

Metlink performance report



July 2022

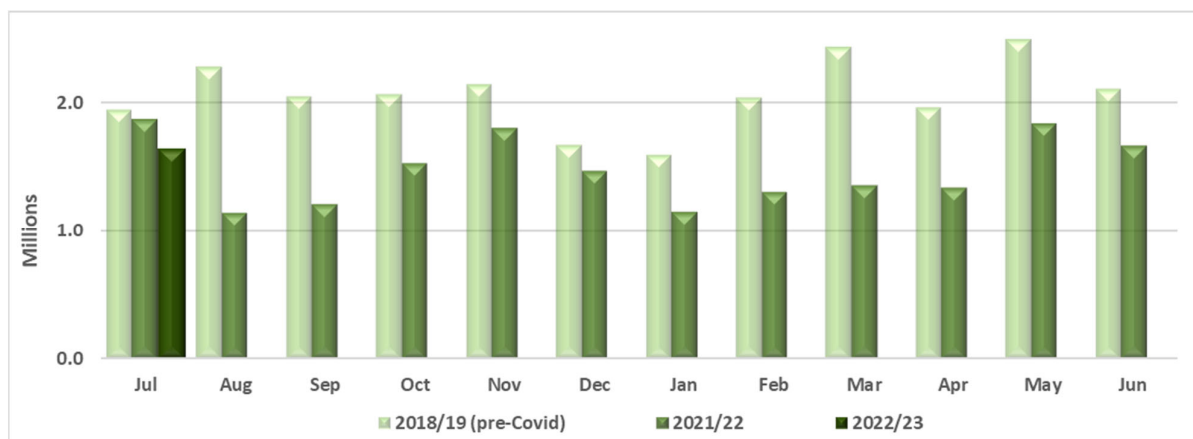
Patronage

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 July 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, July bus passenger boardings were 12.4% lower than the same month last year. Prior to Covid-19 (in 2019/20), we were seeing increased growth of 7.3% (July 2019 to February 2020).

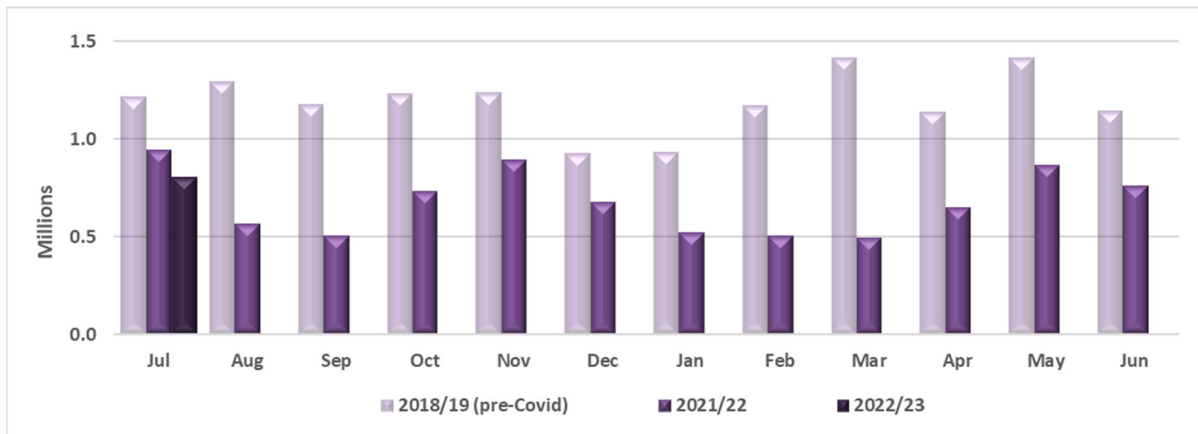


Boardings by area - current month

	Jul-22	Jul-21	% Change
Wellington	1,222,589	1,401,838	-12.8%
Hutt Valley	303,868	341,151	-10.9%
Porirua	59,207	69,847	-15.2%
Kapiti	39,617	42,470	-6.7%
Wairarapa	10,268	12,349	-16.9%
Total	1,635,549	1,867,655	-12.4%

Rail passenger boardings

Under Orange of the Covid-19 Protection Framework, July rail passenger boardings were 14.4% lower than the same month last year. Prior to Covid-19 (in 2019/20), we were seeing increased growth of 3.5% (July 2019 to February 2020).

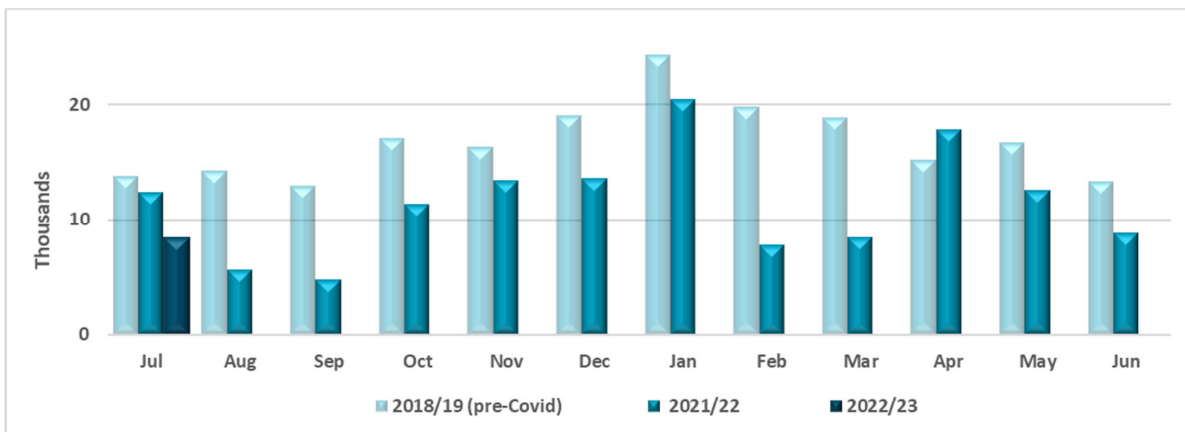


Boardings by line - current month

	Jul-22	Jul-21	% Change
Hutt Valley	338,907	434,700	-22.0%
Kapiti	336,110	356,998	-5.9%
Johnsonville	88,865	95,178	-6.6%
Wairarapa	43,641	56,945	-23.4%
Total	807,523	943,821	-14.4%

Ferry passenger boardings

Under Orange of the Covid-19 Protection Framework, July ferry boardings show a decrease of 32.9% on the same month last year. Weather conditions often affect ferry boardings. We were seeing a decrease of 1.4% prior to Covid-19 (July 2019 to February 2020).

