to the new Network, transfers accounted for c. 2.6 % based on 2014/15 data available to Metlink. This transfer rate has been assumed up until the new contracts were implemented between April and July 2018.

# Passenger boardings trend

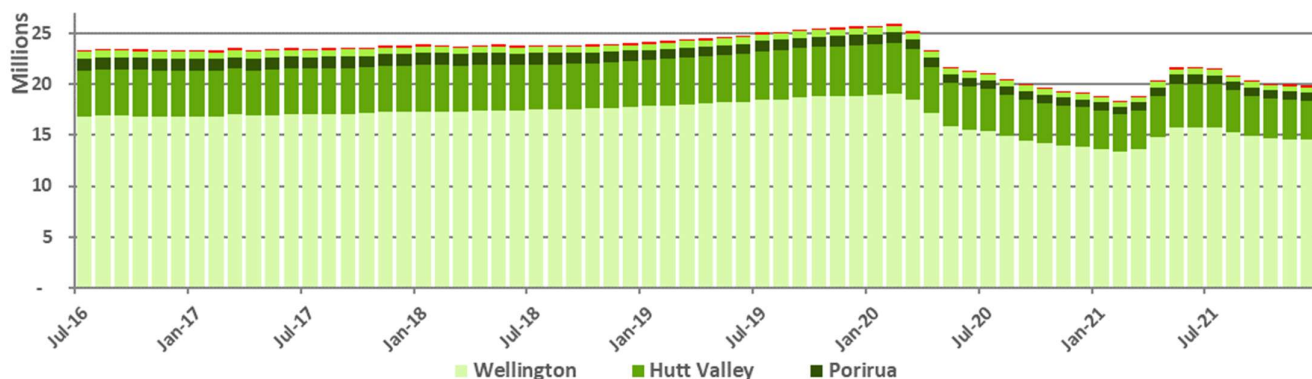
The following graphs show the number of passenger boardings using a 12-month rolling total.

