

# Metlink performance report



June 2022

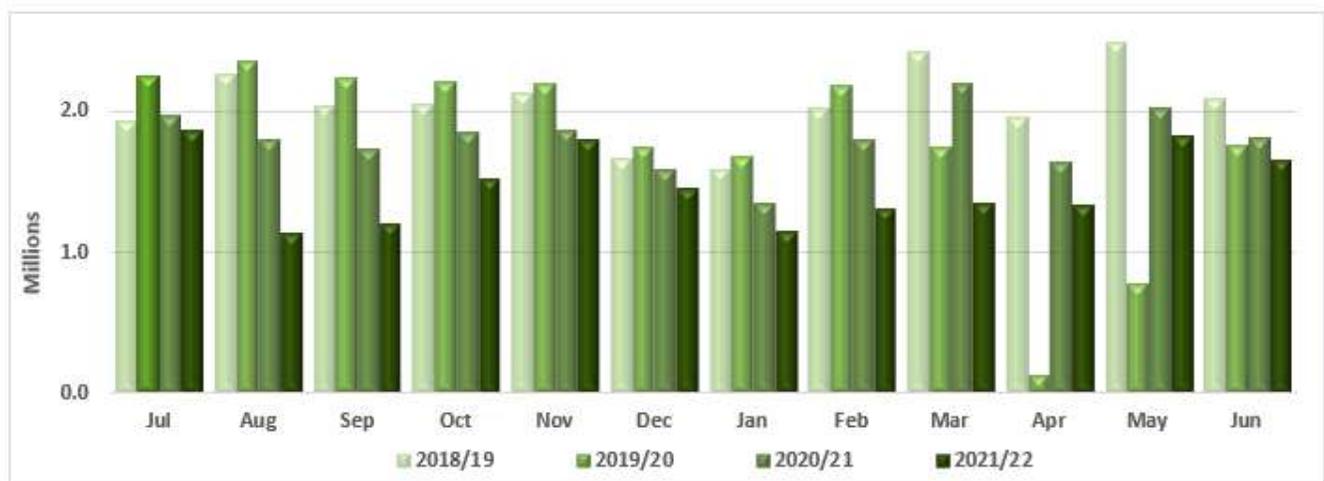
## Patronage

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 June 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, June bus passenger boardings were 8.6% lower than the same month last year and 18.5% 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

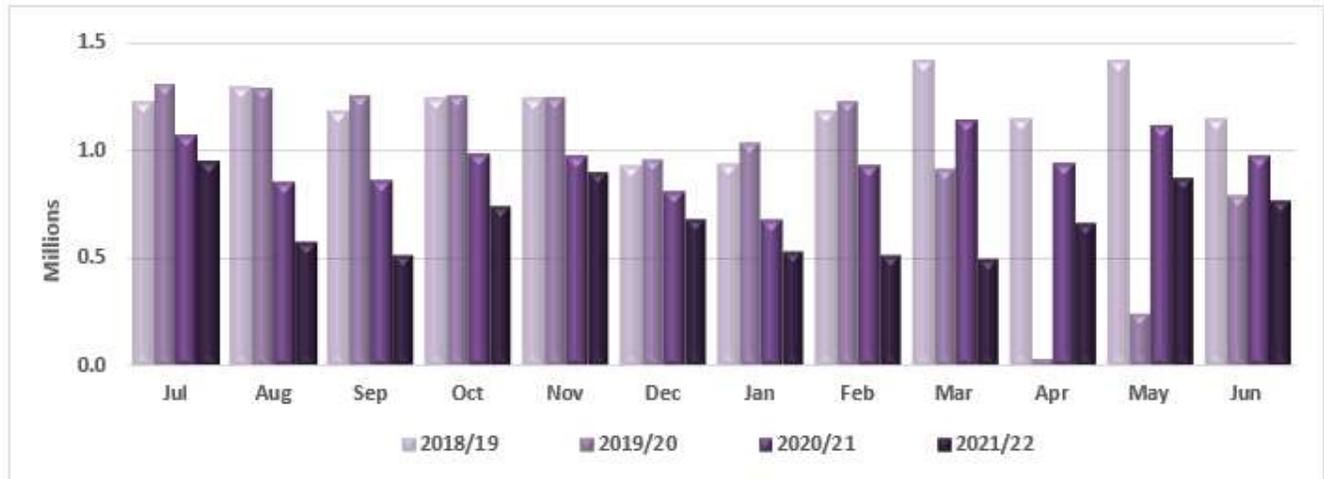
|              | Jun-22           | Jun-21           | % Change     |
|--------------|------------------|------------------|--------------|
| Wellington   | 1,203,266        | 1,307,422        | -8.0%        |
| Hutt Valley  | 328,946          | 363,155          | -9.4%        |
| Porirua      | 67,262           | 78,684           | -14.5%       |
| Kapiti       | 46,808           | 51,050           | -8.3%        |
| Wairarapa    | 12,799           | 14,792           | -13.5%       |
| <b>Total</b> | <b>1,659,081</b> | <b>1,815,103</b> | <b>-8.6%</b> |

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

|              | 2021/22           | 2020/21           | % Change      |
|--------------|-------------------|-------------------|---------------|
| Wellington   | 12,808,529        | 15,807,998        | -19.0%        |
| Hutt Valley  | 3,522,998         | 4,263,227         | -17.4%        |
| Porirua      | 723,353           | 892,455           | -18.9%        |
| Kapiti       | 471,459           | 548,503           | -14.0%        |
| Wairarapa    | 128,167           | 158,499           | -19.1%        |
| <b>Total</b> | <b>17,654,506</b> | <b>21,670,682</b> | <b>-18.5%</b> |

## Rail passenger boardings

Under Orange of the Covid-19 Protection Framework, June rail passenger boardings were 21.3% lower than the same month last year, and 27.8% 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