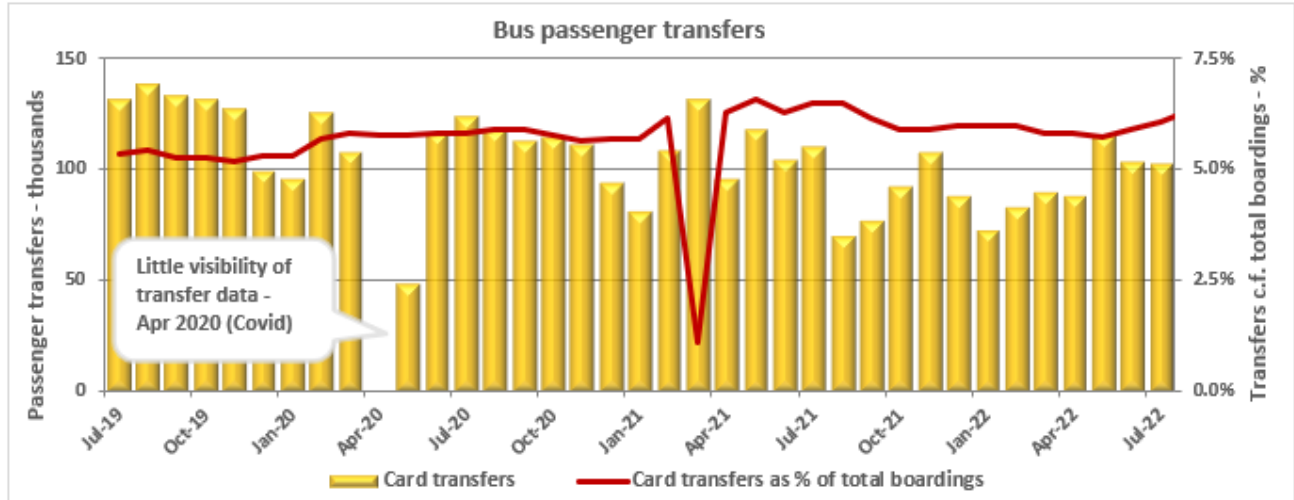


Boardings - current month

	Jul-22	Jul-21	% Change
Total	8,320	12,402	-32.9%

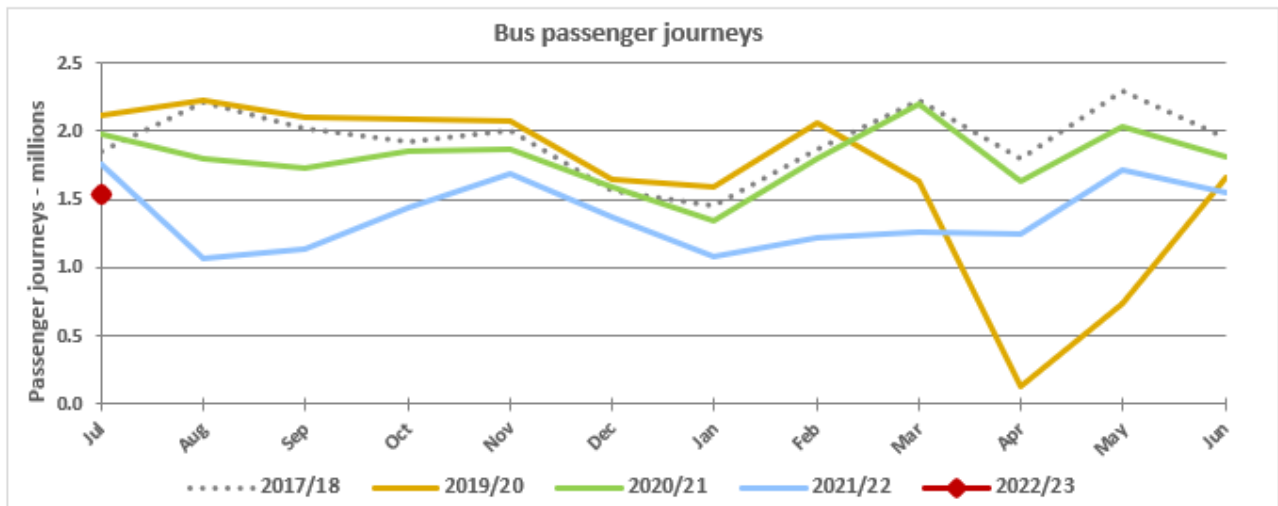
Bus passenger transfers and journeys

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 6.3% of passenger boardings for July.



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 July 2022 show a decrease of 12.8% on the same month last year. This compares to growth of 6.5% from July 2019 to February 2020 (prior to Covid-19).



