

Metlink performance report



January 2022

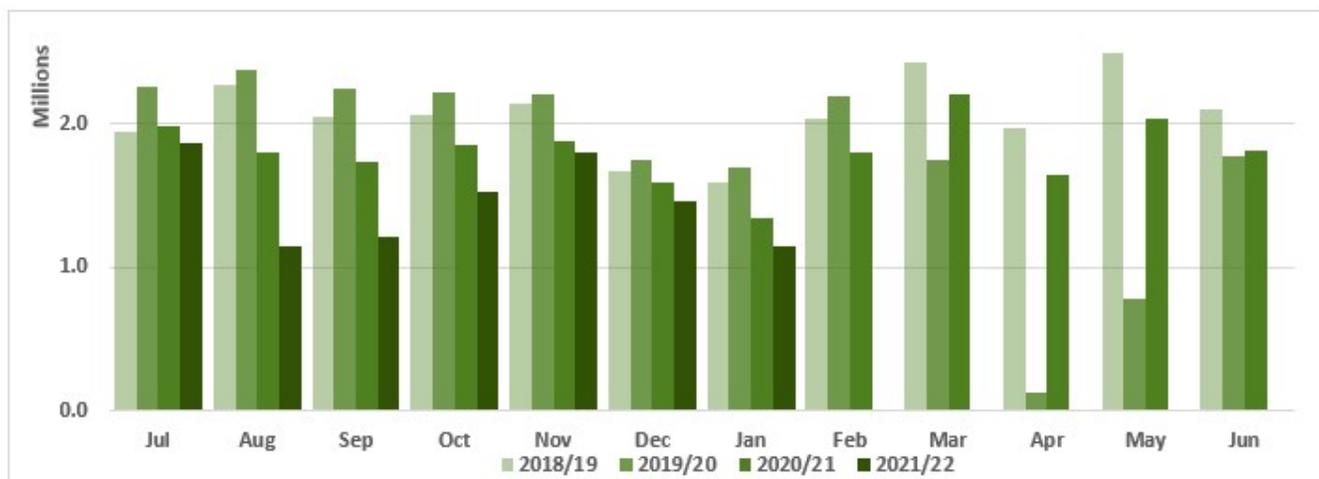
Patronage

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 January 2022, under Orange and Red 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 and Red of the Covid-19 Protection Framework, January bus passenger boardings were 14.4% lower than the same month last year and 16.5% 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

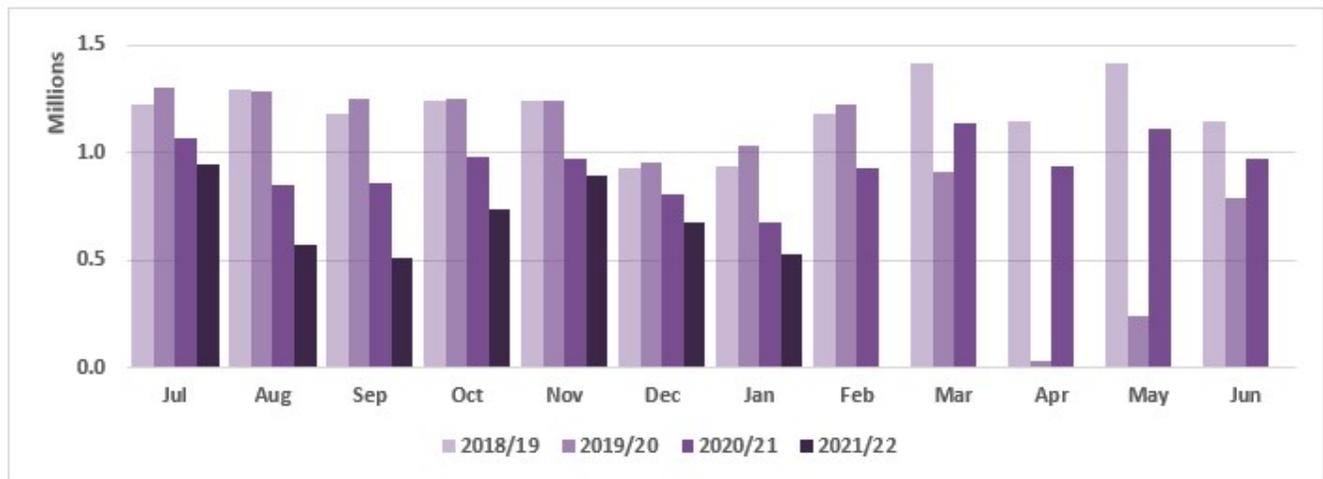
	Jan-22	Jan-21	% Change
Wellington	859,744	1,005,738	-14.5%
Hutt Valley	223,185	260,969	-14.5%
Porirua	40,270	47,116	-14.5%
Kapiti	23,426	26,408	-11.3%
Wairarapa	5,521	6,465	-14.6%
Total	1,152,146	1,346,696	-14.4%