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

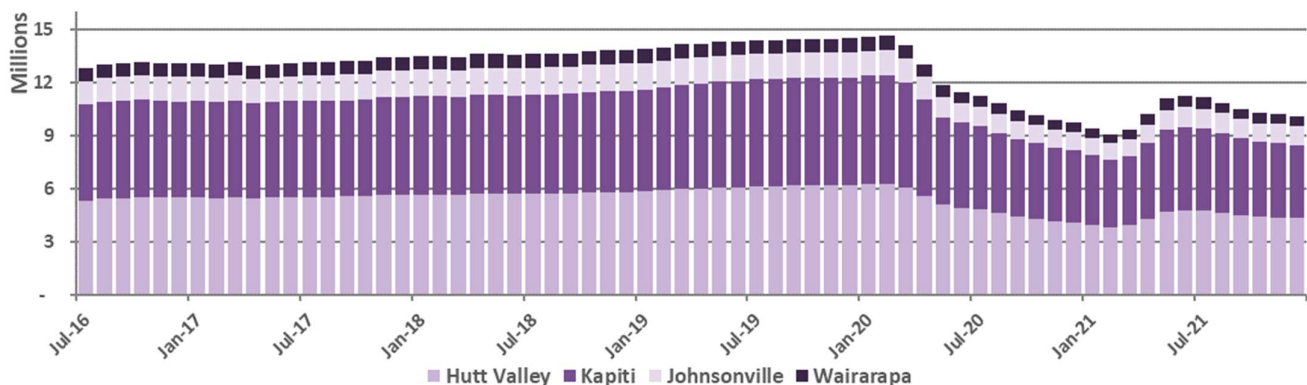
## All modes



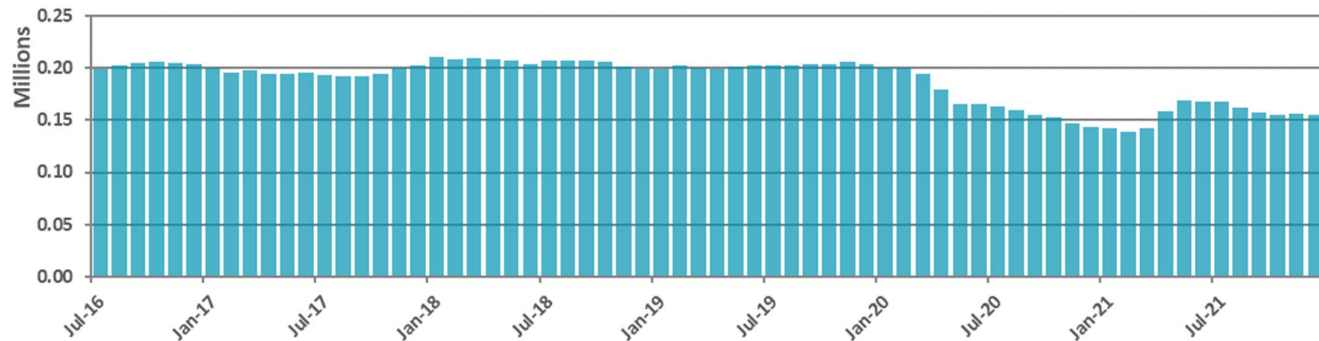
## Bus



## Rail



## Ferry



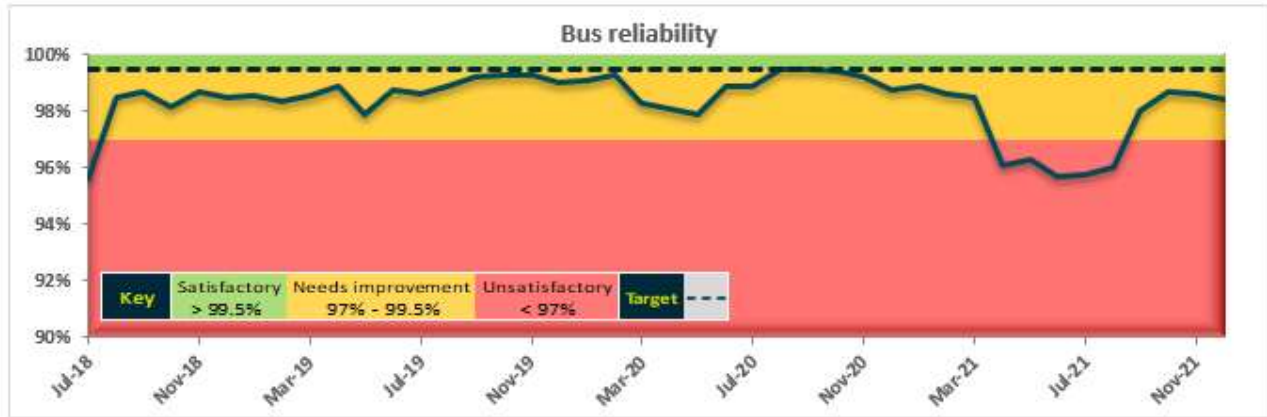


# Bus service delivery

## Reliability

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

In December, 98.4% of bus services were delivered, and 97.7% for the year to date. Reliability this month was impacted again by cancellations reflecting staff shortages in Wellington City, Porirua, and the Hutt Valley.

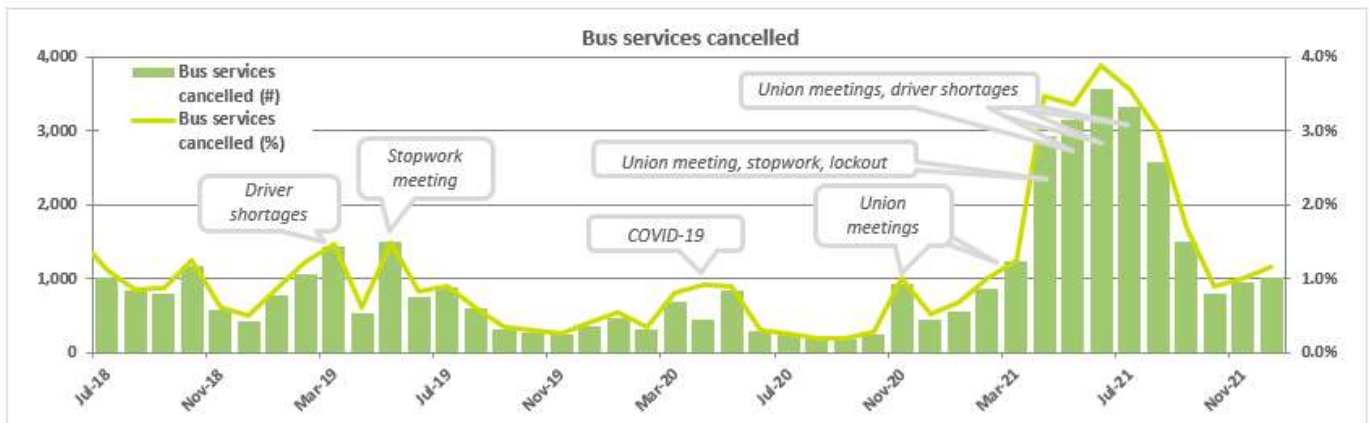


Reliability - current month

	Dec-21	Dec-20	% Change
Wellington City			
Newlands & Tawa	99.5%	99.7%	-0.2%
East, West & City	98.2%	97.7%	0.4%
North, South, Khandallah & Brooklyn	98.2%	99.0%	-0.8%
Hutt Valley	98.5%	99.2%	-0.7%
Porirua	98.3%	99.3%	-0.9%
Kapiti	99.5%	99.8%	-0.3%
Wairarapa	97.1%	97.8%	-0.7%
<b>Total</b>	<b>98.4%</b>	<b>98.7%</b>	<b>-0.3%</b>