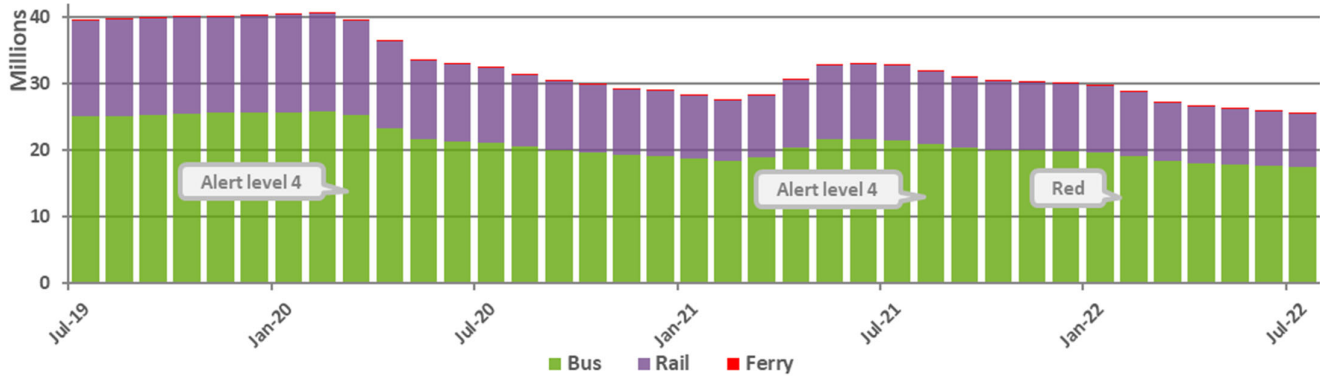
¹ Prior to the new Network, transfers accounted for c. 2.6 % based on 2014/15 data available to Metlink. This transfer rate has been assumed up until the new contracts were implemented between April and July 2018.

Passenger boardings trend

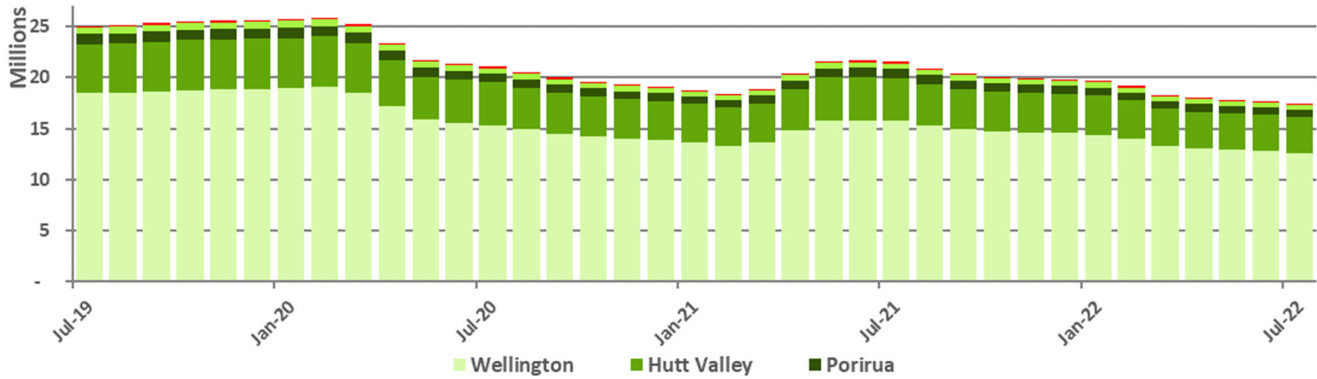
The following graphs show the number of passenger boardings using a 12-month rolling total.

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.