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

	2021/22	2020/21	% Change
Wellington	7,476,549	8,886,169	-15.9%
Hutt Valley	1,978,537	2,417,034	-18.1%
Porirua	397,810	496,096	-19.8%
Kapiti	248,001	298,395	-16.9%
Wairarapa	66,818	82,917	-19.4%
Total	10,167,715	12,180,611	-16.5%

Rail passenger boardings

Under Orange and Red of the Covid-19 Protection Framework, January rail passenger boardings were 22.2% lower than the same month last year, and 21.7% 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

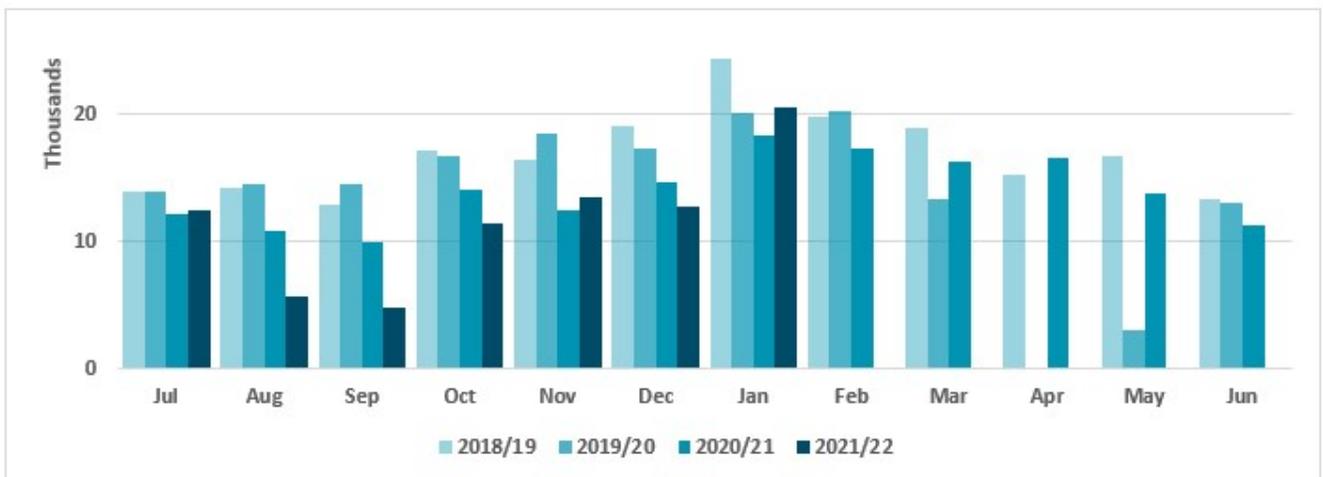
	Jan-22	Jan-21	% Change
Hutt Valley	231,379	285,784	-19.0%
Kapiti	208,789	286,623	-27.2%
Johnsonville	54,371	62,602	-13.1%
Wairarapa	30,341	39,219	-22.6%
Total	524,880	674,228	-22.2%