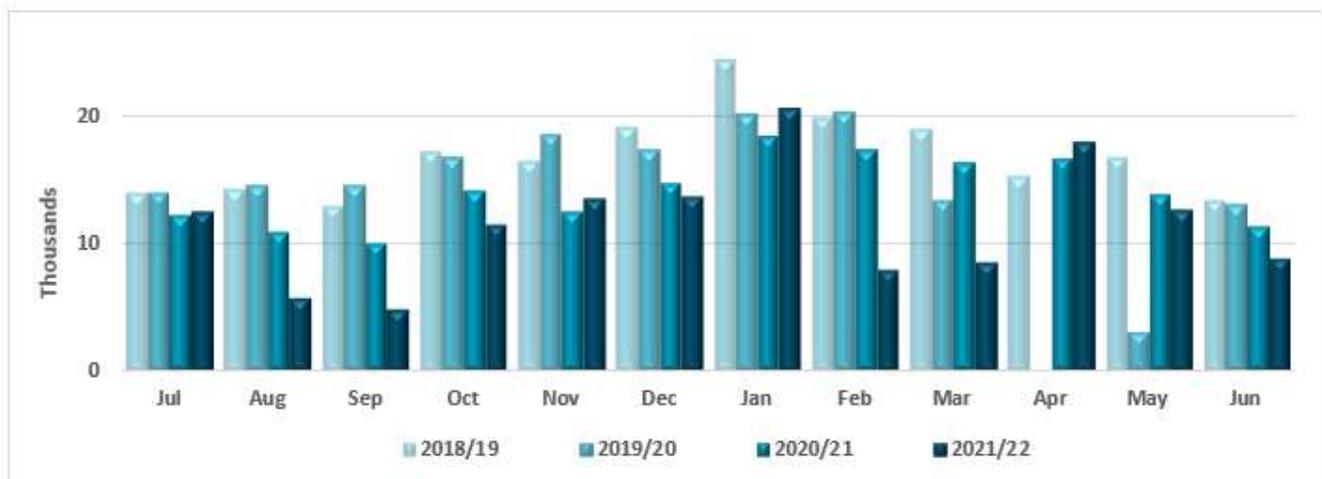
|              | Jun-22         | Jun-21         | % Change      |
|--------------|----------------|----------------|---------------|
| Hutt Valley  | 320,148        | 413,195        | -22.5%        |
| Kapiti       | 311,335        | 400,933        | -22.3%        |
| Johnsonville | 90,544         | 105,169        | -13.9%        |
| Wairarapa    | 42,388         | 51,524         | -17.7%        |
| <b>Total</b> | <b>764,415</b> | <b>970,821</b> | <b>-21.3%</b> |

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

|              | 2021/22          | 2020/21           | % Change      |
|--------------|------------------|-------------------|---------------|
| Hutt Valley  | 3,501,056        | 4,773,999         | -26.7%        |
| Kapiti       | 3,276,043        | 4,715,957         | -30.5%        |
| Johnsonville | 914,970          | 1,156,261         | -20.9%        |
| Wairarapa    | 441,932          | 624,620           | -29.2%        |
| <b>Total</b> | <b>8,134,001</b> | <b>11,270,837</b> | <b>-27.8%</b> |

## Ferry passenger boardings

Under Orange of the Covid-19 Protection Framework, June ferry boardings show a decrease of 21.5% on the same month last year, and a decrease of 18.0% 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

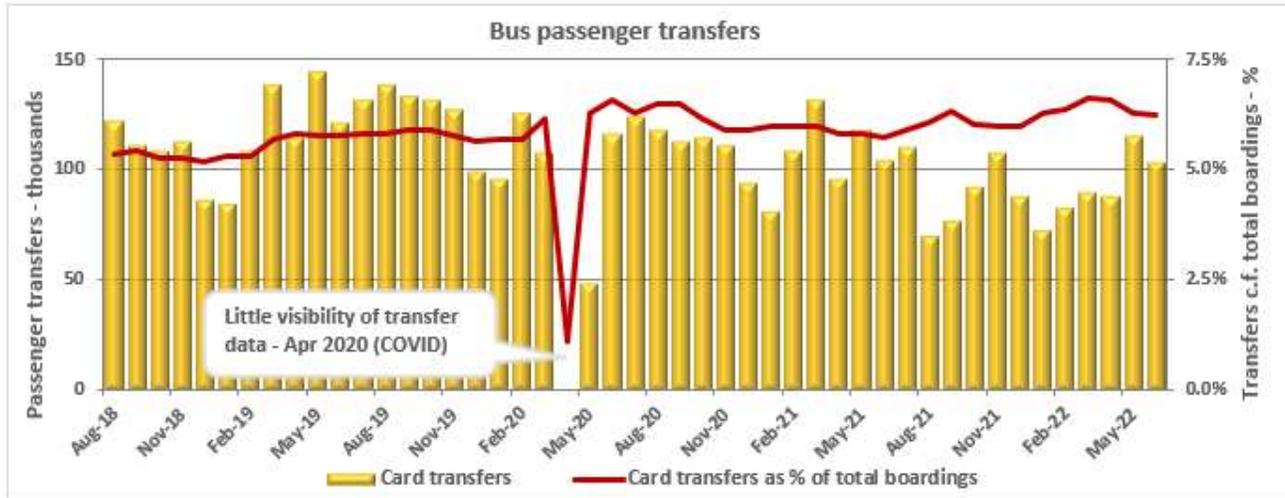
|              | Jun-22       | Jun-21        | % Change      |
|--------------|--------------|---------------|---------------|
| <b>Total</b> | <b>8,812</b> | <b>11,221</b> | <b>-21.5%</b> |

Boardings - year to date (Jul - Jun)

|              | 2021/22        | 2020/21        | % Change      |
|--------------|----------------|----------------|---------------|
| <b>Total</b> | <b>137,424</b> | <b>167,648</b> | <b>-18.0%</b> |

## Bus passenger transfers and journeys

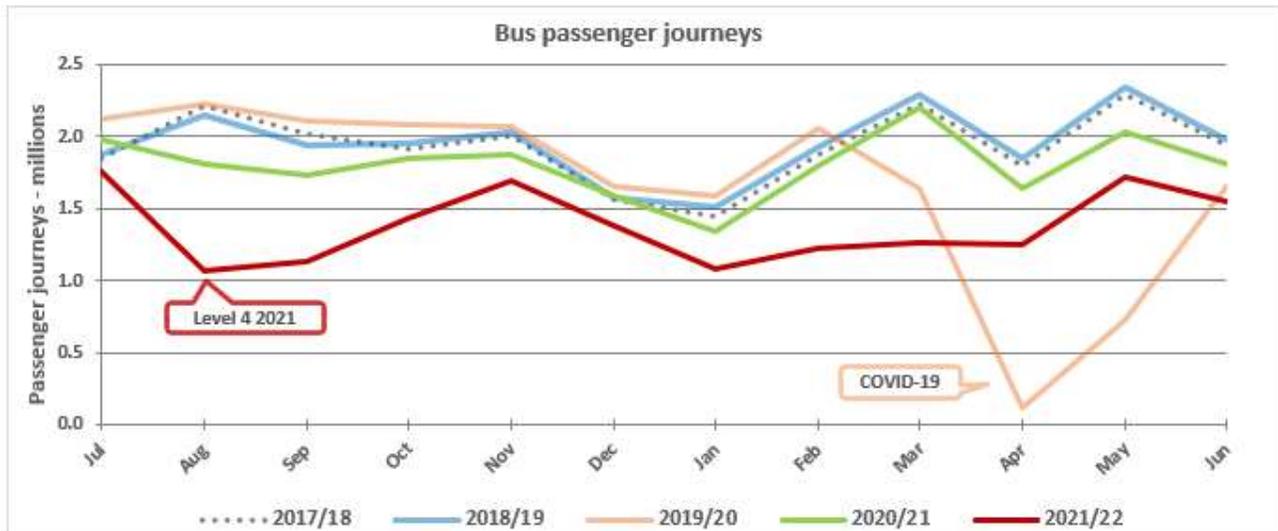
Metlink allows bus-to-bus transfers at no extra cost to passengers using a Snapper card, provided they tap on to the next bus within 30 minutes of tagging off the bus before. These card transfers accounted for 6.2% of passenger boardings for June.



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 June 2022 show a decrease of 14.3% on the same month last year, and a decrease of 23.6% for the year to date. This compares to growth of 6.5% from July 2019 to February 2020 (prior to Covid-19).