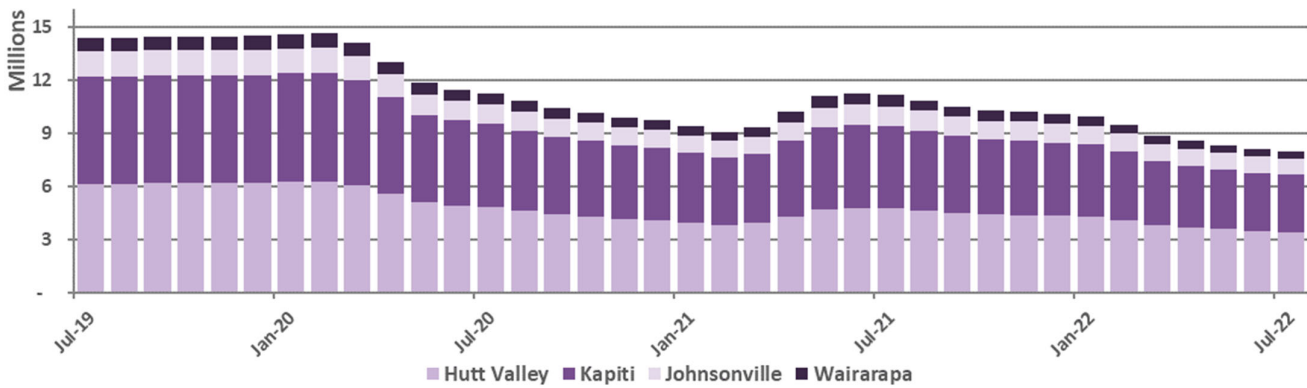
All modes



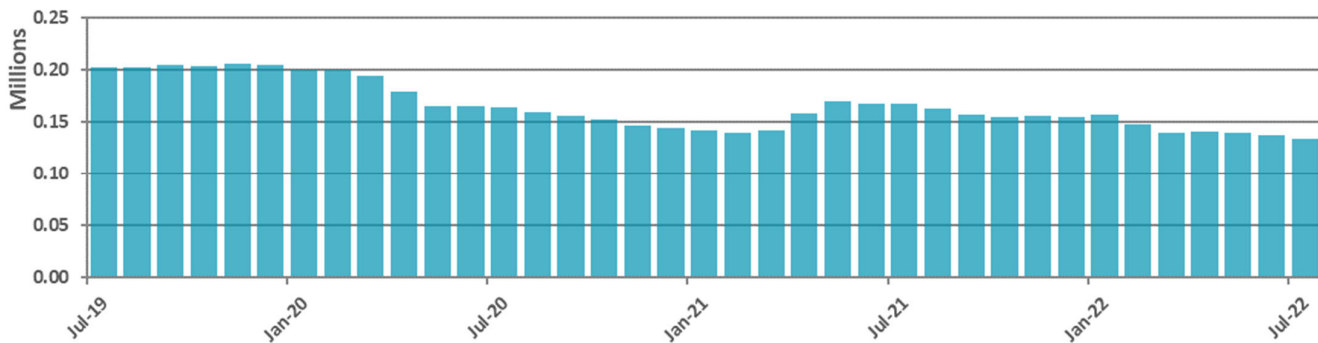
Bus



Rail



Ferry



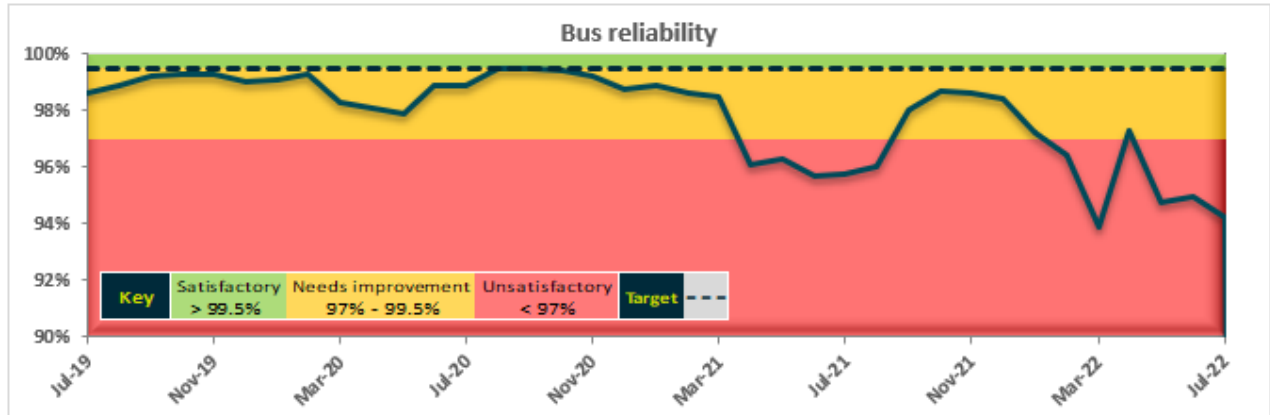


Bus service delivery

Reliability

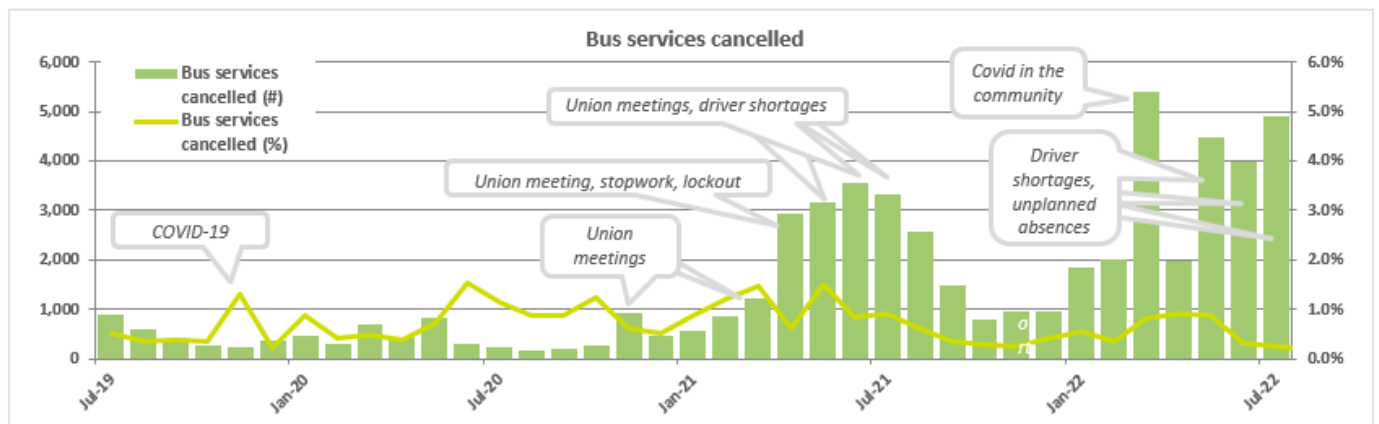
The bus reliability measure shows the percentage of scheduled services that actually ran, as tracked by RTI and Snapper systems.

In July, 94.2% of bus services were delivered. Reliability was impacted by increasing levels of cancellations due to driver shortages and unplanned absenteeism due to Covid-19 and other illness.



Reliability - current month

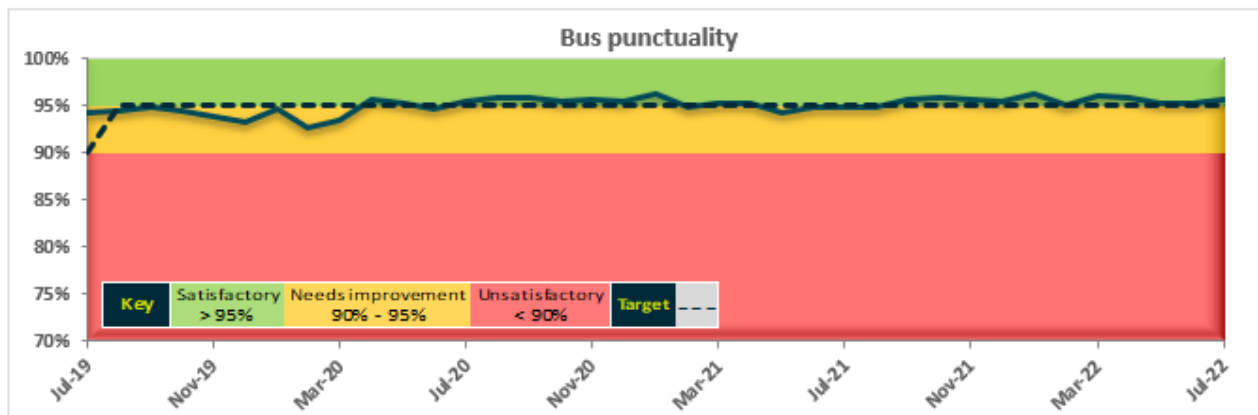
	Jul-22	Jul-21	% Change
Wellington City			
Newlands & Tawa	99.4%	99.7%	-0.3%
East, West & City	91.0%	96.1%	-5.1%
North, South, Khandallah & Brooklyn	93.1%	93.9%	-0.7%
Hutt Valley	96.7%	94.6%	2.1%
Porirua	94.0%	96.5%	-2.5%
Kapiti	99.7%	99.9%	-0.2%
Wairarapa	99.5%	99.7%	-0.3%
Total	94.2%	95.8%	-1.5%