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

	2021/22	2020/21	% Change
Hutt Valley	2,119,973	2,612,422	-18.9%
Kapiti	1,950,890	2,595,390	-24.8%
Johnsonville	510,342	635,424	-19.7%
Wairarapa	269,309	348,923	-22.8%
Total	4,850,514	6,192,159	-21.7%

Ferry passenger boardings

Under Orange and Red of the Covid-19 Protection Framework, January ferry boardings show an increase of 11.7% on the same month last year, and a 12.5% 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

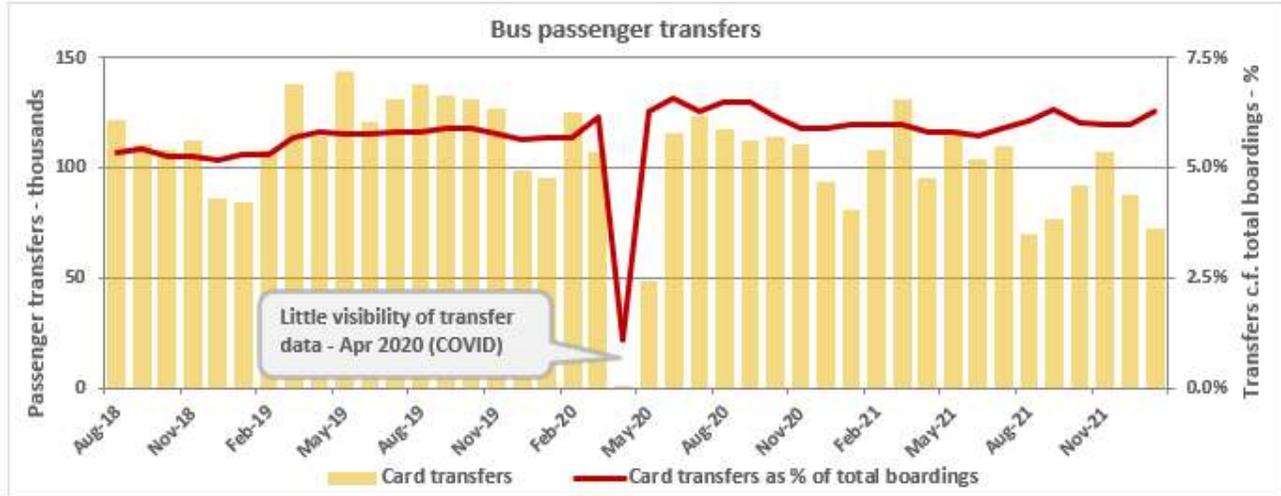
	Jan-22	Jan-21	% Change
Total	20,484	18,332	11.7%

Boardings - year to date (Jul - Jan)

