

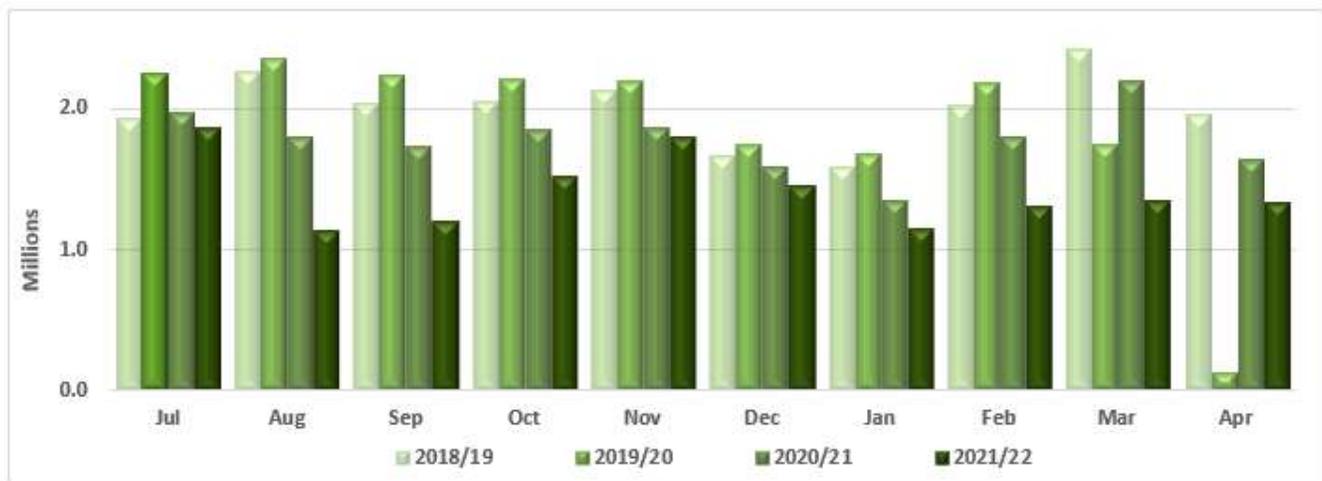
# Metlink performance report



In April 2022, under Red and 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 Red and Orange of the Covid-19 Protection Framework, April bus passenger boardings were 18.3% lower than the same month last year and 20.5% 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

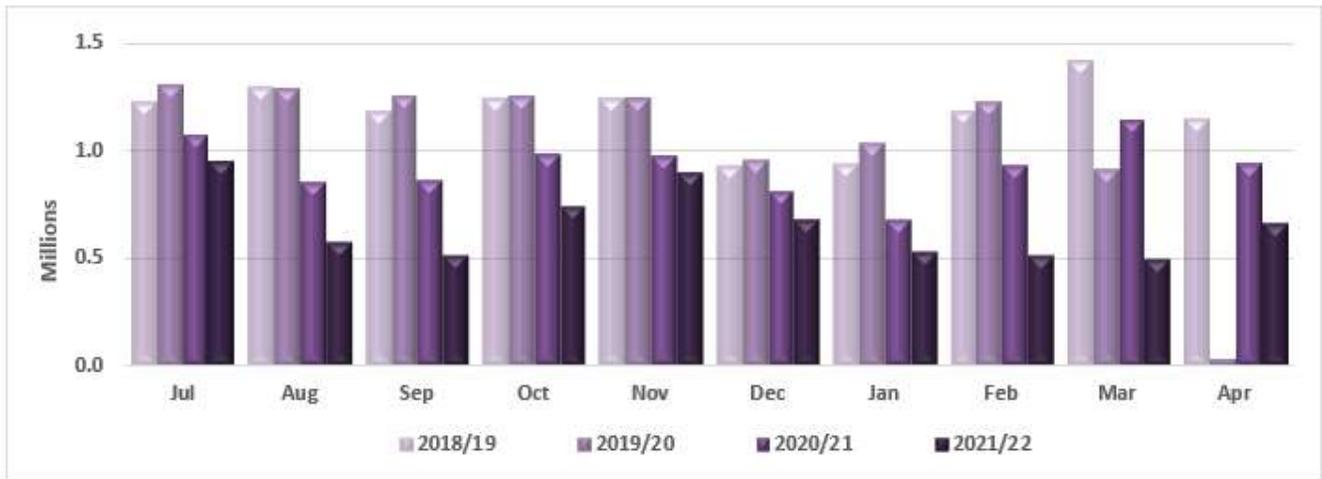
	Apr-22	Apr-21	% Change
Wellington	968,733	1,208,548	-19.8%
Hutt Valley	271,236	314,685	-13.8%
Porirua	54,665	66,052	-17.2%
Kapiti	34,892	38,635	-9.7%
Wairarapa	9,743	11,423	-14.7%
<b>Total</b>	<b>1,339,269</b>	<b>1,639,343</b>	<b>-18.3%</b>

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

	2021/22	2020/21	% Change
Wellington	10,288,469	13,008,953	-20.9%
Hutt Valley	2,829,707	3,513,194	-19.5%
Porirua	577,861	729,371	-20.8%
Kapiti	372,468	443,665	-16.0%
Wairarapa	101,304	127,287	-20.4%
<b>Total</b>	<b>14,169,809</b>	<b>17,822,470</b>	<b>-20.5%</b>

## Rail passenger boardings

Under Red and Orange of the Covid-19 Protection Framework, April rail passenger boardings were 30.4% lower than the same month last year, and 29.3% 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