Reliability - year to date (Jul - Dec)

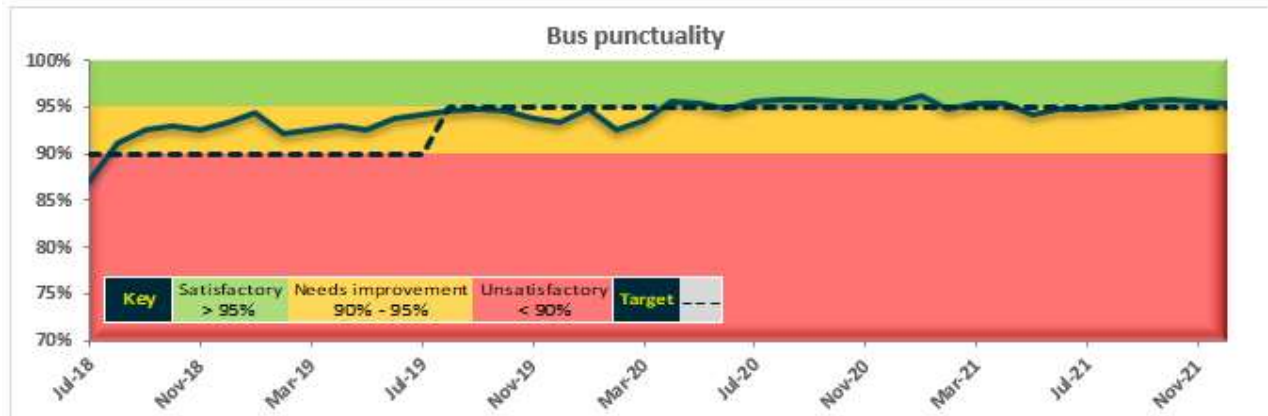
	2021/22	2020/21	% Change
Wellington City			
Newlands & Tawa	99.6%	99.7%	-0.1%
East, West & City	97.7%	98.3%	-0.6%
North, South, Khandallah & Brooklyn	96.8%	99.3%	-2.5%
Hutt Valley	97.4%	99.5%	-2.1%
Porirua	97.8%	99.5%	-1.7%
Kapiti	99.8%	99.8%	0.0%
Wairarapa	99.0%	99.2%	-0.2%
<b>Total</b>	<b>97.7%</b>	<b>99.1%</b>	<b>-1.4%</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 95.4% in December, and also 95.4% for the year to date. Punctuality has remained relatively stable this month although still affected by major works at Kenepuru, a high number of road re-surfacing works across the network, and general traffic delays. Late trains and bus replacement arrivals continue to affect punctuality in the Wairarapa.



Punctuality - current month

	Dec-21	Dec-20	% Change
Wellington City			
Newlands & Tawa	94.6%	93.6%	1.0%
East, West & City	97.3%	96.2%	1.2%
North, South, Khandallah & Brooklyn	92.3%	94.5%	-2.2%
Hutt Valley	95.4%	94.7%	0.7%
Porirua	94.5%	96.7%	-2.2%
Kapiti	97.2%	97.7%	-0.5%
Wairarapa	90.5%	92.6%	-2.1%
<b>Total</b>	<b>95.4%</b>	<b>95.5%</b>	<b>-0.1%</b>

Punctuality - year to date (Jul - Dec)