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 95.6% in July, and 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

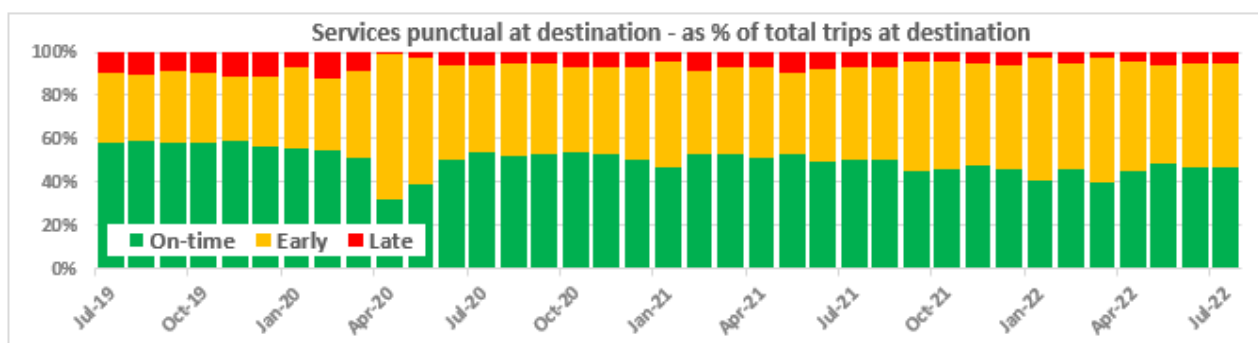
	Jul-22	Jul-21	% Change
Wellington City			
Newlands & Tawa	98.0%	93.1%	4.9%
East, West & City	96.6%	95.6%	0.9%
North, South, Khandallah & Brooklyn	91.6%	92.8%	-1.2%
Hutt Valley	96.3%	95.1%	1.2%
Porirua	96.1%	95.1%	1.0%
Kapiti	98.6%	98.1%	0.4%
Wairarapa	92.7%	92.3%	0.4%
Total	95.6%	94.9%	0.7%

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 July, 46.5% of bus services recorded at destination arrived on time, with a further 48.7% arriving more than one minute early. Only 4.8% of services arrived more than five minutes late.



Punctuality at destination - current month

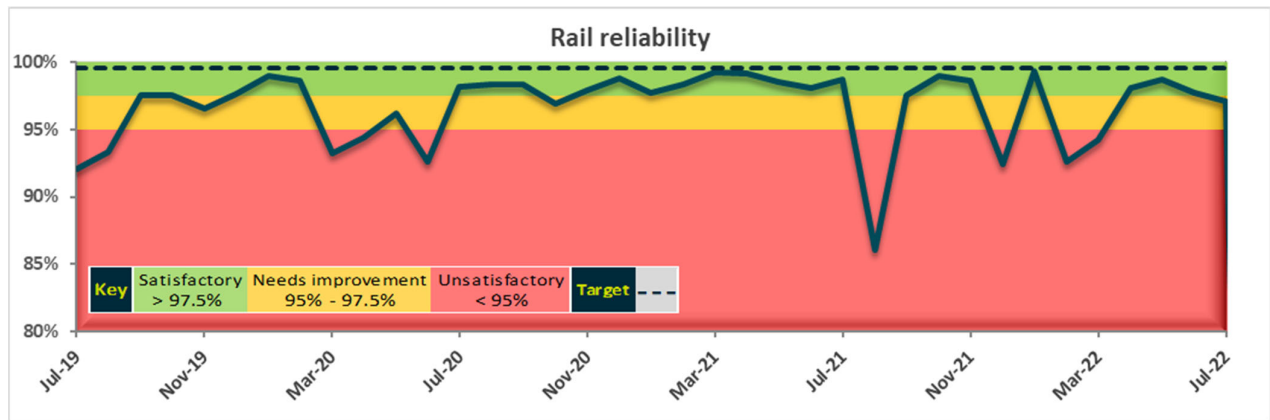
	Jul-22	Jul-21	% Change
On-time	46.5%	50.6%	-4.1%
Early	48.7%	42.5%	6.1%
Late	4.8%	6.9%	-2.1%