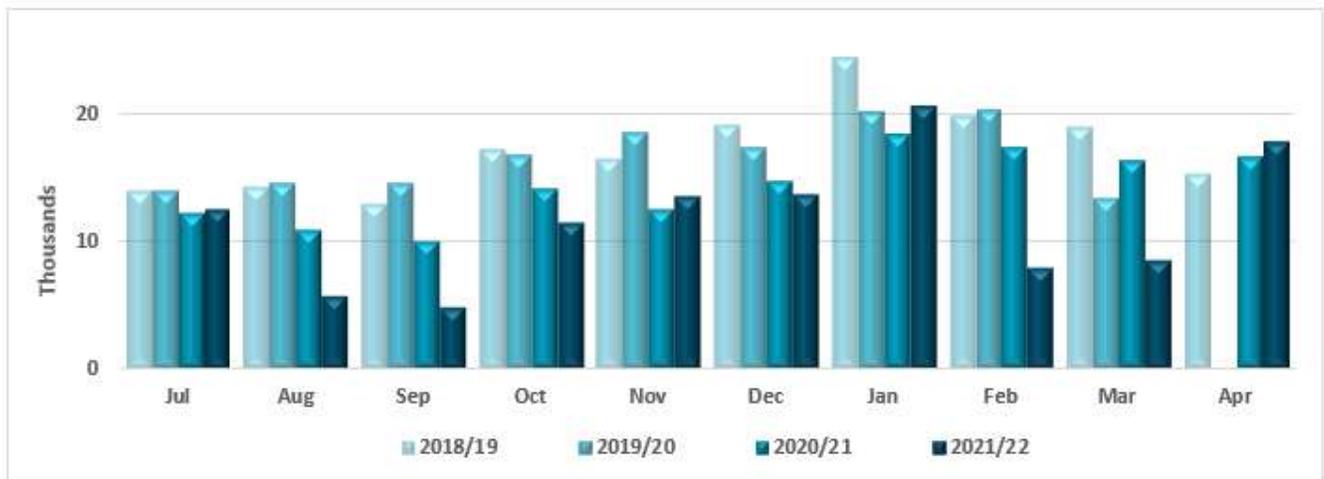
	Apr-22	Apr-21	% Change
Hutt Valley	274,241	396,998	-30.9%
Kapiti	256,032	395,260	-35.2%
Johnsonville	90,702	89,188	1.7%
Wairarapa	31,558	55,901	-43.5%
<b>Total</b>	<b>652,533</b>	<b>937,347</b>	<b>-30.4%</b>

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

	2021/22	2020/21	% Change
Hutt Valley	2,814,065	3,885,765	-27.6%
Kapiti	2,614,519	3,855,802	-32.2%
Johnsonville	722,334	938,400	-23.0%
Wairarapa	352,839	514,256	-31.4%
<b>Total</b>	<b>6,503,757</b>	<b>9,194,223</b>	<b>-29.3%</b>

## Ferry passenger boardings

Under Red and Orange of the Covid-19 Protection Framework, April ferry boardings show an increase of 7.4% on the same month last year, and a decrease of 18.7% 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

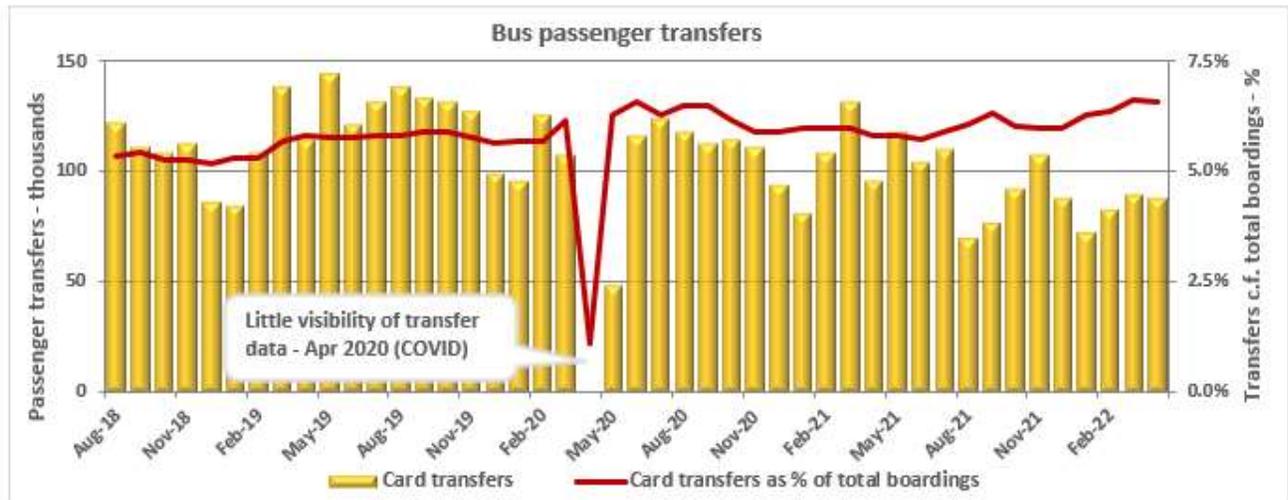
	Apr-22	Apr-21	% Change
<b>Total</b>	<b>17,862</b>	<b>16,635</b>	<b>7.4%</b>

Boardings - year to date (Jul - Apr)

	2021/22	2020/21	% Change
<b>Total</b>	<b>115,966</b>	<b>142,602</b>	<b>-18.7%</b>

## Bus passenger transfers and journeys

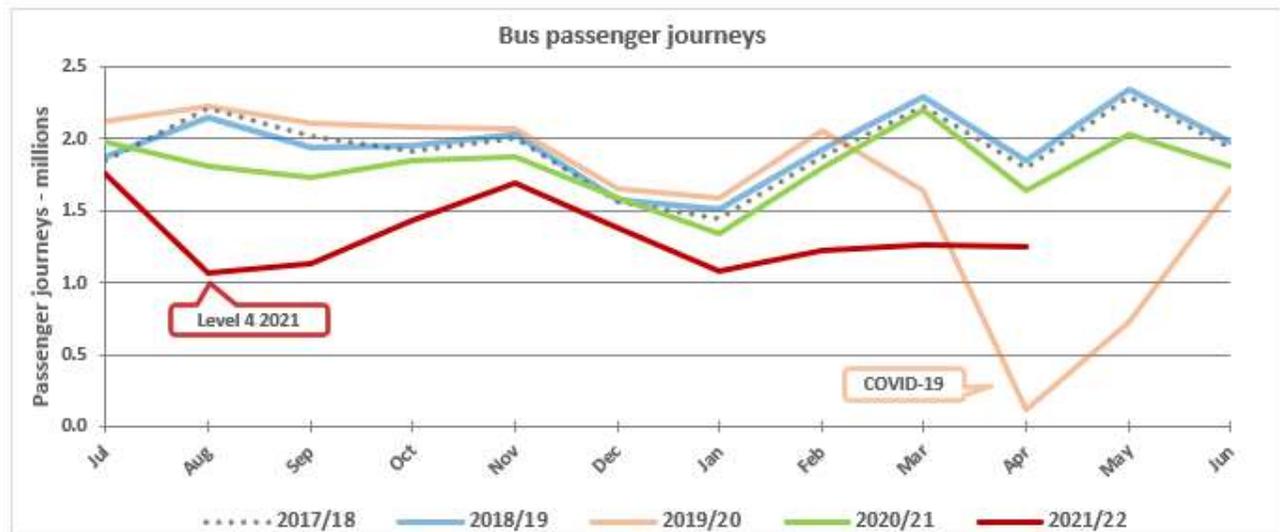
Metlink allows bus-to-bus transfers at no extra cost to passengers using a Snapper card, provided they tap on to the next bus within 30 minutes of tagging off the bus before. These card transfers accounted for 6.6% of passenger boardings for April.