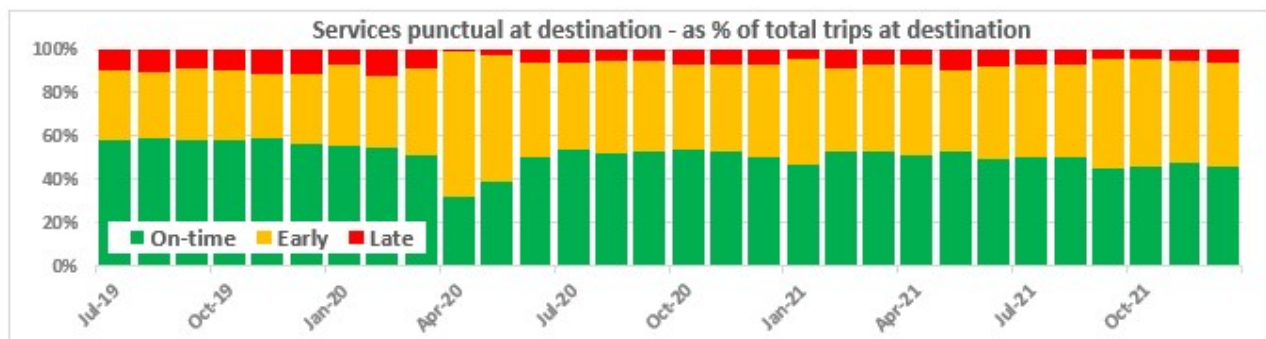
	2021/22	2020/21	% Change
Wellington City			
Newlands & Tawa	94.7%	94.1%	0.6%
East, West & City	96.5%	96.0%	0.5%
North, South, Khandallah & Brooklyn	92.6%	94.1%	-1.5%
Hutt Valley	95.8%	96.0%	-0.2%
Porirua	95.2%	96.3%	-1.1%
Kapiti	98.2%	98.3%	-0.1%
Wairarapa	91.7%	93.7%	-2.0%
<b>Total</b>	<b>95.4%</b>	<b>95.6%</b>	<b>-0.2%</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 December, 45.9% of bus services recorded at destination arrived on time, with a further 48.2% arriving more than one minute early. Only 5.9% of services arrived more than five minutes late.



**Punctuality at destination - current month**

	Dec-21	Dec-20	% Change
On-time	45.9%	50.0%	-4.1%
Early	48.2%	43.2%	5.0%
Late	5.9%	6.8%	-0.8%

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

	2021/22	2020/21	% Change
On-time	47.6%	52.7%	-5.1%
Early	46.8%	41.2%	5.6%
Late	5.6%	6.1%	-0.5%

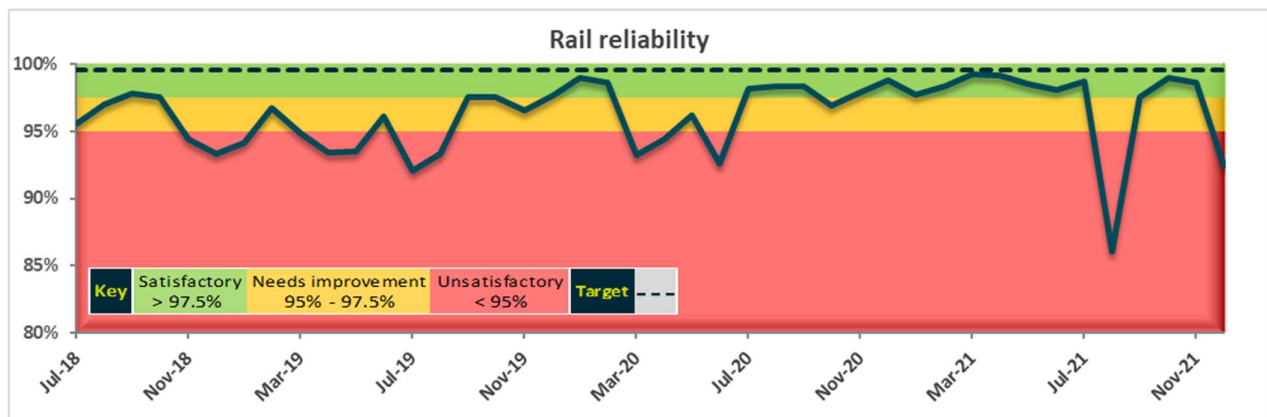
# Rail service delivery

## 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 92.4% in December and 95.7% for the year to date.

Reliability of rail services in December was dominated by weather related issues. This had considerable impact on the customer experience. Firstly, flooding on the Kapiti Line on 6th December, then major slips on the Johnsonville Line on 15th and again Kapiti Line impact on 16th December. Considerable disruption occurred and the Johnsonville Line was inaccessible for 2 days and on the Kapiti Line further delays when a unit had to be recovered after hitting a slip. Aerial assessments were undertaken by KiwiRail, and considerable speed restrictions were put in place which made it untenable to maintain a regular service on the network. The decision was made to move to a (mostly) weekend timetable the week before Christmas.