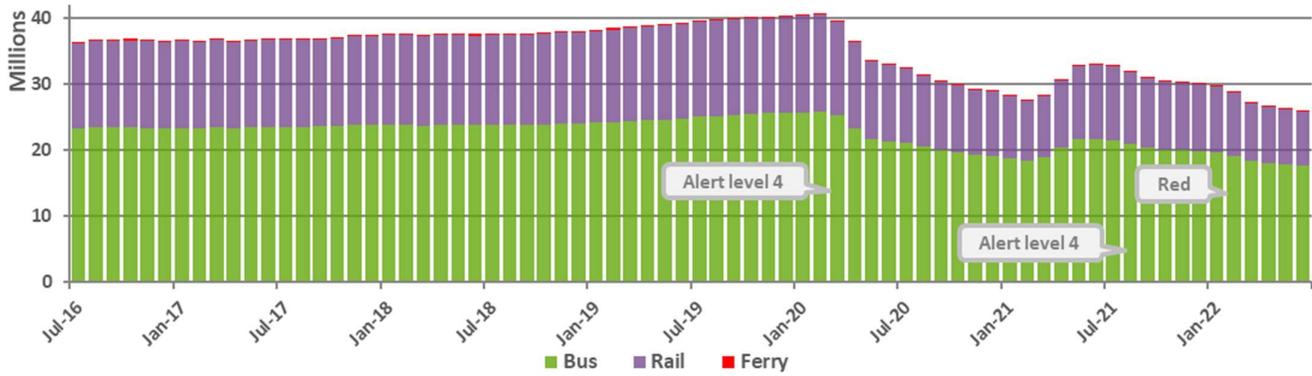
<sup>1</sup> Prior to the new Network, transfers accounted for c. 2.6 % based on 2014/15 data available to Metlink. This transfer rate has been assumed up until the new contracts were implemented between April and July 2018.

# Passenger boardings trend

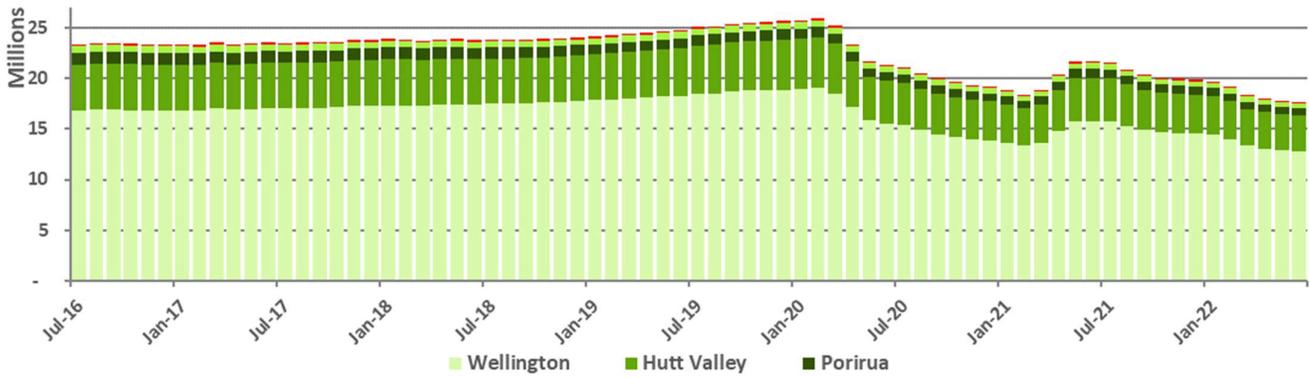
The following graphs show the number of passenger boardings using a 12-month rolling total.

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.