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 April 2022 show a decrease of 23.7% on the same month last year, and a decrease of 17.9% for the year to date. This compares to growth of 6.5% from July 2019 to February 2020 (prior to Covid-19).



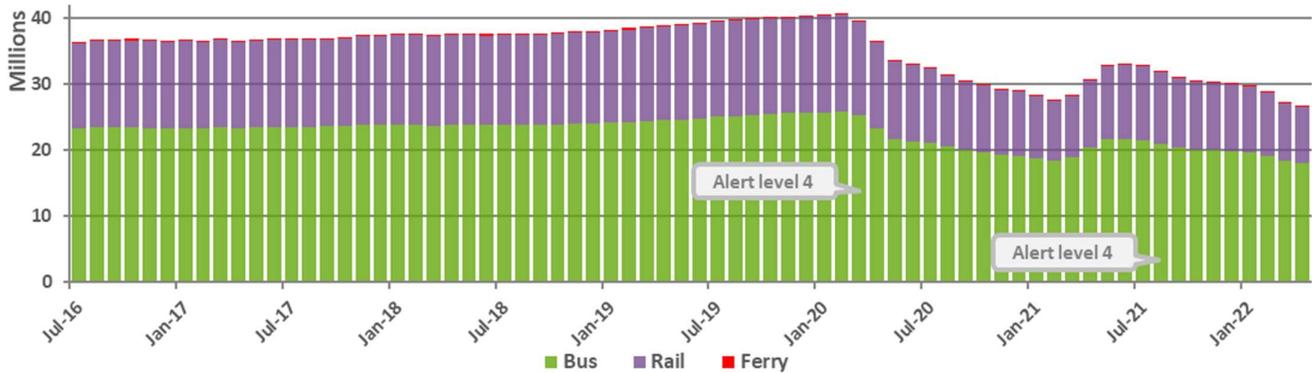
<sup>1</sup> Prior to the new Network, transfers accounted for c. 2.6 % based on 2014/15 data available to Metlink. This transfer rate has been assumed up until the new contracts were implemented between April and July 2018.

## Passenger boardings trend

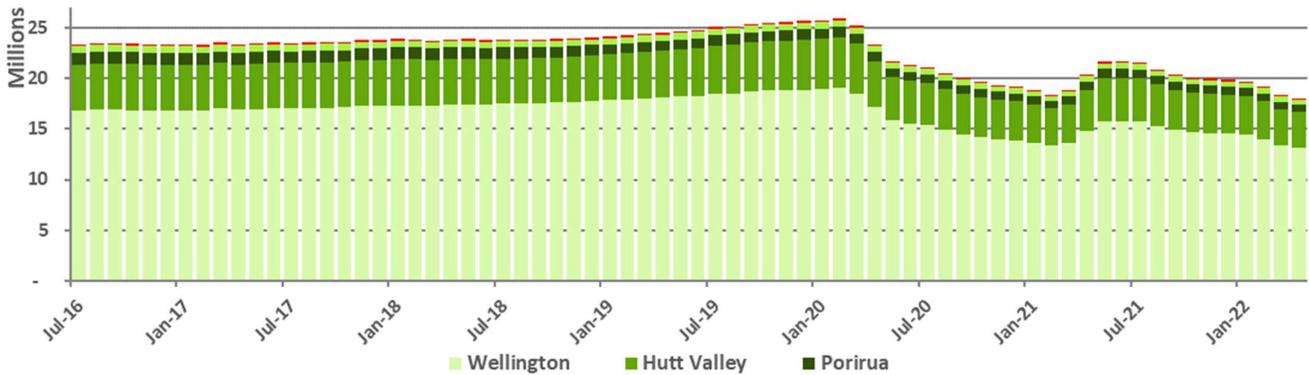
The following graphs show the number of passenger boardings using a 12-month rolling total.

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.