	2021/22	2020/21	% Change
Total	80,884	92,426	-12.5%

Bus passenger transfers and journeys

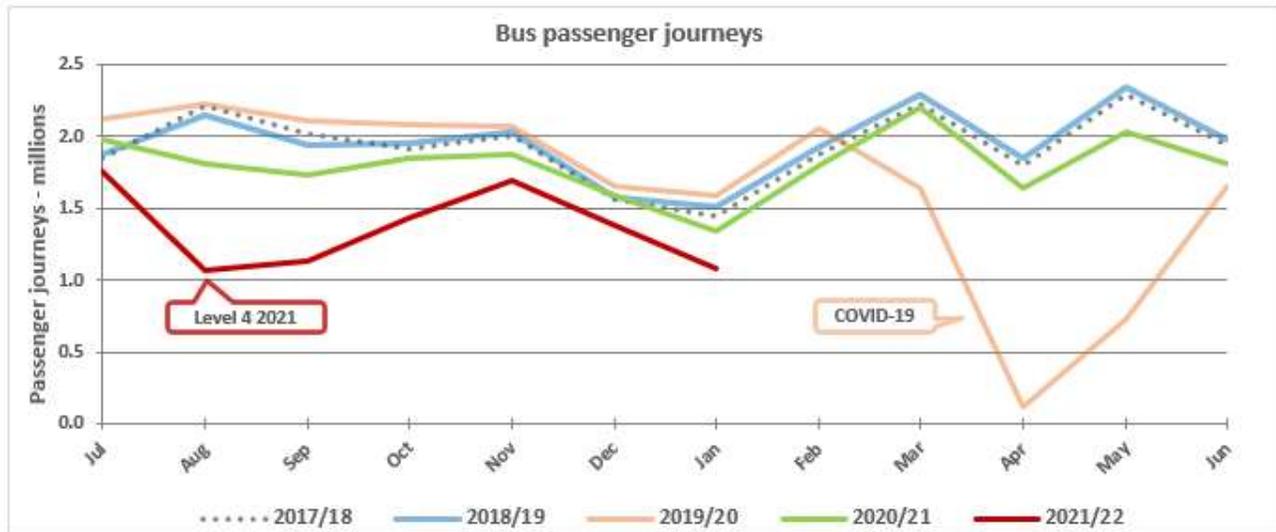
Metlink allows bus-to-bus transfers at no extra cost to passengers using a Snapper card, provided they tap on to the next bus within 30 minutes of tagging off the bus before. These card transfers accounted for 6.3% of passenger boardings for January.



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.
- 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 January 2022 show a decrease of 19.8% on the same month last year, and a decrease of 21.6% for the year to date. This compares to growth of 6.5% from July 2019 to February 2020 (prior to Covid-19).



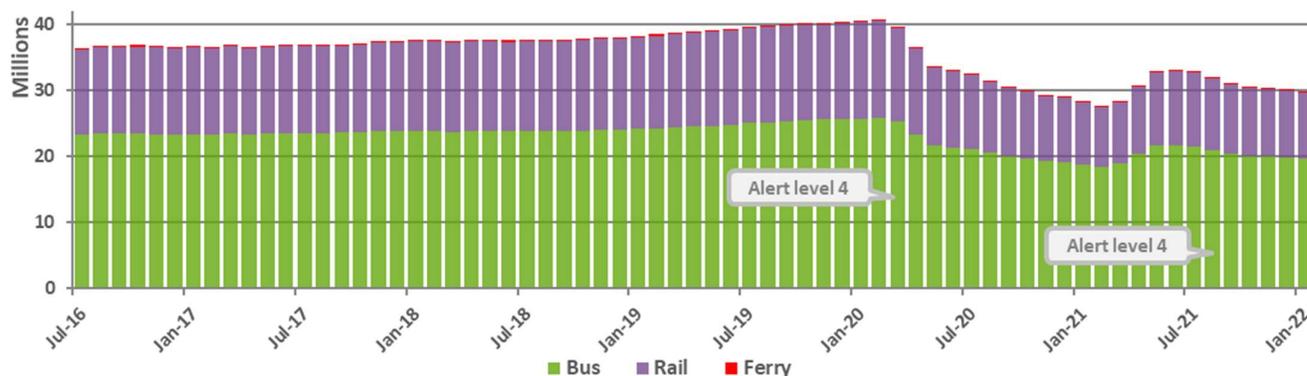
¹ Prior to the new Network, transfers accounted for c. 2.6 % based on 2014/15 data available to Metlink. This transfer rate has been assumed up until the new contracts were implemented between April and July 2018.