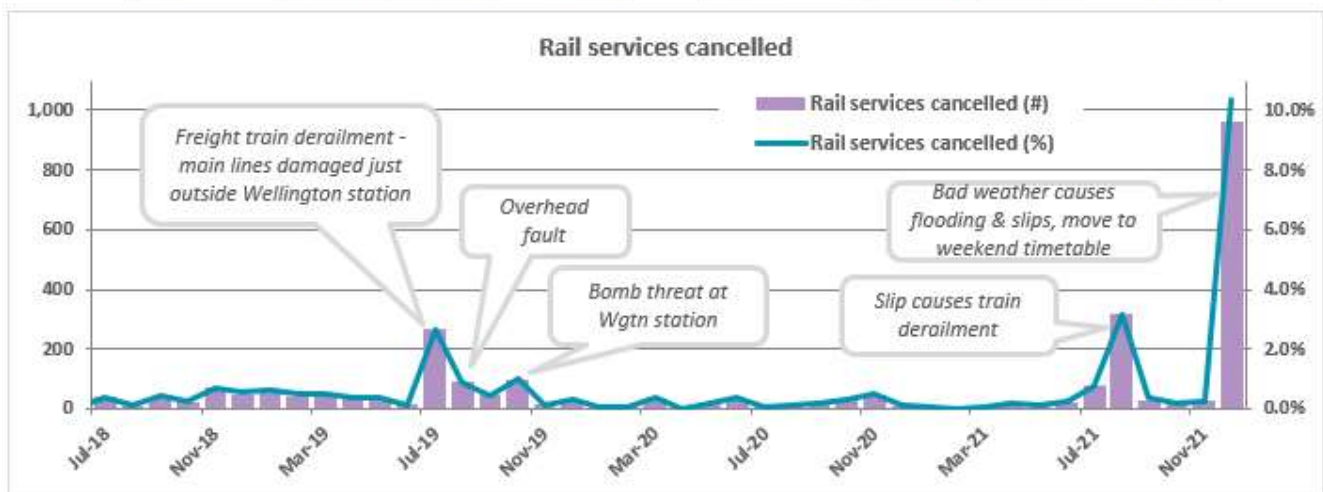


**Reliability - current month**

	Dec-21	Dec-20	% Change
Hutt Valley	95.9%	99.0%	-3.1%
Johnsonville	88.4%	99.1%	-10.7%
Kapiti	91.3%	99.1%	-7.8%
Wairarapa	99.6%	88.3%	11.3%
<b>Total</b>	<b>92.4%</b>	<b>98.8%</b>	<b>-6.4%</b>

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

	2021/22	2020/21	% Change
Hutt Valley	97.0%	98.2%	-1.2%
Johnsonville	95.2%	98.9%	-3.7%
Kapiti	94.9%	97.9%	-3.0%
Wairarapa	91.6%	93.3%	-1.7%
<b>Total</b>	<b>95.7%</b>	<b>98.1%</b>	<b>-2.4%</b>

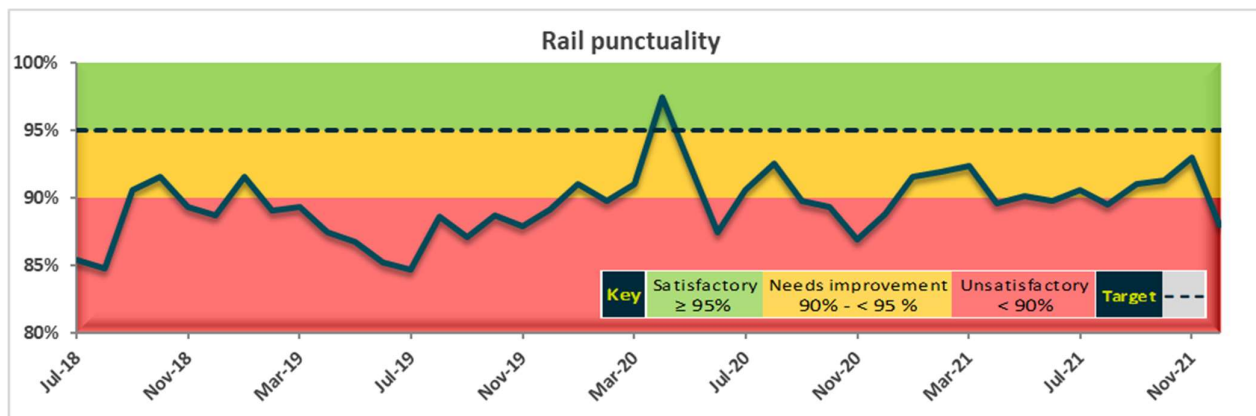


## Punctuality

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 December was 88.0% and 90.7% for the year to date.

Punctuality performance was also impacted by the weather related issues in December, with significant speed restrictions impacting the Kapiti Line. The move to the Saturday timetable mitigated the impact to customers as it meant that the cumulative effect of the speed restrictions were reduced.