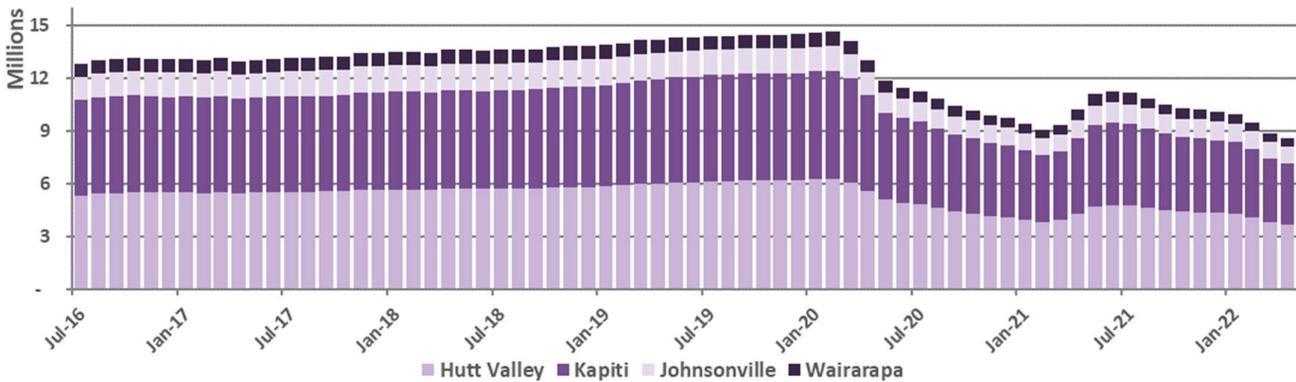
### All modes



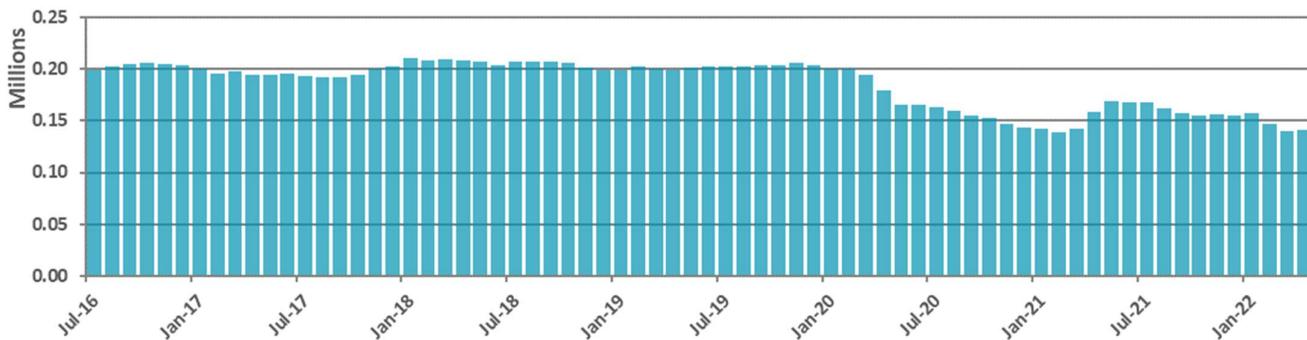
### Bus



### Rail



### Ferry





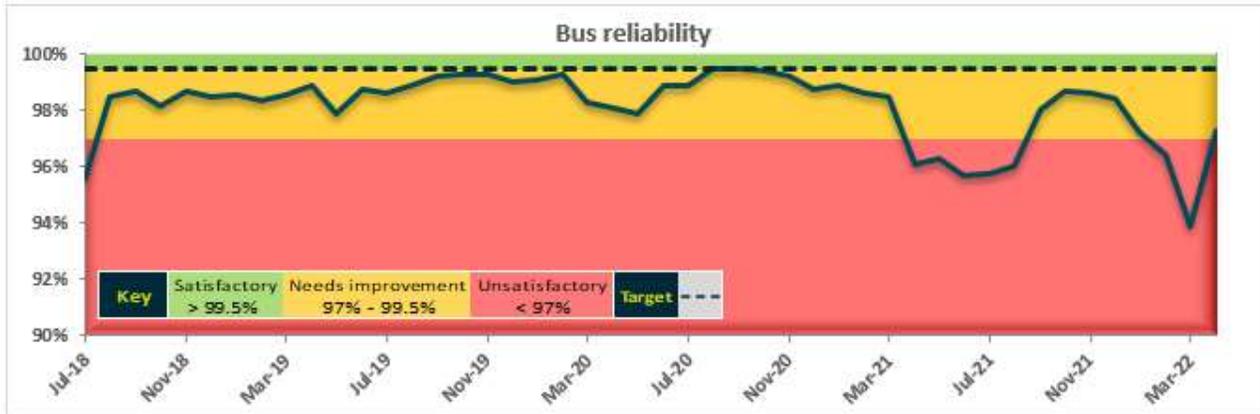
# Bus service delivery

## Reliability

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

In April, 97.2% of bus services were delivered, and 97.0% for the year to date.

Reliability this month improved, largely due to school holidays and the subsequent reduced driver requirement.

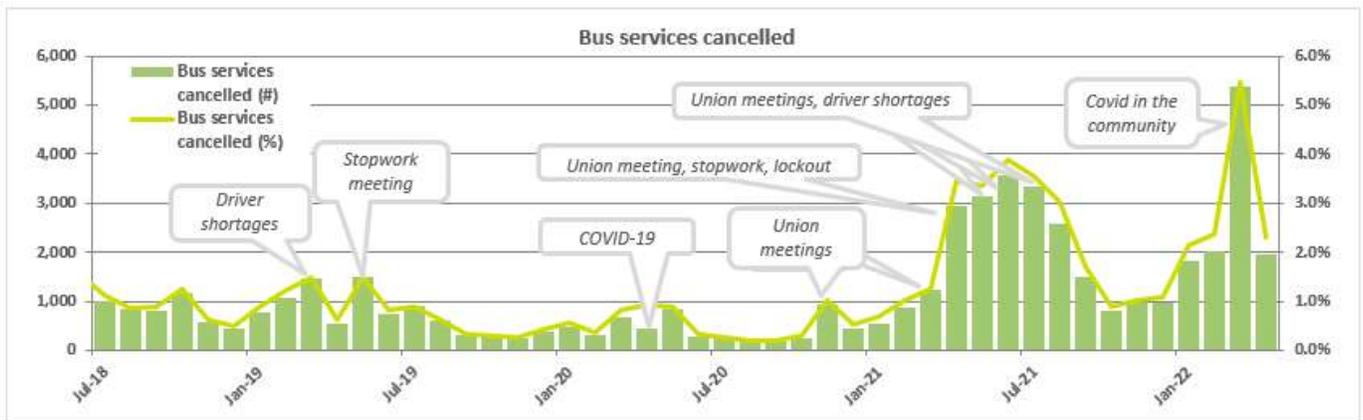


Reliability - current month

	Apr-22	Apr-21	% Change
Wellington City			
Newlands & Tawa	99.6%	99.8%	-0.1%
East, West & City	96.1%	90.7%	5.4%
North, South, Khandallah & Brooklyn	97.0%	98.5%	-1.5%
Hutt Valley	97.7%	98.3%	-0.6%
Porirua	97.4%	98.5%	-1.1%
Kapiti	99.9%	99.9%	0.0%
Wairarapa	98.6%	98.7%	0.0%
<b>Total</b>	<b>97.2%</b>	<b>96.1%</b>	<b>1.1%</b>

Reliability - year to date (Jul - Apr)

	2021/22	2020/21	% Change
Wellington City			
Newlands & Tawa	99.4%	99.7%	-0.3%
East, West & City	96.5%	97.4%	-0.9%
North, South, Khandallah & Brooklyn	95.9%	99.0%	-3.1%
Hutt Valley	97.2%	99.3%	-2.1%
Porirua	97.3%	99.3%	-2.0%
Kapiti	99.7%	99.8%	-0.1%
Wairarapa	98.9%	99.2%	-0.3%
<b>Total</b>	<b>97.0%</b>	<b>98.7%</b>	<b>-1.7%</b>