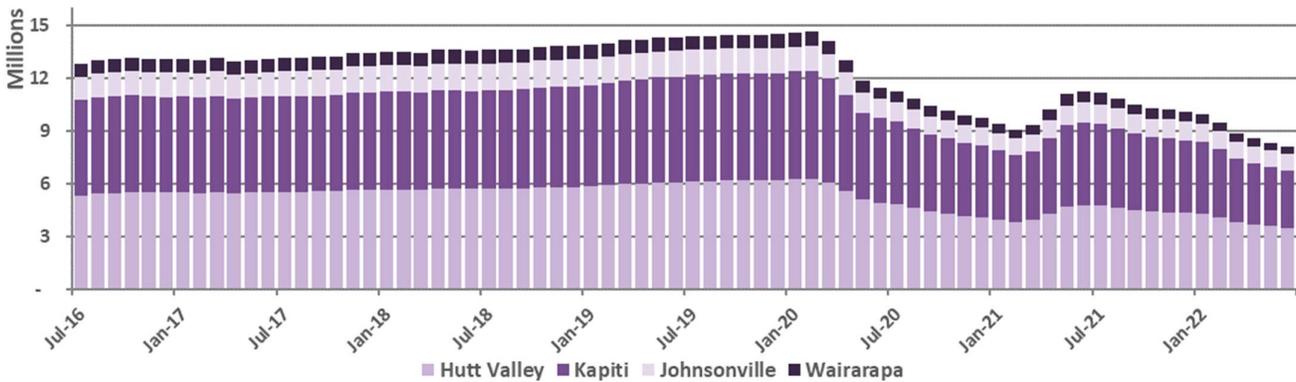
## All modes



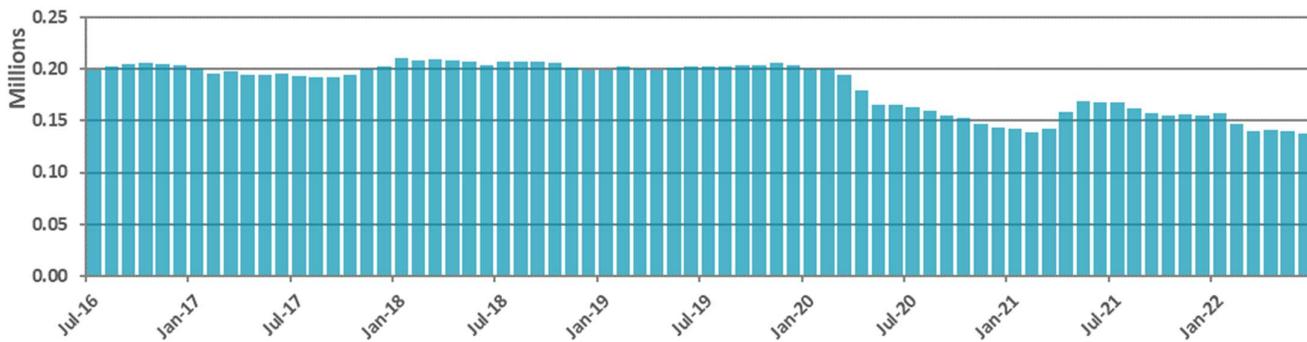
## Bus



## Rail



## Ferry



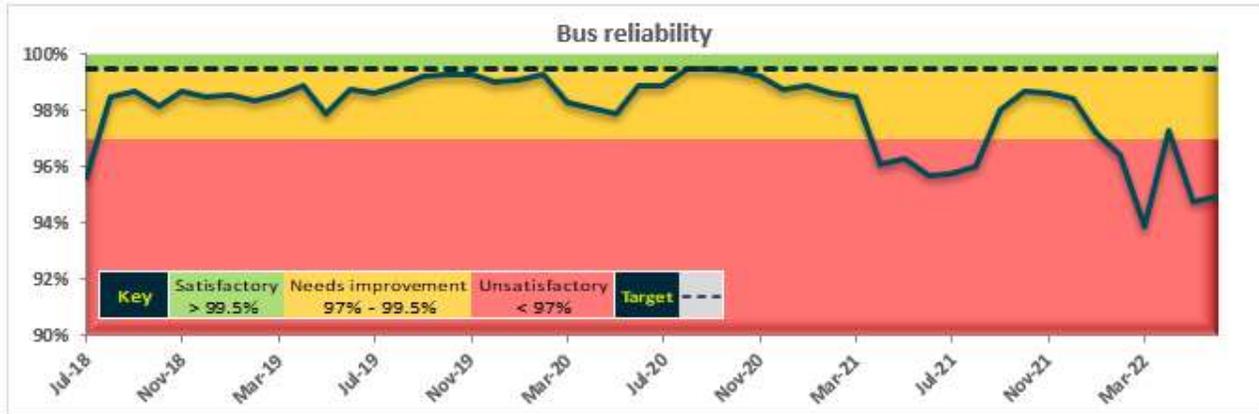


# Bus service delivery

## Reliability

The bus reliability measure shows the percentage of scheduled services that actually ran, as tracked by RTI and Snapper systems. In June, 94.9% of bus services were delivered, and 96.6% for the year to date.

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

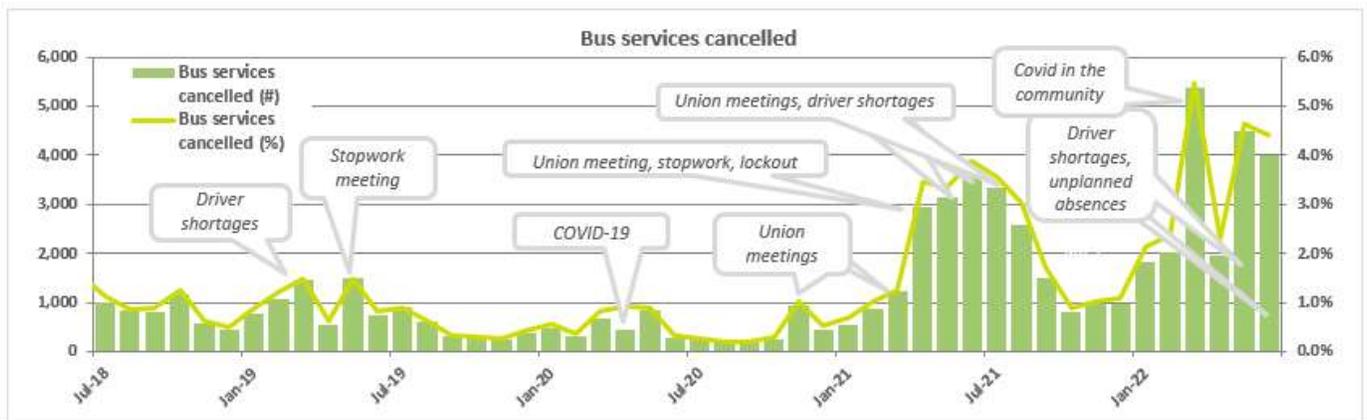


Reliability - current month

|                                     | Jun-22       | Jun-21       | % Change     |
|-------------------------------------|--------------|--------------|--------------|
| Wellington City                     |              |              |              |
| Newlands & Tawa                     | 99.2%        | 99.3%        | -0.1%        |
| East, West & City                   | 92.6%        | 96.1%        | -3.5%        |
| North, South, Khandallah & Brooklyn | 93.2%        | 90.9%        | 2.4%         |
| Hutt Valley                         | 97.2%        | 97.3%        | -0.1%        |
| Porirua                             | 95.1%        | 95.9%        | -0.8%        |
| Kapiti                              | 99.8%        | 99.8%        | 0.0%         |
| Wairarapa                           | 99.4%        | 99.3%        | 0.1%         |
| <b>Total</b>                        | <b>94.9%</b> | <b>95.7%</b> | <b>-0.7%</b> |

Reliability - year to date (Jul - Jun)

|                                     | 2021/22      | 2020/21      | % Change     |
|-------------------------------------|--------------|--------------|--------------|
| Wellington City                     |              |              |              |
| Newlands & Tawa                     | 99.4%        | 99.7%        | -0.3%        |
| East, West & City                   | 95.9%        | 97.2%        | -1.3%        |
| North, South, Khandallah & Brooklyn | 95.1%        | 97.8%        | -2.7%        |
| Hutt Valley                         | 97.3%        | 99.0%        | -1.7%        |
| Porirua                             | 96.8%        | 98.7%        | -1.9%        |
| Kapiti                              | 99.7%        | 99.8%        | -0.1%        |
| Wairarapa                           | 99.0%        | 99.2%        | -0.2%        |
| <b>Total</b>                        | <b>96.6%</b> | <b>98.2%</b> | <b>-1.6%</b> |

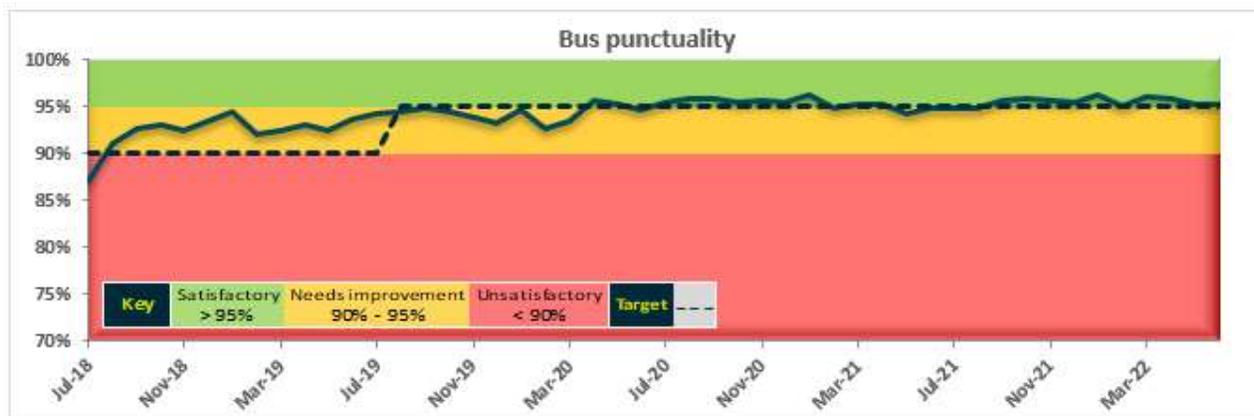


## Punctuality

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

Bus service punctuality was 95.2% in June, 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

|                                     | Jun-22       | Jun-21       | % Change    |
|-------------------------------------|--------------|--------------|-------------|
| Wellington City                     |              |              |             |
| Newlands & Tawa                     | 97.1%        | 92.6%        | 4.6%        |
| East, West & City                   | 96.5%        | 95.4%        | 1.1%        |
| North, South, Khandallah & Brooklyn | 91.4%        | 92.5%        | -1.1%       |
| Hutt Valley                         | 95.5%        | 95.1%        | 0.5%        |
| Porirua                             | 95.7%        | 96.1%        | -0.5%       |
| Kapiti                              | 97.9%        | 98.3%        | -0.4%       |
| Wairarapa                           | 93.8%        | 93.1%        | 0.7%        |
| <b>Total</b>                        | <b>95.2%</b> | <b>94.8%</b> | <b>0.4%</b> |