Punctuality - current month

	Dec-21	Dec-20	% Change
Hutt Valley	90.4%	91.7%	-1.3%
Johnsonville	95.5%	96.9%	-1.4%
Kapiti	81.4%	79.6%	1.8%
Wairarapa	52.3%	73.6%	-21.3%
<b>Total</b>	<b>88.0%</b>	<b>88.8%</b>	<b>-0.8%</b>

Punctuality - year to date (Jul - Dec)

	2021/22	2020/21	% Change
Hutt Valley	92.4%	90.1%	2.3%
Johnsonville	97.5%	97.5%	0.0%
Kapiti	85.6%	85.2%	0.4%
Wairarapa	57.4%	60.1%	-2.7%
<b>Total</b>	<b>90.7%</b>	<b>89.7%</b>	<b>1.0%</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 \$1.3m (-21%) in December, and \$15.5m (-33%) for the year to date.

Fare revenue - current month

	Dec-21	Budget	Excess/Shortfall
Bus	2,321,932	2,920,856	- 598,924
Rail	2,594,358	3,266,808	- 672,450
<b>Total</b>	<b>\$ 4,916,290</b>	<b>\$ 6,187,664</b>	<b>-\$ 1,271,374</b>

Fare revenue - year to date (Jul - Dec)

	2021/22	Budget	Excess/Shortfall
Bus	14,876,110	22,243,439	- 7,367,329
Rail	16,755,940	24,878,006	- 8,122,066
<b>Total</b>	<b>\$31,632,049</b>	<b>\$47,121,445</b>	<b>-\$ 15,489,396</b>

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

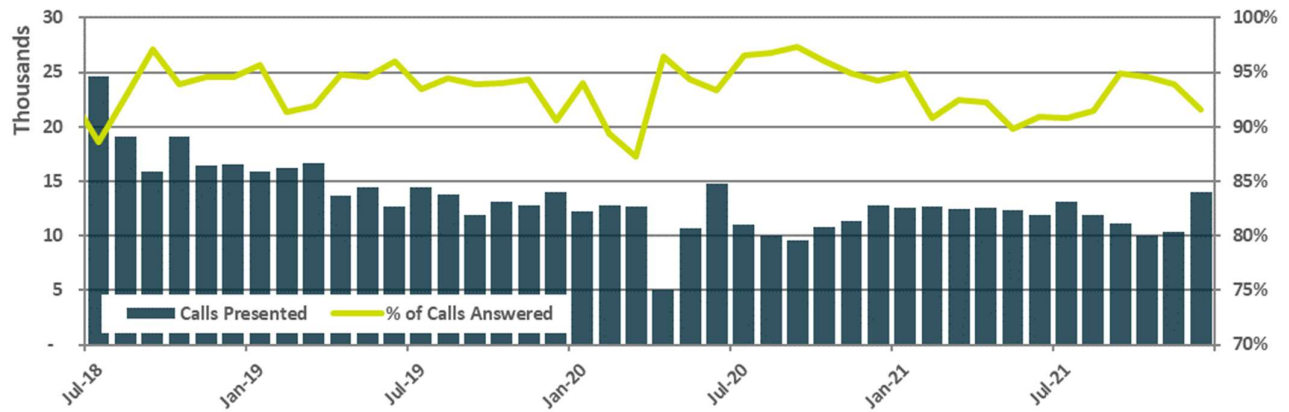
For the current year (2021/22) Waka Kotahi have agreed to fund 51 percent (at the current Funding Assistance Rate) of the additional revenue shortfall to 30 June 2022. The remaining 49 percent shortfall will be financed from debt funding as set out in the LTP (up to \$7.5m for FY21/22).