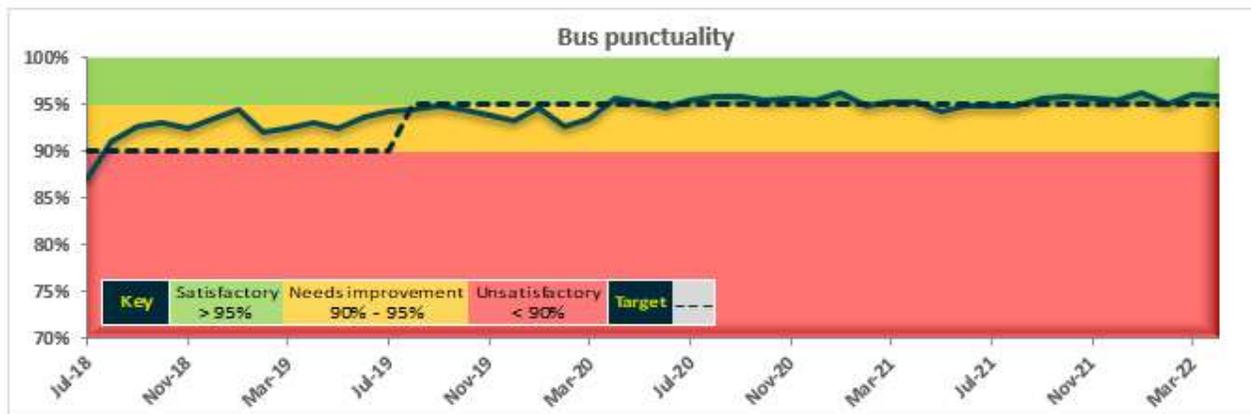


## Punctuality

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

Bus service punctuality was 95.9% in April, and 95.6% 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**

	Apr-22	Apr-21	% Change
Wellington City			
Newlands & Tawa	96.6%	93.8%	2.8%
East, West & City	97.3%	95.8%	1.5%
North, South, Khandallah & Brooklyn	91.8%	93.5%	-1.7%
Hutt Valley	96.5%	95.7%	0.8%
Porirua	96.5%	95.9%	0.5%
Kapiti	97.4%	97.8%	-0.5%
Wairarapa	92.6%	93.3%	-0.7%
<b>Total</b>	<b>95.9%</b>	<b>95.3%</b>	<b>0.6%</b>

**Punctuality - year to date (Jul - Apr)**

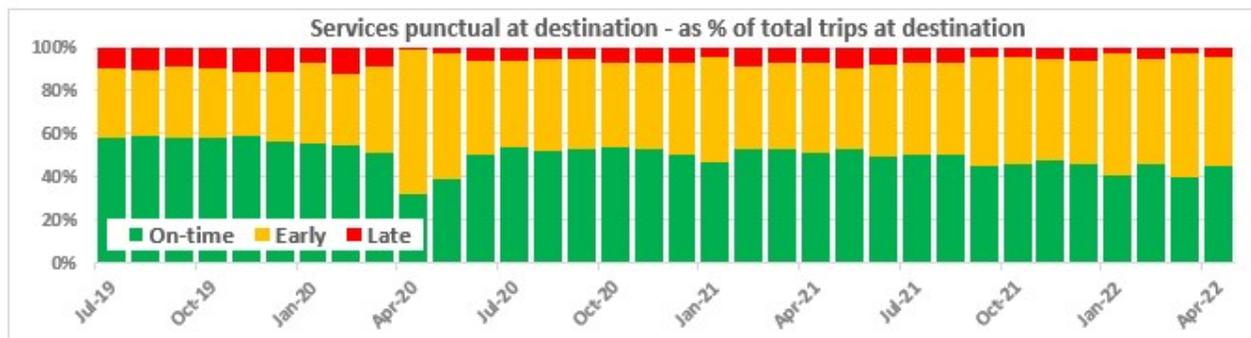
	2021/22	2020/21	% Change
Wellington City			
Newlands & Tawa	95.3%	94.0%	1.3%
East, West & City	96.7%	96.0%	0.7%
North, South, Khandallah & Brooklyn	92.2%	94.0%	-1.8%
Hutt Valley	96.1%	95.8%	0.3%
Porirua	95.5%	96.1%	-0.6%
Kapiti	98.1%	98.3%	-0.2%
Wairarapa	92.3%	93.3%	-1.0%
<b>Total</b>	<b>95.6%</b>	<b>95.5%</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 April, 44.9% of bus services recorded at destination arrived on time, with a further 51.0% arriving more than one minute early. Only 4.1% of services arrived more than five minutes late.



Punctuality at destination - current month

	Apr-22	Apr-21	% Change
On-time	44.9%	51.5%	-6.6%
Early	51.0%	41.3%	9.7%
Late	4.1%	7.1%	-3.0%

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

	2021/22	2020/21	% Change
On-time	45.6%	52.1%	-6.5%
Early	49.6%	41.5%	8.1%
Late	4.8%	6.4%	-1.6%

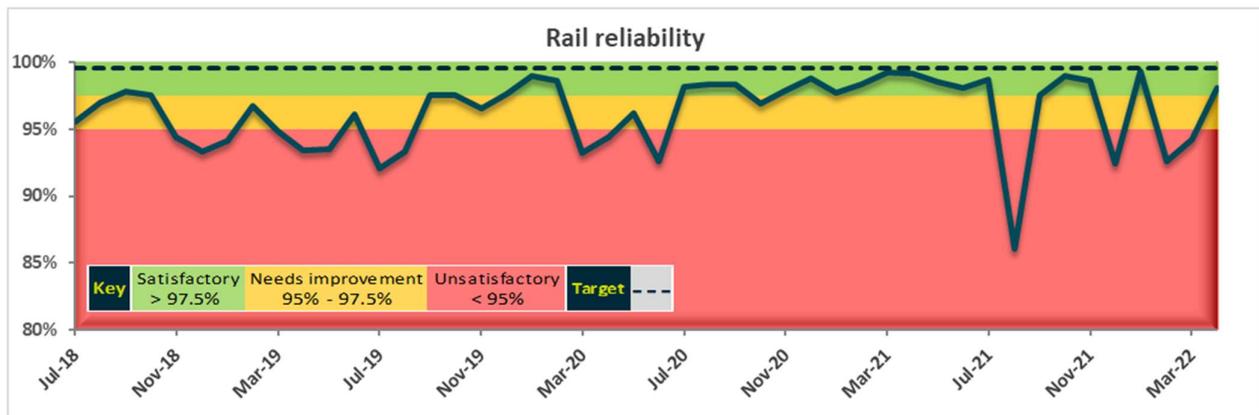
## Rail service delivery

### 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 98.1% in April and 95.8% for the year to date.

With staff shortages due to COVID, targeted cancellations continued in the early part of April - with services returning to near normality on 8 April. An overhead power issue on the 4 April, a SPAD-A early in the morning of 8 April, and mechanical issues, caused cancellations and disruptions this month.