Rail service delivery

Reliability

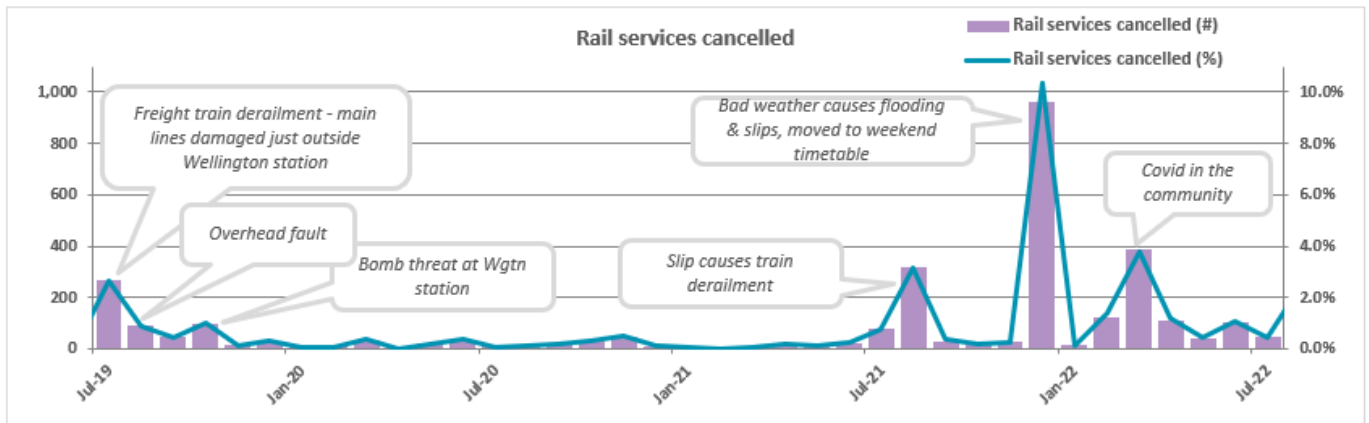
The rail reliability measure shows the percentage of scheduled services that depart from origin and key stations no earlier than 30 seconds before the scheduled time, meet the consist size for the scheduled service, and stop at all stations timetabled for the service.

Rail service reliability was 97.1% in July - services were disrupted by adverse weather causing slips, trees to come down, and high sea swells. Covid and seasonal sickness also saw some staff shortages across the month.

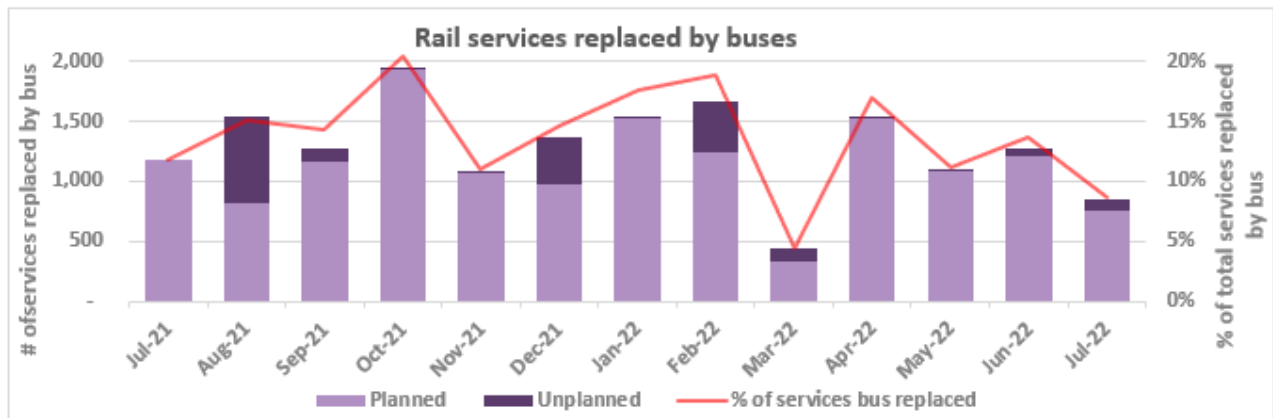


Reliability - current month

	Jul-22	Jul-21	% Change
Hutt Valley	96.4%	99.8%	-3.4%
Johnsonville	96.4%	98.3%	-1.9%
Kapiti	98.3%	97.6%	0.7%
Wairarapa	99.0%	99.4%	-0.4%
Total	97.1%	98.7%	-1.6%



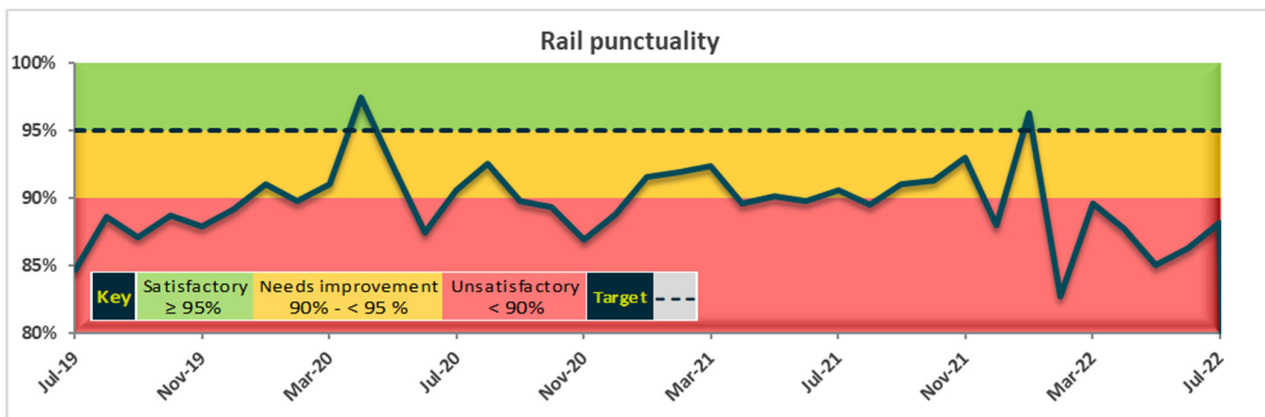
In July, 8.7% of rail services were replaced by buses, compared to 13.7% the month before.



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 July was 88.2% - adverse weather disrupted the network throughout the month, Johnsonville line punctuality was impacted by temporary speed restrictions related to slip risk, and the Wairarapa line continued to be affected by worksite and speed restriction delays.