# Customer Contact

## Call centre incoming calls

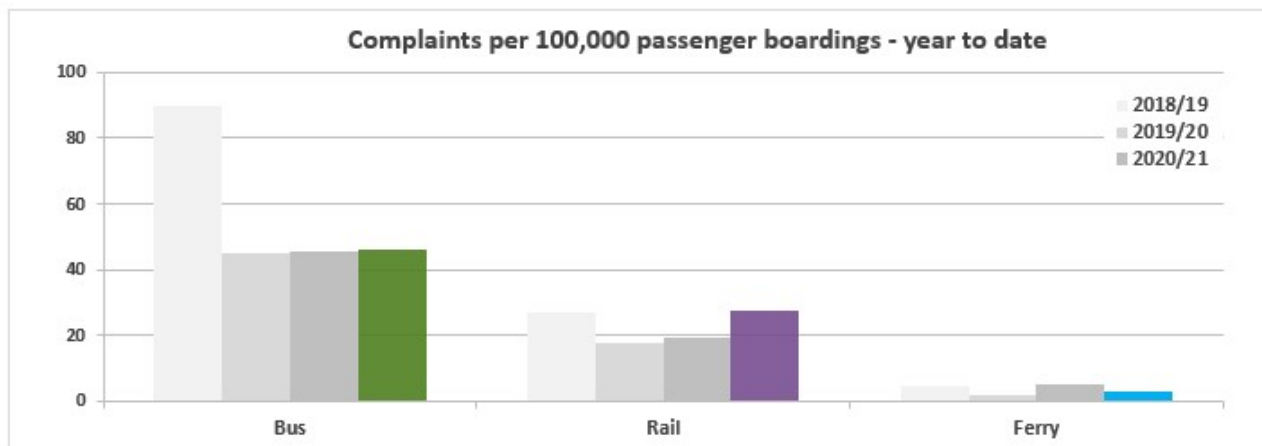
Metlink answered 91.6% of the 14,000 calls received in December, and 92.7% of the 70,000 calls year to date.



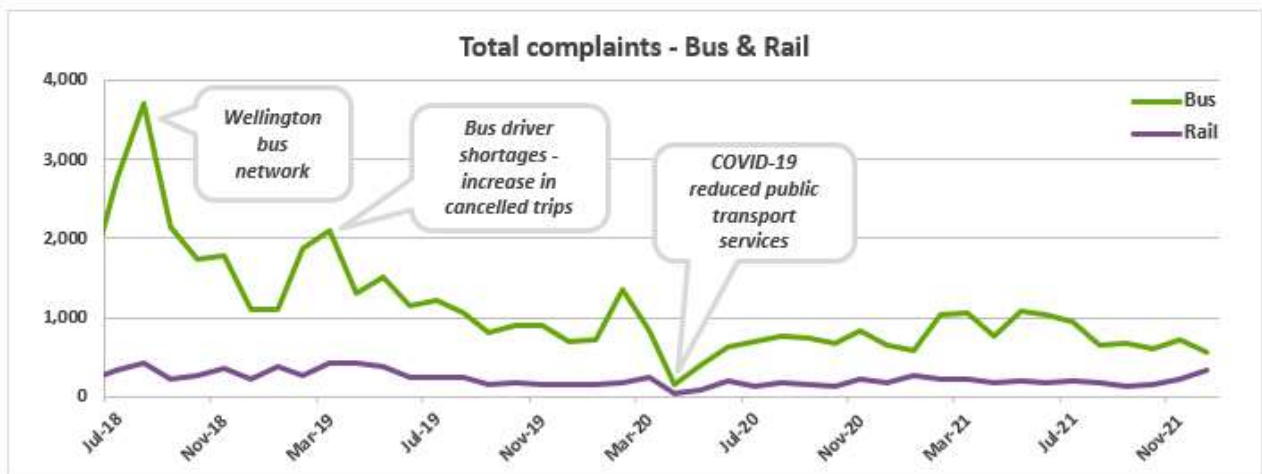
# Complaints

## 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.

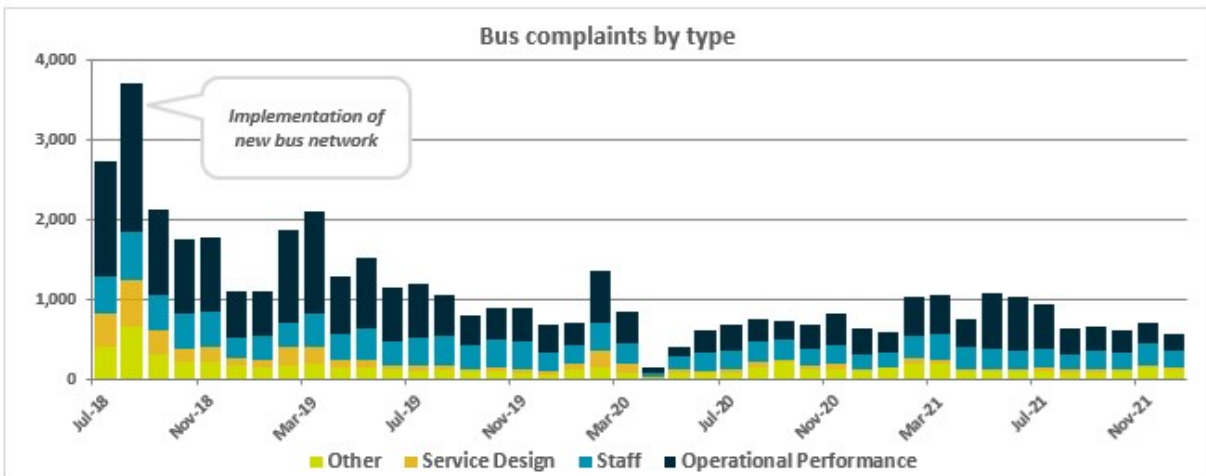


Complaints for both bus and rail have trended downwards overall.