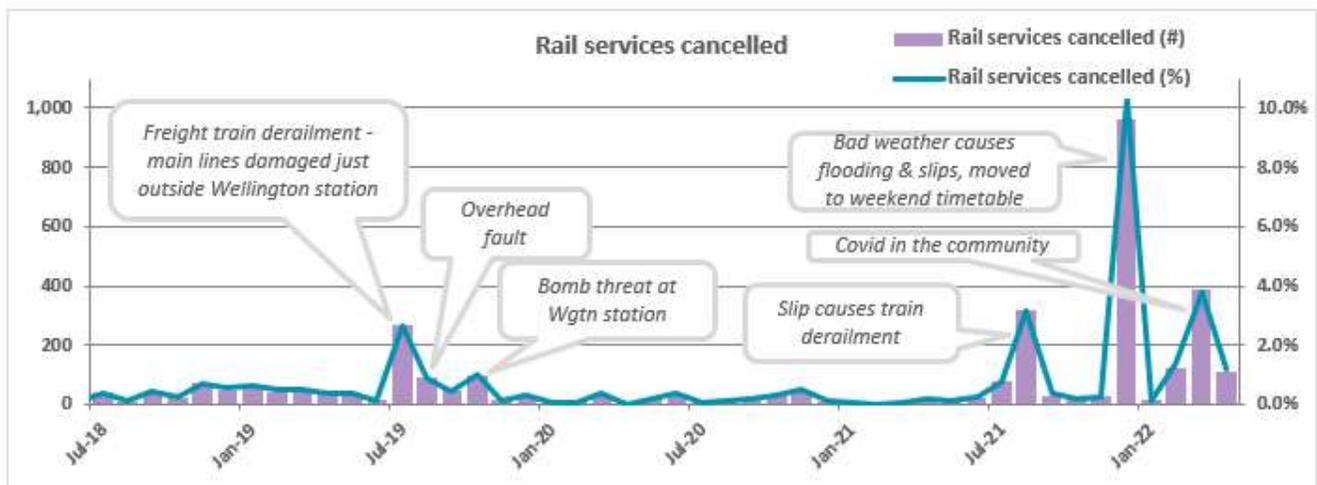


Reliability - current month

	Apr-22	Apr-21	% Change
Hutt Valley	97.9%	99.1%	-1.2%
Johnsonville	98.0%	99.5%	-1.5%
Kapiti	98.6%	99.0%	-0.4%
Wairarapa	96.5%	96.7%	-0.2%
<b>Total</b>	<b>98.1%</b>	<b>99.1%</b>	<b>-1.0%</b>

Reliability - year to date (Jul - Apr)

	2021/22	2020/21	% Change
Hutt Valley	97.2%	98.3%	-1.1%
Johnsonville	95.1%	99.0%	-3.9%
Kapiti	94.9%	98.2%	-3.3%
Wairarapa	93.3%	92.9%	0.4%
<b>Total</b>	<b>95.8%</b>	<b>98.3%</b>	<b>-2.5%</b>



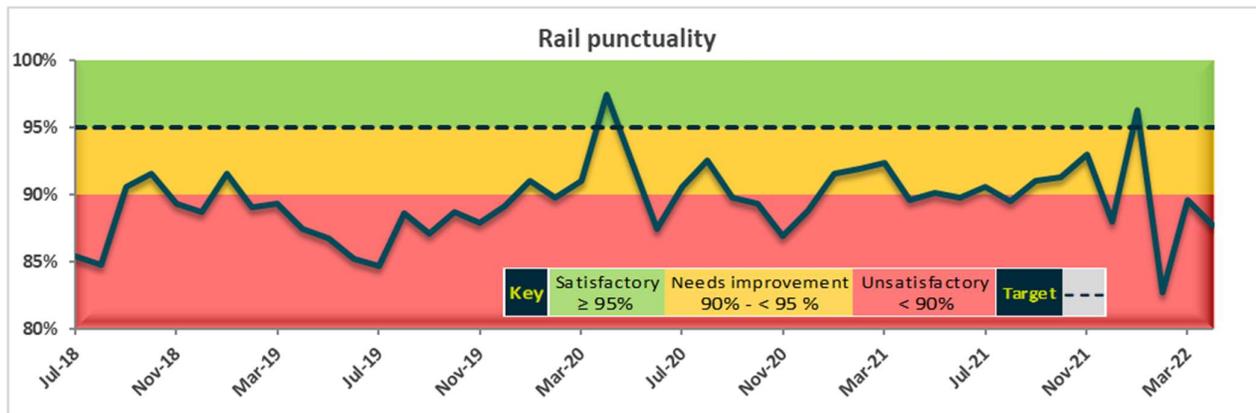
## Punctuality

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 April was 87.7% and 90.0% for the year to date.

A few isolated incidents impacted punctuality in April, including SPAD-A and overhead issues which caused minor disruptions but were cleared before peak traffic, and low adhesion.

Performance on the Johnsonville line was 86% which is a lot lower than usual - impacts of some speed restrictions due to the ongoing issues with slope stability on the line seem to be having a compounding effect on performance. This is being investigated by a cross party working group which includes KiwiRail. The poor performance on the WRL continues – caused by speed restrictions due to ongoing maintenance. Transdev has indicated that they are developing options that may help improve performance for issues that are within their control.



Punctuality - current month

	Apr-22	Apr-21	% Change
Hutt Valley	88.8%	90.9%	-2.1%
Johnsonville	86.0%	92.6%	-6.6%
Kapiti	91.2%	89.8%	1.4%
Wairarapa	46.8%	38.4%	8.4%
<b>Total</b>	<b>87.7%</b>	<b>89.6%</b>	<b>-1.9%</b>

Punctuality - year to date (Jul - Apr)

	2021/22	2020/21	% Change
Hutt Valley	92.8%	91.1%	1.7%
Johnsonville	94.8%	96.7%	-1.9%
Kapiti	85.1%	86.9%	-1.8%
Wairarapa	60.3%	58.4%	1.9%
<b>Total</b>	<b>90.0%</b>	<b>90.3%</b>	<b>-0.3%</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 \$5.2m (-68%) in April, and a shortfall of \$31.4m (-40%) for the year to date.