Punctuality - year to date (Jul - Jun)

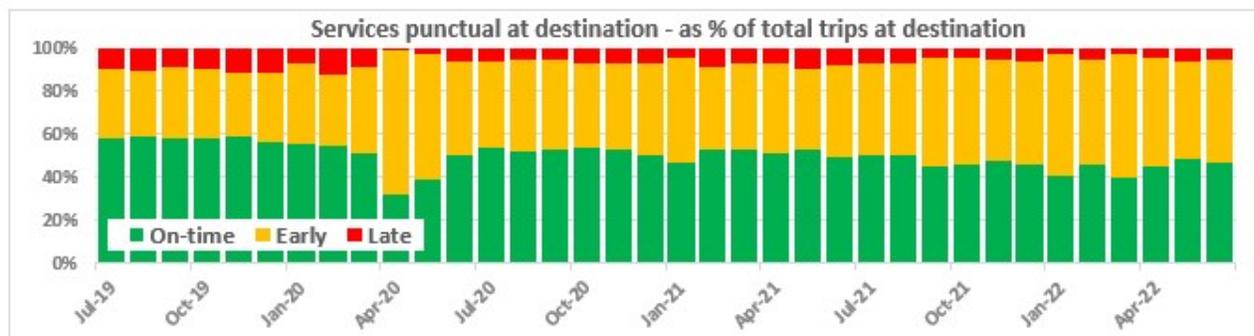
|                                     | 2021/22      | 2020/21      | % Change    |
|-------------------------------------|--------------|--------------|-------------|
| Wellington City                     |              |              |             |
| Newlands & Tawa                     | 95.4%        | 93.6%        | 1.8%        |
| East, West & City                   | 96.7%        | 95.8%        | 0.9%        |
| North, South, Khandallah & Brooklyn | 92.0%        | 93.7%        | -1.7%       |
| Hutt Valley                         | 96.0%        | 95.6%        | 0.4%        |
| Porirua                             | 95.5%        | 96.1%        | -0.6%       |
| Kapiti                              | 98.1%        | 98.3%        | -0.2%       |
| Wairarapa                           | 92.5%        | 93.3%        | -0.8%       |
| <b>Total</b>                        | <b>95.5%</b> | <b>95.4%</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 June, 47.1% of bus services recorded at destination arrived on time, with a further 47.4% arriving more than one minute early. Only 5.4% of services arrived more than five minutes late.



Punctuality at destination - current month

|         | Jun-22 | Jun-21 | % Change |
|---------|--------|--------|----------|
| On-time | 47.1%  | 49.6%  | -2.4%    |
| Early   | 47.4%  | 42.9%  | 4.6%     |
| Late    | 5.4%   | 7.6%   | -2.1%    |

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

|         | 2021/22 | 2020/21 | % Change |
|---------|---------|---------|----------|
| On-time | 46.0%   | 51.9%   | -5.9%    |
| Early   | 49.0%   | 41.3%   | 7.7%     |
| Late    | 5.0%    | 6.7%    | -1.8%    |

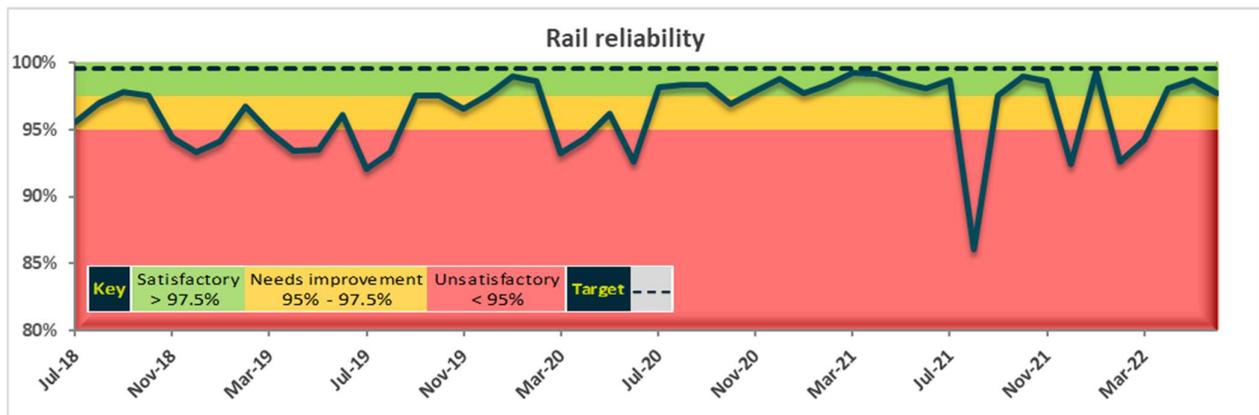
## Rail service delivery

### 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 97.7% in June and 96.2% for the year to date.

There were a number of significant issues that affected the reliability of services during June – with bad weather, including lightning strikes, a tornado, and flooding, all affecting services. A signal/points failure at Wellington junction led to a move to a 30-minute timetable on all lines for two days, and some icy conditions caused cancellations and early termination of some services. Continuing maintenance works on the Hutt Valley line meant that every weekend and most weekdays there were bus replacements running.