Passenger boardings trend

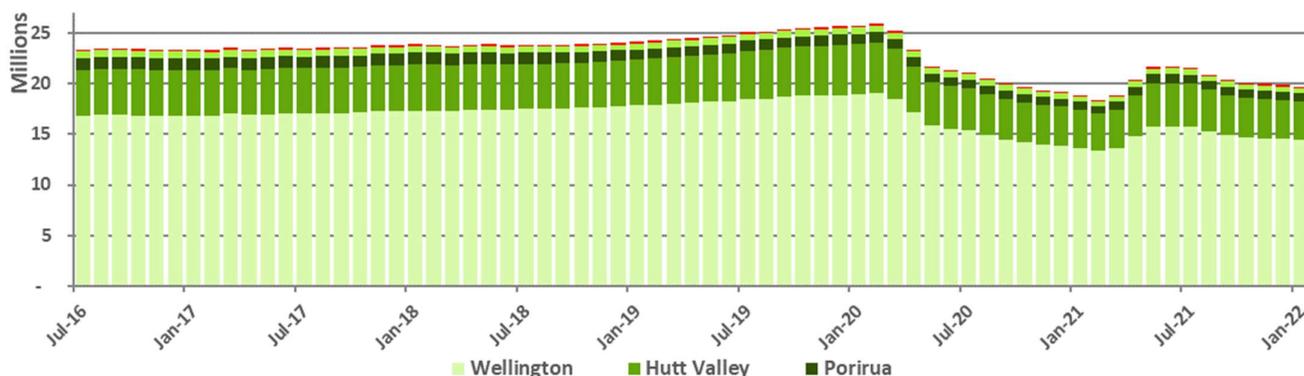
The following graphs show the number of passenger boardings using a 12-month rolling total.