Fare revenue - current month

	Apr-22	Budget	Excess/Shortfall
Bus	1,089,779	3,594,900	- 2,505,121
Rail	1,368,324	4,020,688	- 2,652,364
<b>Total</b>	<b>\$ 2,458,103</b>	<b>\$ 7,615,588</b>	<b>-\$ 5,157,485</b>

Fare revenue - year to date (Jul - Apr)

	2021/22	Budget	Excess/Shortfall
Bus	22,076,515	36,847,719	- 14,771,204
Rail	24,610,375	41,212,049	- 16,601,674
<b>Total</b>	<b>\$46,686,890</b>	<b>\$78,059,768</b>	<b>-\$ 31,372,878</b>

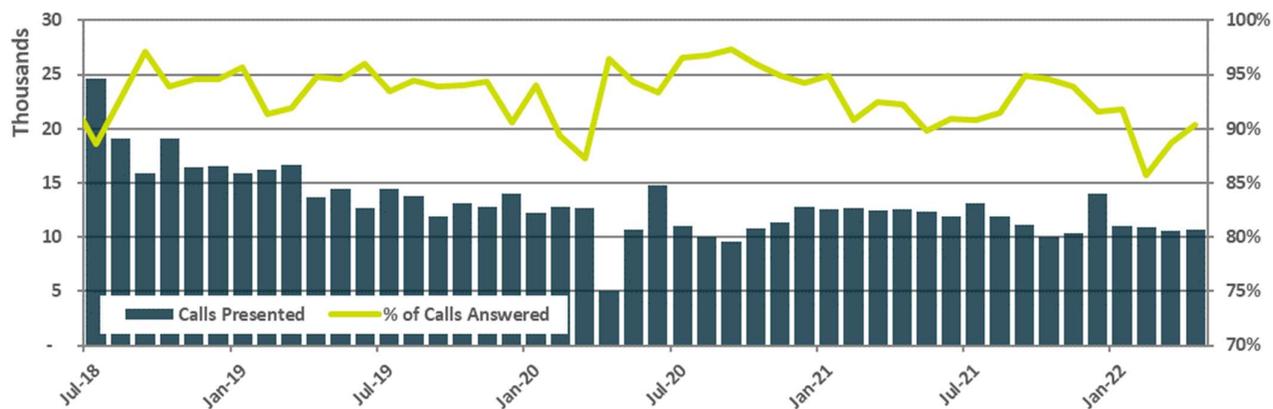
Greater Wellington receives government grants from Waka Kotahi NZ Transport Agency for various costs, including subsidies for the provision of public transport.

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

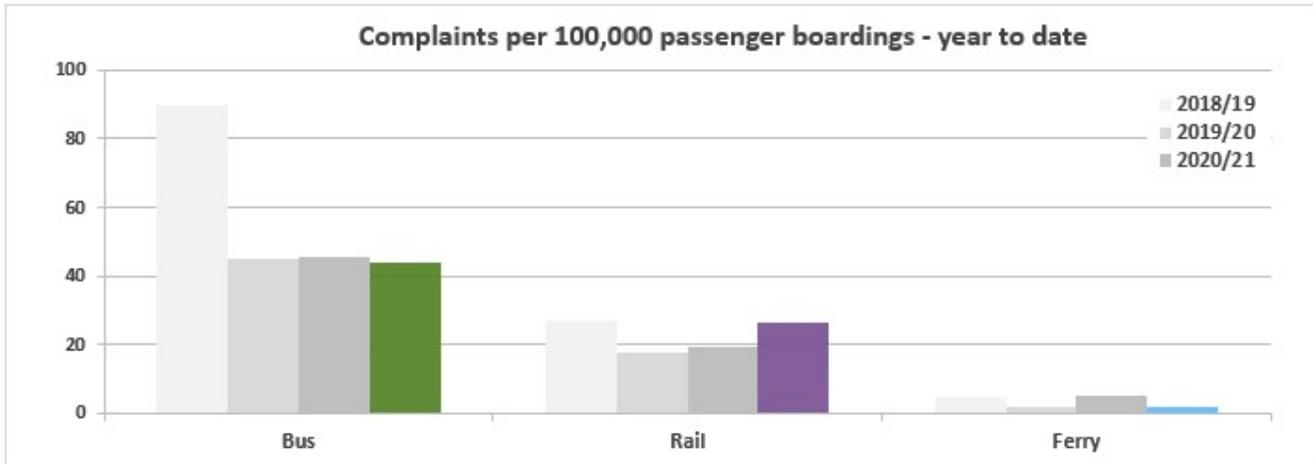
Metlink answered 90.3% of the 10,700 calls received in April, and 91.4% of the 113,000 calls year to date.