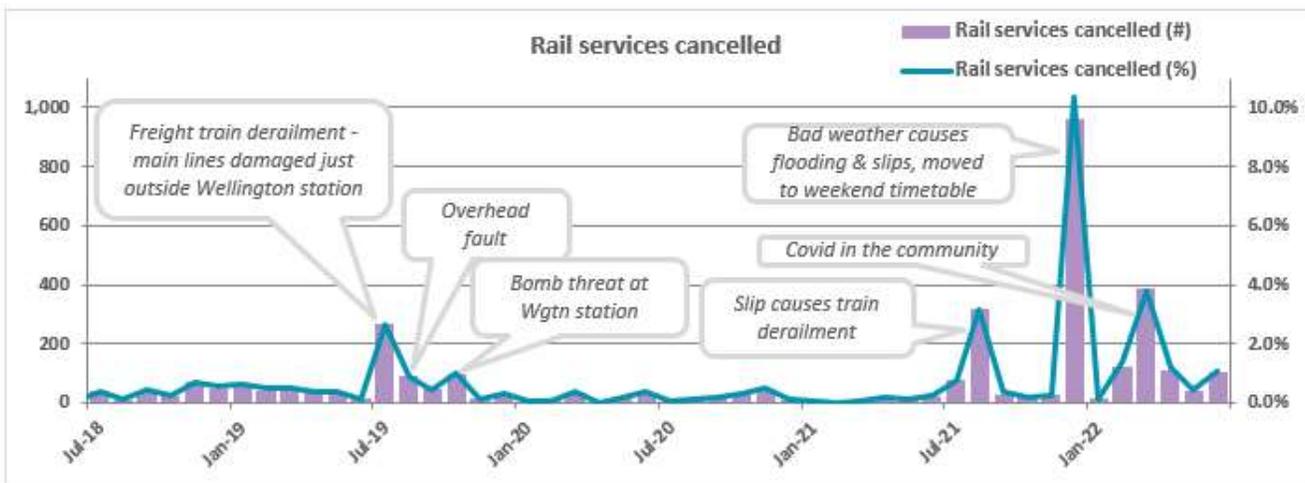


Reliability - current month

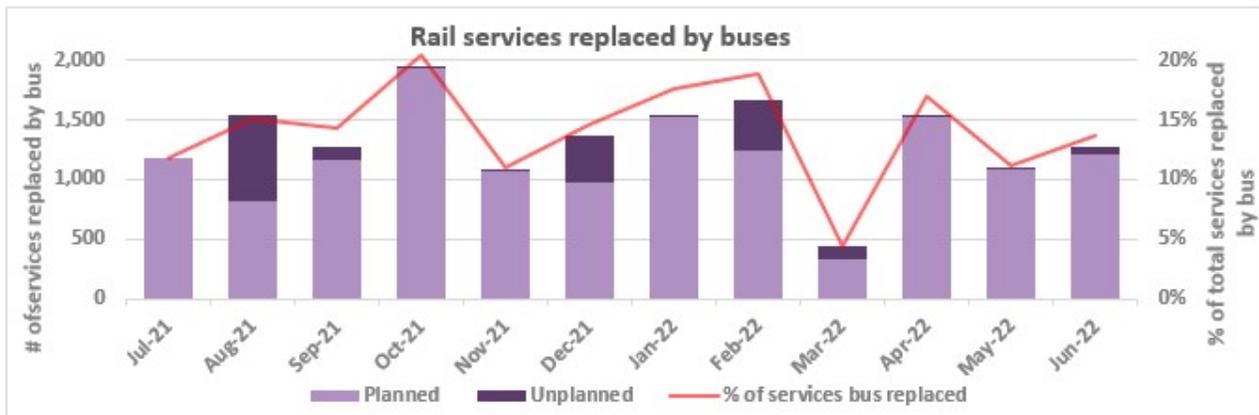
|              | Jun-22       | Jun-21       | % Change     |
|--------------|--------------|--------------|--------------|
| Hutt Valley  | 97.4%        | 96.7%        | 0.7%         |
| Johnsonville | 98.0%        | 99.5%        | -1.5%        |
| Kapiti       | 97.9%        | 98.8%        | -0.9%        |
| Wairarapa    | 98.8%        | 98.8%        | 0.0%         |
| <b>Total</b> | <b>97.7%</b> | <b>98.1%</b> | <b>-0.4%</b> |

Reliability - year to date (Jul - Jun)

|              | 2021/22      | 2020/21      | % Change     |
|--------------|--------------|--------------|--------------|
| Hutt Valley  | 97.3%        | 98.2%        | -0.9%        |
| Johnsonville | 95.7%        | 99.1%        | -3.4%        |
| Kapiti       | 95.5%        | 98.3%        | -2.8%        |
| Wairarapa    | 93.8%        | 93.6%        | 0.2%         |
| <b>Total</b> | <b>96.2%</b> | <b>98.3%</b> | <b>-2.1%</b> |



In June, 13.7% of rail services were replaced by buses, compared to 11.1% the month before.

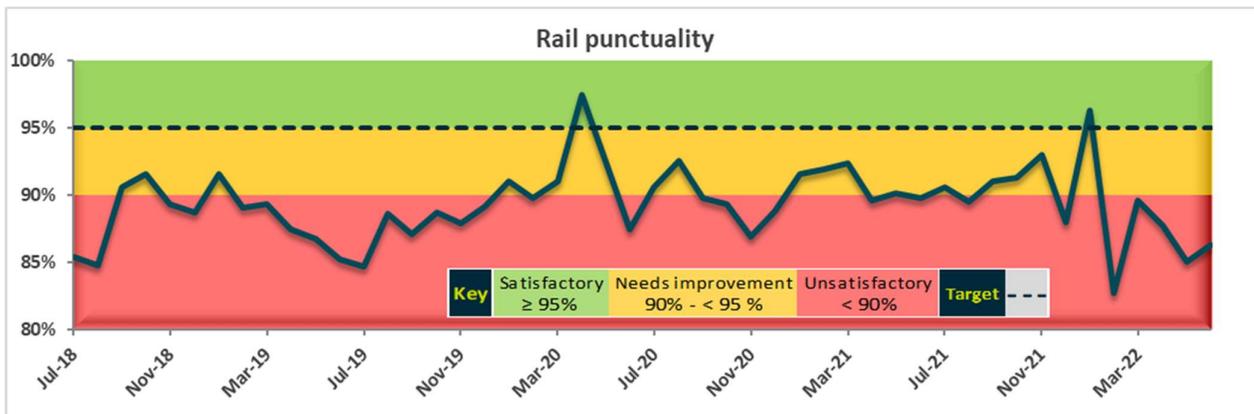


## Punctuality

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 June was 86.3% and 89.3% for the year to date.

The severe weather and network issues also had an impact on punctuality, with services across the month 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 restrictions. We are working with Transdev on their recovery plans to ensure the effect of these issues is mitigated, so that customers receive the best possible service while the wider network issues continue.



Punctuality - current month

|              | Jun-22       | Jun-21       | % Change     |
|--------------|--------------|--------------|--------------|
| Hutt Valley  | 85.3%        | 89.5%        | -4.2%        |
| Johnsonville | 86.7%        | 94.1%        | -7.4%        |
| Kapiti       | 88.7%        | 88.2%        | 0.5%         |
| Wairarapa    | 69.1%        | 70.9%        | -1.8%        |
| <b>Total</b> | <b>86.3%</b> | <b>89.8%</b> | <b>-3.5%</b> |

Punctuality - year to date (Jul - Jun)

|              | 2021/22      | 2020/21      | % Change     |
|--------------|--------------|--------------|--------------|
| Hutt Valley  | 91.3%        | 90.8%        | 0.5%         |
| Johnsonville | 92.9%        | 96.4%        | -3.5%        |
| Kapiti       | 86.1%        | 87.2%        | -1.1%        |
| Wairarapa    | 61.1%        | 58.3%        | 2.8%         |
| <b>Total</b> | <b>89.3%</b> | <b>90.3%</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.

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 \$5.7m (-67%) in June, and a shortfall of \$42.9m (-45%) for the year to date.