Punctuality - current month

	Jul-22	Jul-21	% Change
Hutt Valley	87.6%	92.3%	-4.7%
Johnsonville	85.8%	97.4%	-11.6%
Kapiti	93.6%	85.3%	8.3%
Wairarapa	56.0%	64.3%	-8.3%
Total	88.2%	90.6%	-2.4%

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 \$7.1m (-71%) in July.

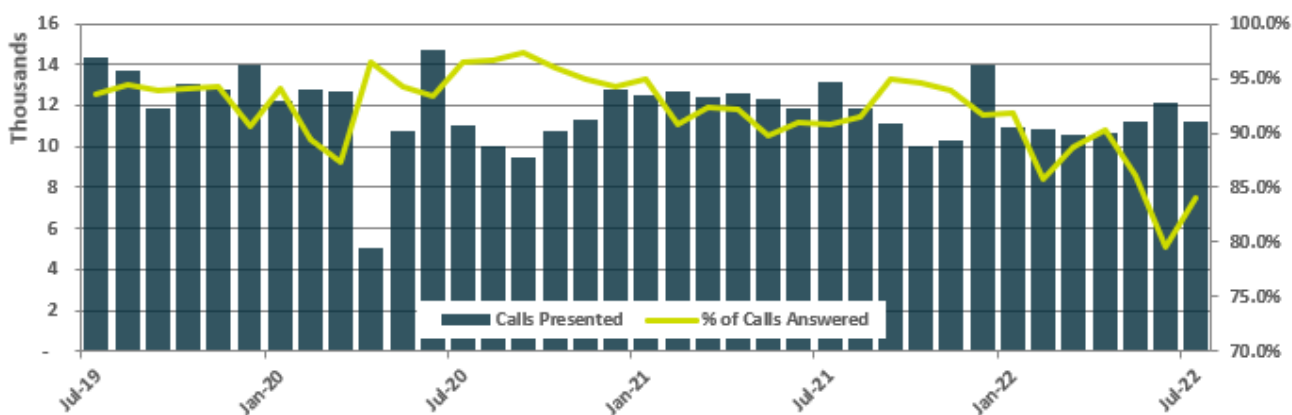
Fare revenue - current month

	Jul-22	Budget	Excess/Shortfall
Bus	1,362,392	5,627,121	- 4,264,729
Rail	1,568,585	4,357,420	- 2,788,835
Total	\$ 2,930,977	\$ 9,984,541	-\$ 7,053,564

Customer Contact

Call centre incoming calls

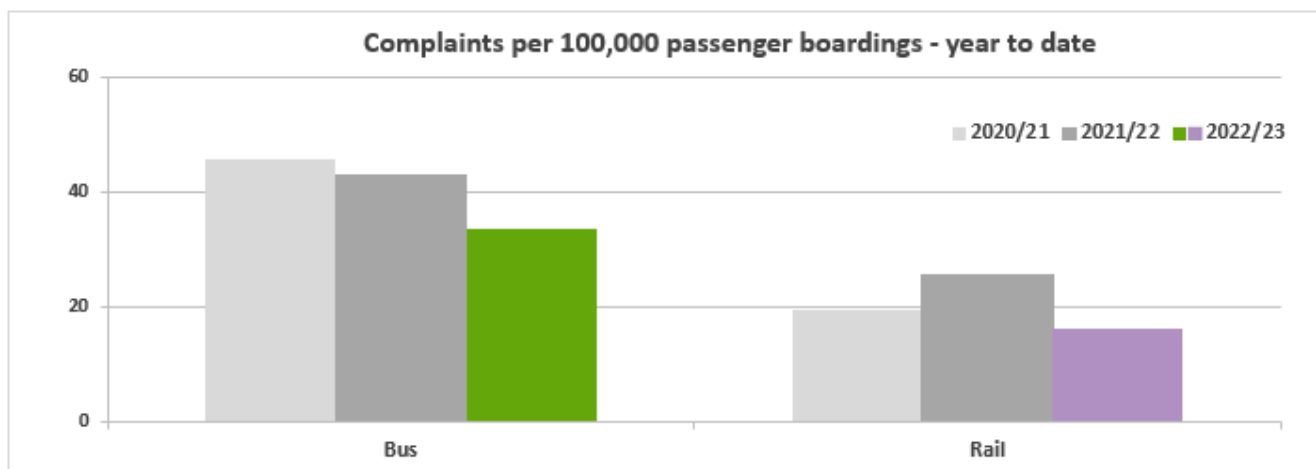
Metlink answered 84.0% of the 11,000 calls received in July – the call centre continued to have staff shortages due to sickness and vacancies.



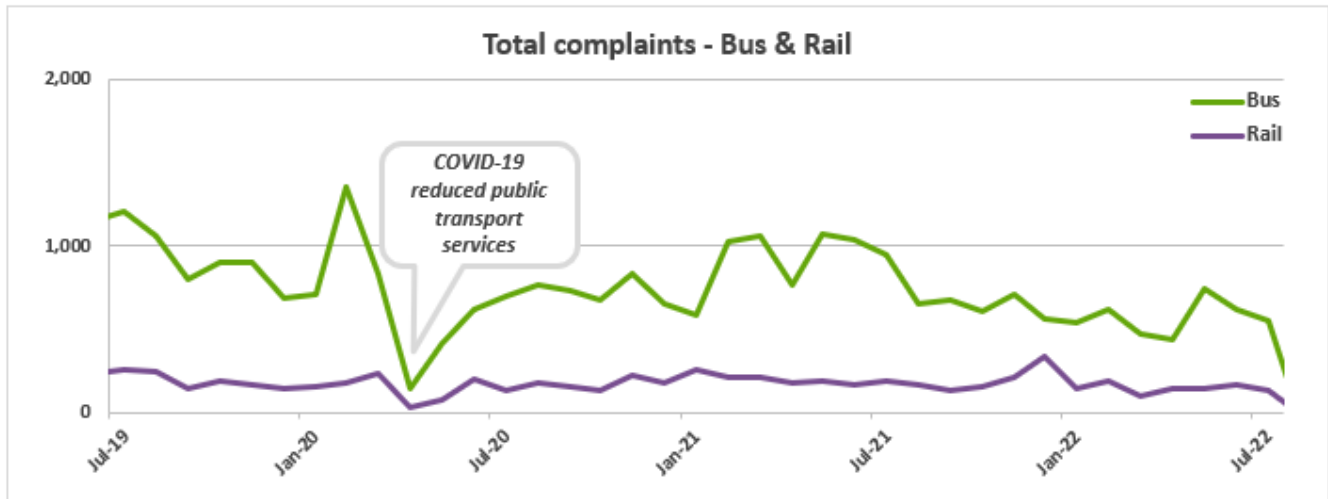
Complaints

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.