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

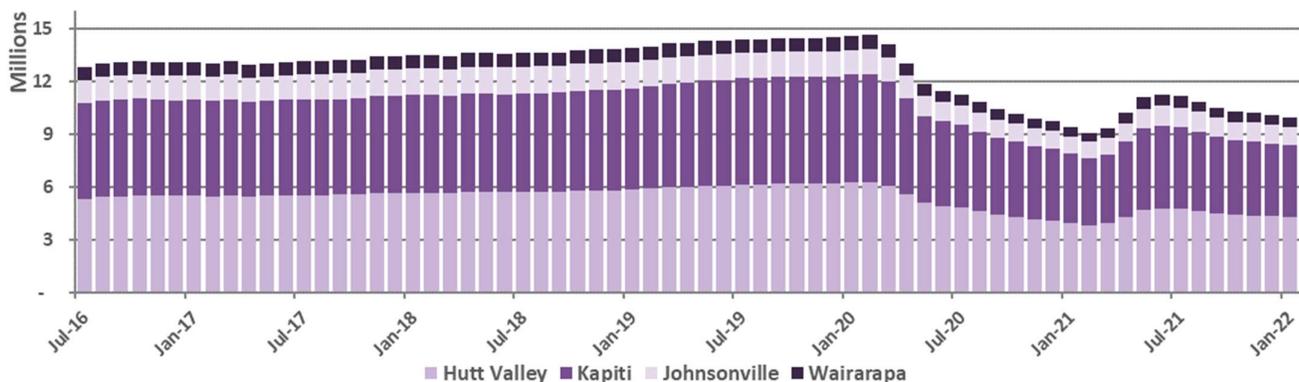
All modes



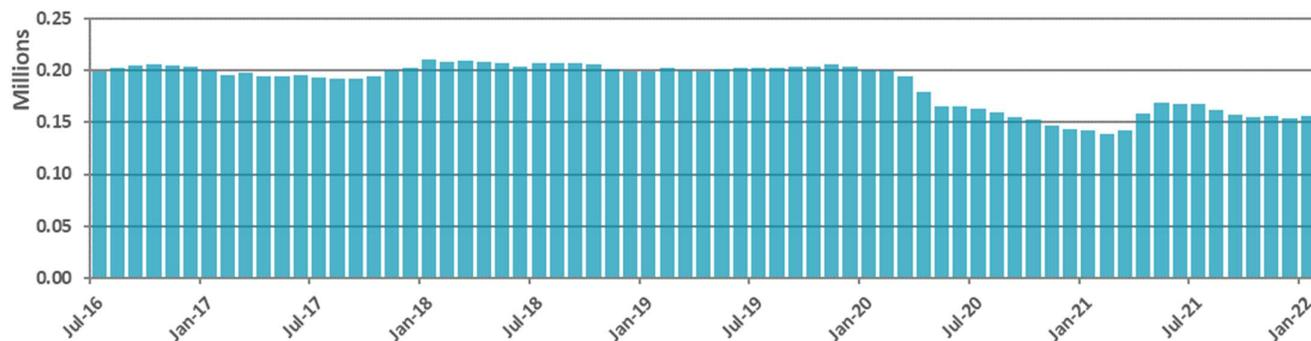
Bus



Rail



Ferry



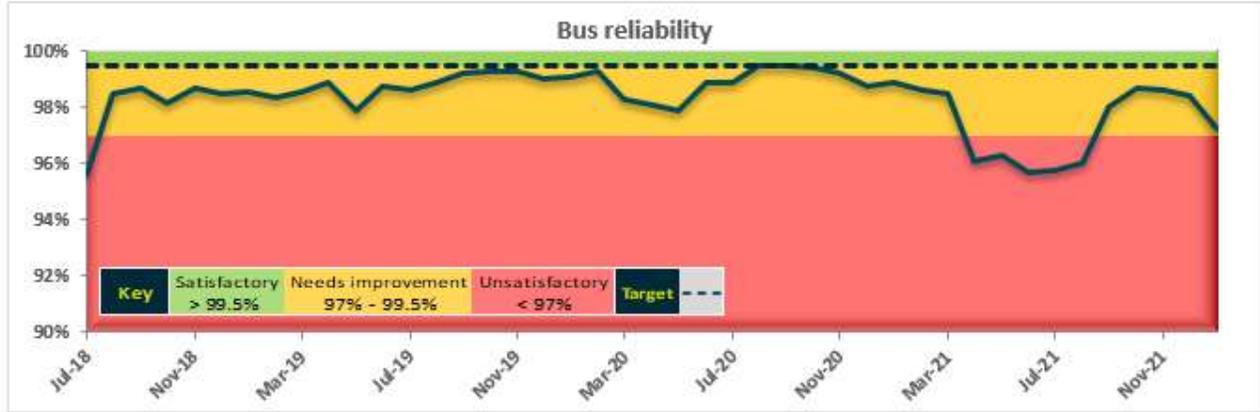


Bus service delivery

Reliability

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

In January, 97.2% of bus services were delivered, and 97.6% for the year to date. Reliability this month continued to be impacted by cancellations, reflecting staff shortages mainly in Wellington City and Porirua. Statistics have also been affected by an operator rostering error on 1st January and a data error on Monday 24th January, affecting the visibility of services in our systems.