Fare revenue - current month

|              | Jun-22              | Budget              | Excess/Shortfall     |
|--------------|---------------------|---------------------|----------------------|
| Bus          | 1,350,307           | 4,044,253           | - 2,693,946          |
| Rail         | 1,510,953           | 4,523,274           | - 3,012,320          |
| <b>Total</b> | <b>\$ 2,861,261</b> | <b>\$ 8,567,527</b> | <b>-\$ 5,706,266</b> |

Fare revenue - year to date (Jul - Jun)

|              | 2021/22             | Budget              | Excess/Shortfall      |
|--------------|---------------------|---------------------|-----------------------|
| Bus          | 24,927,534          | 44,936,233          | - 20,008,699          |
| Rail         | 27,339,540          | 50,258,597          | - 22,919,056          |
| <b>Total</b> | <b>\$52,267,074</b> | <b>\$95,194,830</b> | <b>-\$ 42,927,756</b> |

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

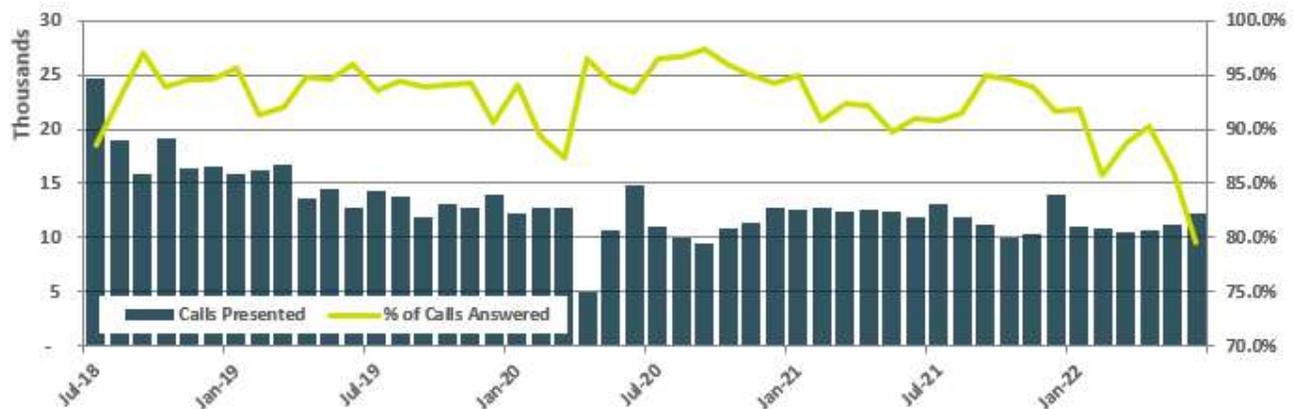
For the current year (2021/22) Waka Kotahi have agreed to fund 51 percent (at the current Funding Assistance Rate) of the additional revenue shortfall to 30 June 2022. The remaining 49 percent shortfall will be financed from debt funding as set out in the LTP (up to \$7.5m for FY21/22).

# Customer Contact

## Call centre incoming calls

Metlink answered 79.6% of the 12,200 calls received in June, and 89.9% of the 137,000 calls year to date.

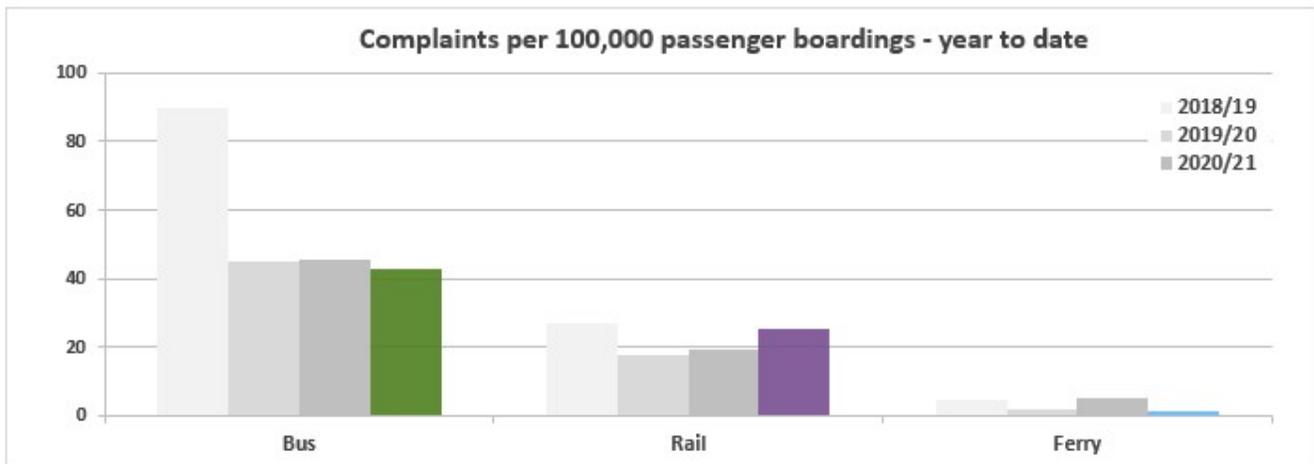
In June the call centre had many staff shortages due to sickness and vacancies.