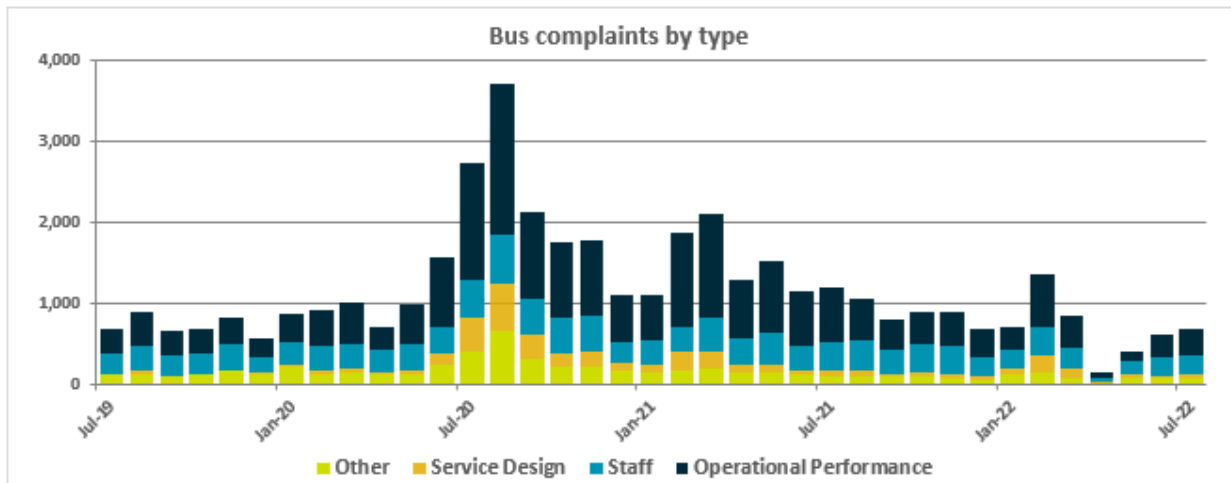


Complaints for both bus and rail have trended downwards overall.



Bus complaints

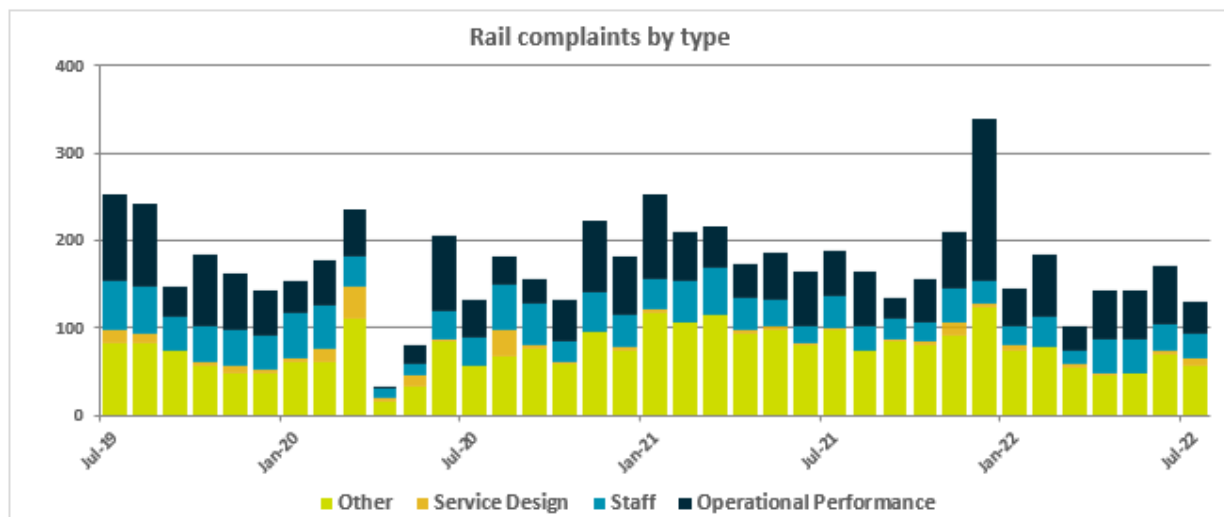
Bus complaints for the month were 41.9% lower than in July last year - operational performance and staff related complaints were 79% of bus complaints for the month.



Bus complaints - current month

	Jul-22	Jul-21	% Change
Wellington			
Newlands, Tawa	15	28	-46.4%
East-West, City	189	328	-42.4%
North-south, Khandallah, Brooklyn	176	311	-43.4%
Hutt Valley	129	243	-46.9%
Porirua	24	30	-20.0%
Kapiti	13	7	85.7%
Wairarapa	5	1	400.0%
Total	551	948	-41.9%

Rail complaints for July were 31.2% lower than the same month last year - operational performance and staff related complaints were 49% of rail complaints for the month.



Rail complaints - current month

	Jul-22	Jul-21	% Change
Hutt Valley	34	59	-42.4%
Kapiti	44	61	-27.9%
Johnsonville	12	10	20.0%
Wairarapa	16	26	-38.5%
General	24	33	-27.3%
Total	130	189	-31.2%