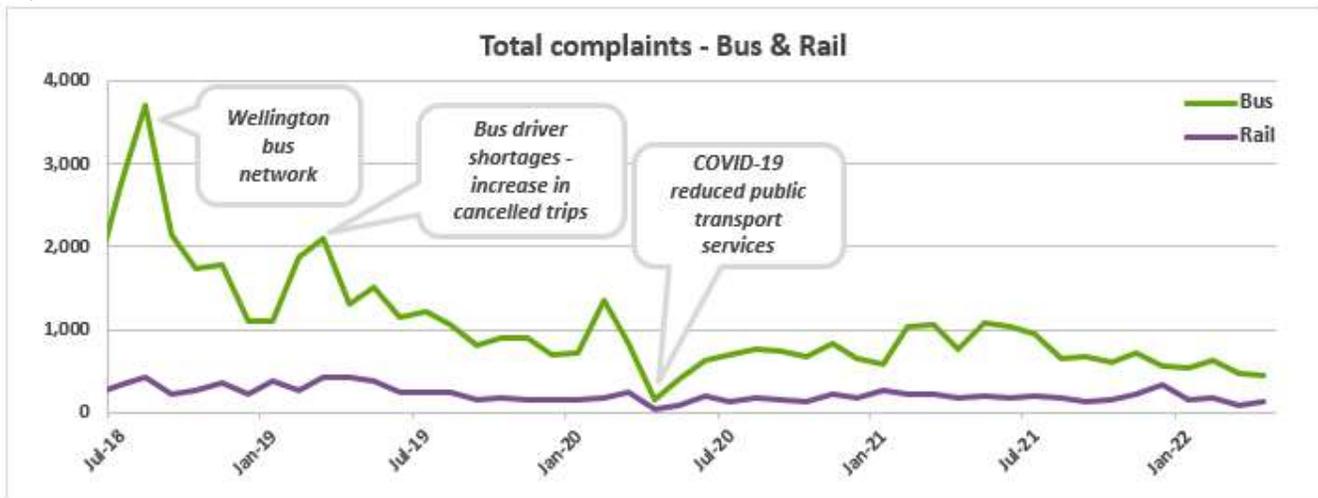
# Complaints

## 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.

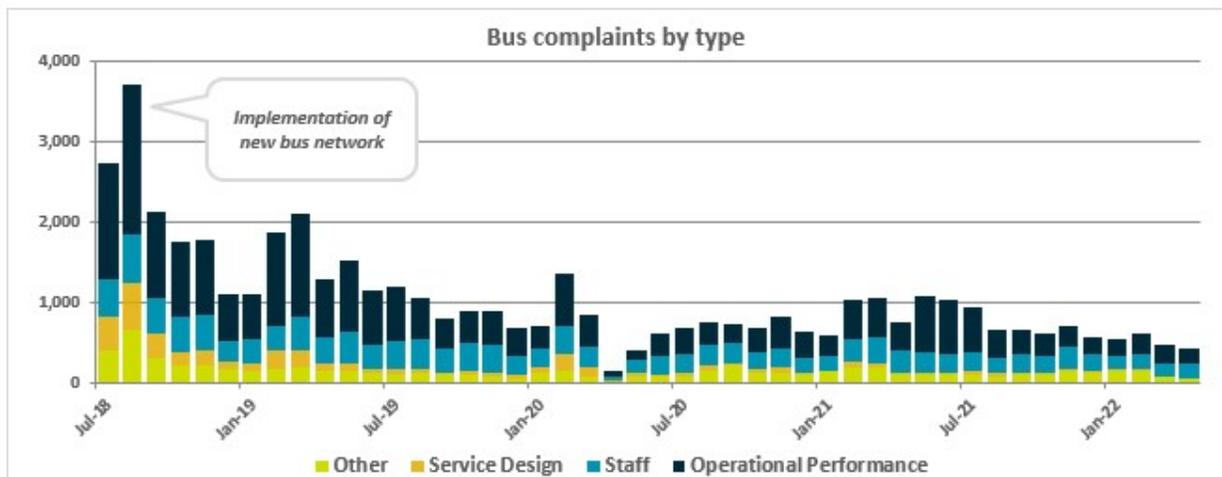


Complaints for both bus and rail have trended downwards overall.



## Bus complaints

Bus complaints for the month were 43.0% lower than in April last year, and 20.0% lower for the year to date - operational performance and staff related complaints were 79% of bus complaints for the month.



### Bus complaints - current month

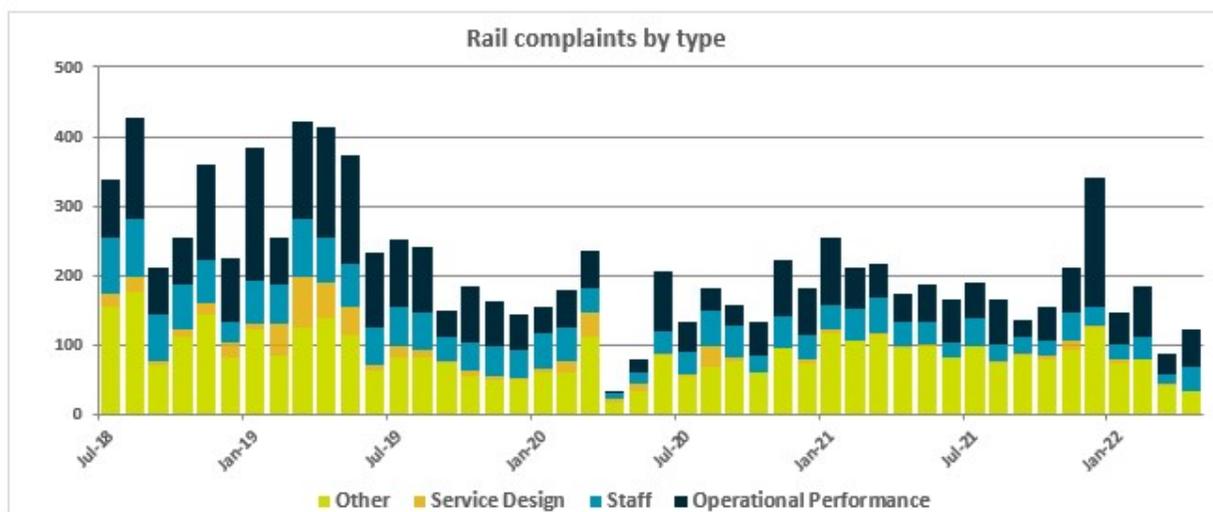
	Apr-22	Apr-21	% Change
Wellington			
Newlands, Tawa	16	34	-52.9%
East-West, City	157	278	-43.5%
North-south, Khandallah, Brooklyn	111	252	-56.0%
Hutt Valley	121	157	-22.9%
Porirua	20	25	-20.0%
Kapiti	8	17	-52.9%
Wairarapa	3	2	50.0%
<b>Total</b>	<b>436</b>	<b>765</b>	<b>-43.0%</b>

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

	2021/22	2020/21	% Change
Wellington			
Newlands, Tawa	225	321	-29.9%
East-West, City	2,054	2,773	-25.9%
North-south, Khandallah, Brooklyn	1,896	2,519	-24.7%
Hutt Valley	1,674	1,718	-2.6%
Porirua	264	323	-18.3%
Kapiti	101	108	-6.5%
Wairarapa	22	30	-26.7%
<b>Total</b>	<b>6,236</b>	<b>7,792</b>	<b>-20.0%</b>

## Rail complaints

Rail complaints for April were 28.9% lower than the same month last year, and 6.8% lower for the year to date - operational performance and staff related complaints were 53% of rail complaints for the month.



### Rail complaints - current month

	Apr-22	Apr-21	% Change
Hutt Valley	38	56	-32.1%
Kapiti	57	58	-1.7%
Johnsonville	11	13	-15.4%
Wairarapa	16	19	-15.8%
General	22	27	-18.5%
<b>Total</b>	<b>144</b>	<b>173</b>	<b>-16.8%</b>

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

	2021/22	2020/21	% Change
Hutt Valley	499	631	-20.9%
Kapiti	630	560	12.5%
Johnsonville	147	108	36.1%
Wairarapa	185	230	-19.6%
General	311	332	-6.3%
<b>Total</b>	<b>1,772</b>	<b>1,861</b>	<b>-4.8%</b>