## Bus complaints

Bus complaints for the month were 12.8% lower than in December last year, and 4.4% lower for the year to date - operational performance and staff related complaints were 79% of bus complaints for the month.



Bus complaints - current month

	Dec-21	Dec-20	% Change
Wellington			
Newlands, Tawa	24	19	26.3%
East-West, City	194	226	-14.2%
North-south, Khandallah, Brooklyn	167	220	-24.1%
Hutt Valley	153	147	4.1%
Porirua	16	25	-36.0%
Kapiti	13	10	30.0%
Wairarapa	-	3	-100.0%
<b>Total</b>	<b>567</b>	<b>650</b>	<b>-12.8%</b>

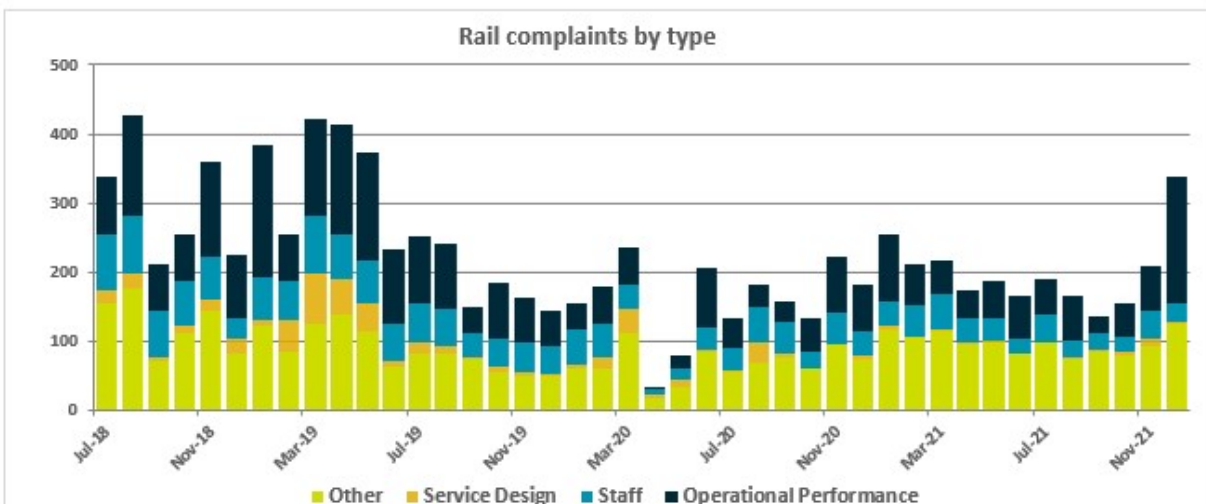
Bus complaints - year to date (Jul - Dec)

	2021/22	2020/21	% Change
Wellington			
Newlands, Tawa	132	184	-28.3%
East-West, City	1,407	1,671	-15.8%
North-south, Khandallah, Brooklyn	1,275	1,358	-6.1%
Hutt Valley	1,110	890	24.7%
Porirua	165	179	-7.8%
Kapiti	61	53	15.1%
Wairarapa	10	16	-37.5%
<b>Total</b>	<b>4,160</b>	<b>4,351</b>	<b>-4.4%</b>

## Rail complaints

Rail complaints for December were 86.3% higher than the same month last year, and 18.5% higher for the year to date - operational performance and staff related complaints were 52% of rail complaints for the month.

The high number of complaints in December reflects the number of disrupted/cancelled trips due to weather events that caused flooding, slips, and speed restrictions.



**Rail complaints - current month**

	Dec-21	Dec-20	% Change
Hutt Valley	103	57	80.7%
Kapiti	145	72	101.4%
Johnsonville	18	16	12.5%
Wairarapa	20	9	122.2%
General	53	28	89.3%
<b>Total</b>	<b>339</b>	<b>182</b>	<b>86.3%</b>

**Rail complaints - year to date (Jul - Dec)**

	2021/22	2020/21	% Change
Hutt Valley	339	358	-5.3%
Kapiti	408	321	27.1%
Johnsonville	96	57	68.4%
Wairarapa	136	98	38.8%
General	215	174	23.6%
<b>Total</b>	<b>1,194</b>	<b>1,008</b>	<b>18.5%</b>