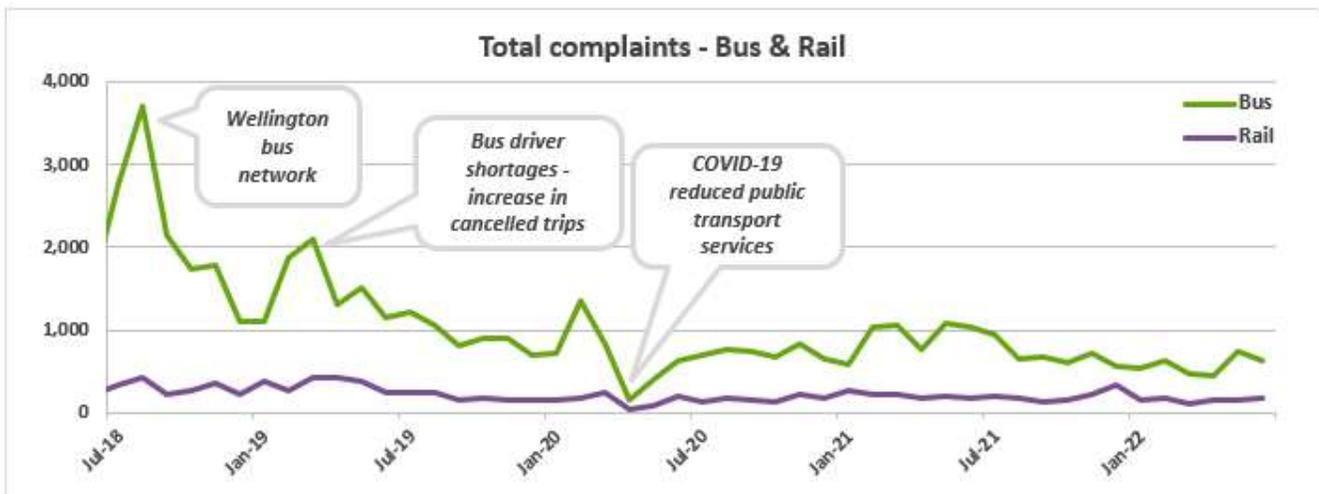
# Complaints

## 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 any other mode.

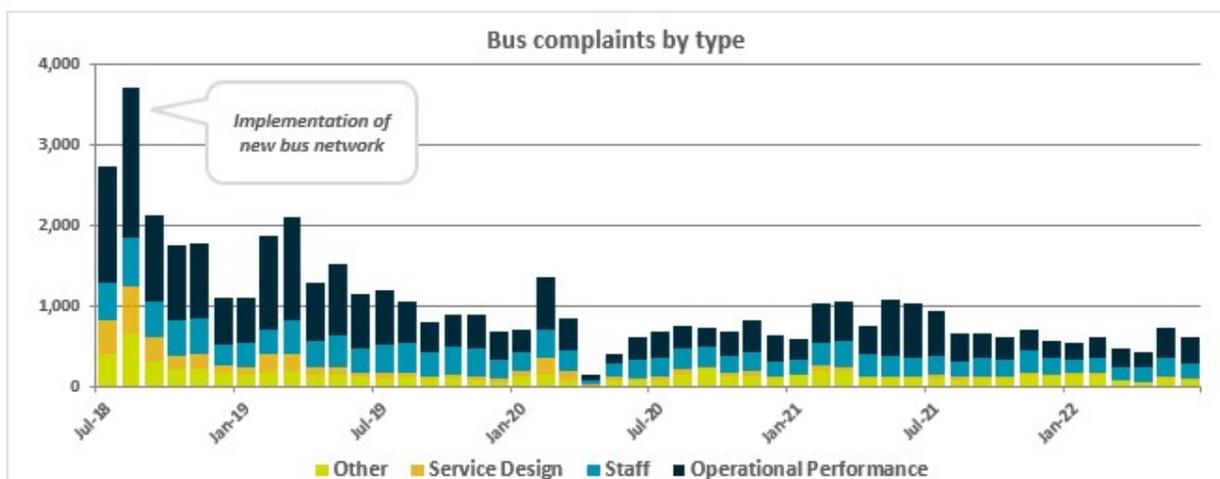


Complaints for both bus and rail have trended downwards overall.



## Bus complaints

Bus complaints for the month were 40.2% lower than in June last year, and 23.3% lower for the year to date - operational performance and staff related complaints were 83% of bus complaints for the month.



### Bus complaints - current month

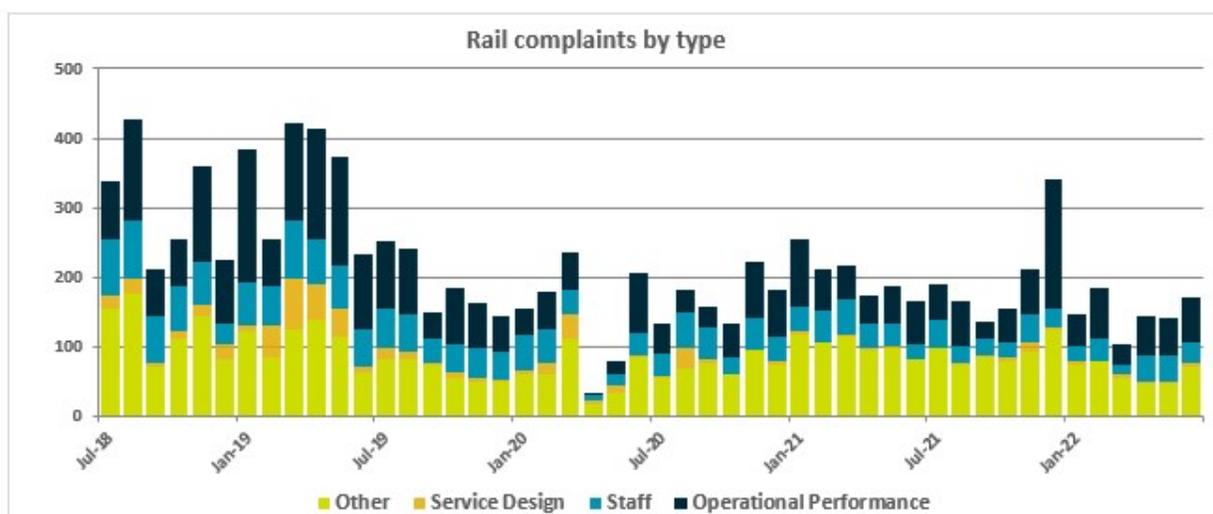
|                                   | Jun-22     | Jun-21       | % Change      |
|-----------------------------------|------------|--------------|---------------|
| Wellington                        |            |              |               |
| Newlands, Tawa                    | 17         | 33           | -48.5%        |
| East-West, City                   | 197        | 253          | -22.1%        |
| North-south, Khandallah, Brooklyn | 192        | 481          | -60.1%        |
| Hutt Valley                       | 159        | 185          | -14.1%        |
| Porirua                           | 37         | 60           | -38.3%        |
| Kapiti                            | 13         | 14           | -7.1%         |
| Wairarapa                         | 3          | 7            | -57.1%        |
| <b>Total</b>                      | <b>618</b> | <b>1,033</b> | <b>-40.2%</b> |

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

|                                   | 2021/22      | 2020/21      | % Change      |
|-----------------------------------|--------------|--------------|---------------|
| Wellington                        |              |              |               |
| Newlands, Tawa                    | 264          | 398          | -33.7%        |
| East-West, City                   | 2,467        | 3,277        | -24.7%        |
| North-south, Khandallah, Brooklyn | 2,373        | 3,511        | -32.4%        |
| Hutt Valley                       | 2,000        | 2,102        | -4.9%         |
| Porirua                           | 340          | 437          | -22.2%        |
| Kapiti                            | 122          | 135          | -9.6%         |
| Wairarapa                         | 27           | 40           | -32.5%        |
| <b>Total</b>                      | <b>7,593</b> | <b>9,900</b> | <b>-23.3%</b> |

## Rail complaints

Rail complaints for June were 4.9% higher than the same month last year, and 5.7% lower for the year to date - operational performance and staff related complaints were 56% of rail complaints for the month.



### Rail complaints - current month

|              | Jun-22     | Jun-21     | % Change    |
|--------------|------------|------------|-------------|
| Hutt Valley  | 47         | 59         | -20.3%      |
| Kapiti       | 62         | 50         | 24.0%       |
| Johnsonville | 7          | 9          | -22.2%      |
| Wairarapa    | 15         | 19         | -21.1%      |
| General      | 41         | 27         | 51.9%       |
| <b>Total</b> | <b>172</b> | <b>164</b> | <b>4.9%</b> |

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

|              | 2021/22      | 2020/21      | % Change     |
|--------------|--------------|--------------|--------------|
| Hutt Valley  | 598          | 752          | -20.5%       |
| Kapiti       | 722          | 669          | 7.9%         |
| Johnsonville | 171          | 125          | 36.8%        |
| Wairarapa    | 213          | 278          | -23.4%       |
| General      | 382          | 388          | -1.5%        |
| <b>Total</b> | <b>2,086</b> | <b>2,212</b> | <b>-5.7%</b> |