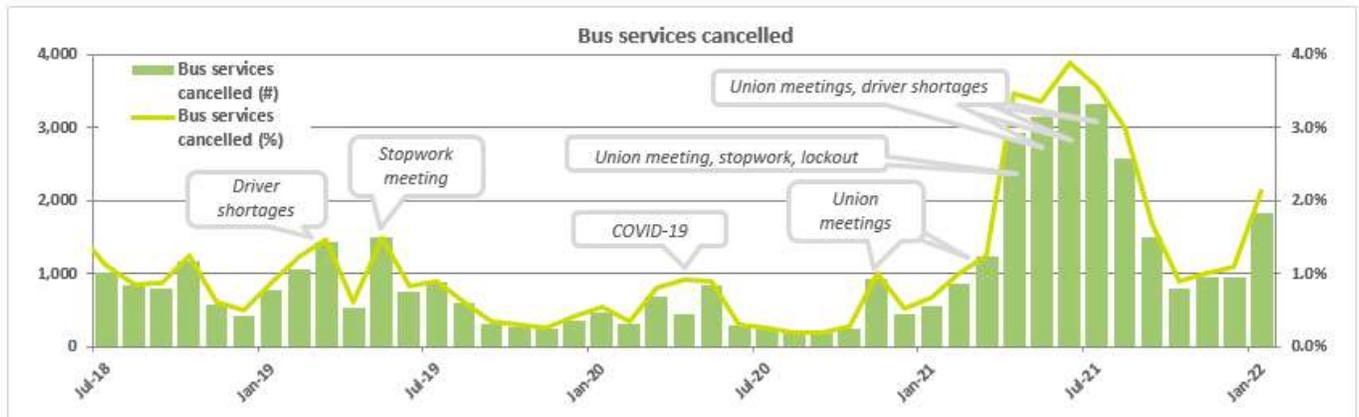


Reliability - current month

	Jan-22	Jan-21	% Change
Wellington City			
Newlands & Tawa	99.8%	99.7%	0.1%
East, West & City	96.1%	97.9%	-1.8%
North, South, Khandallah & Brooklyn	95.8%	99.2%	-3.4%
Hutt Valley	98.6%	99.5%	-0.9%
Porirua	97.6%	99.3%	-1.7%
Kapiti	99.8%	99.9%	-0.1%
Wairarapa	98.9%	99.5%	-0.6%
Total	97.2%	98.9%	-1.7%

Reliability - year to date (Jul - Jan)

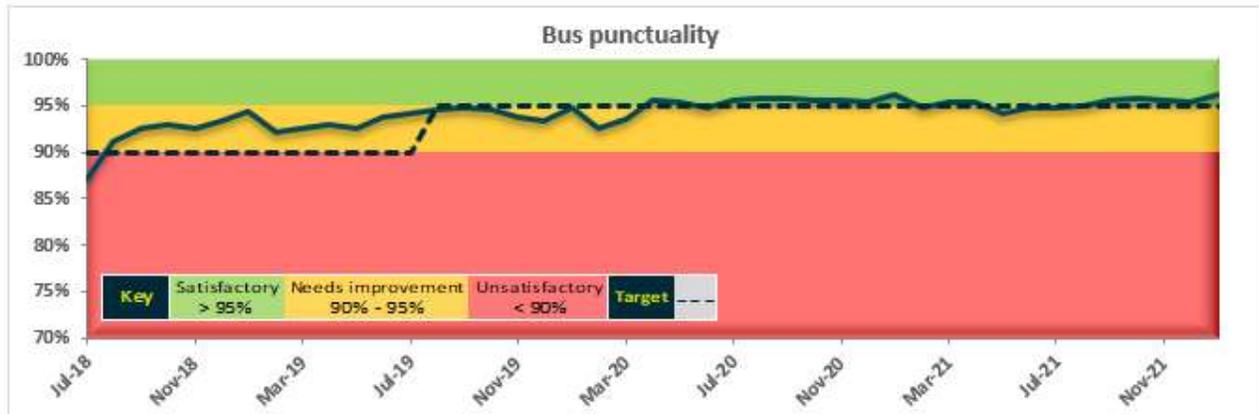
	2021/22	2020/21	% Change
Wellington City			
Newlands & Tawa	99.6%	99.7%	-0.1%
East, West & City	97.4%	98.3%	-0.9%
North, South, Khandallah & Brooklyn	96.6%	99.3%	-2.7%
Hutt Valley	97.6%	99.5%	-1.9%
Porirua	97.8%	99.5%	-1.7%
Kapiti	99.8%	99.8%	0.0%
Wairarapa	99.0%	99.3%	-0.3%
Total	97.6%	99.1%	-1.5%



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 96.3% in January, and 95.5% for the year to date. Punctuality has remained stable this month with lighter traffic volumes, although still affected by a high number of road works across the network. Late trains and bus replacement arrivals continue to affect punctuality in the Wairarapa.



Punctuality - current month

	Jan-22	Jan-21	% Change
Wellington City			
Newlands & Tawa	96.0%	92.5%	3.5%
East, West & City	97.7%	96.7%	1.0%
North, South, Khandallah & Brooklyn	92.9%	94.8%	-1.9%
Hutt Valley	96.7%	97.3%	-0.6%
Porirua	95.7%	96.8%	-1.1%
Kapiti	98.8%	97.9%	0.9%
Wairarapa	93.4%	91.7%	1.7%
Total	96.3%	96.3%	0.0%

Punctuality - year to date (Jul - Jan)

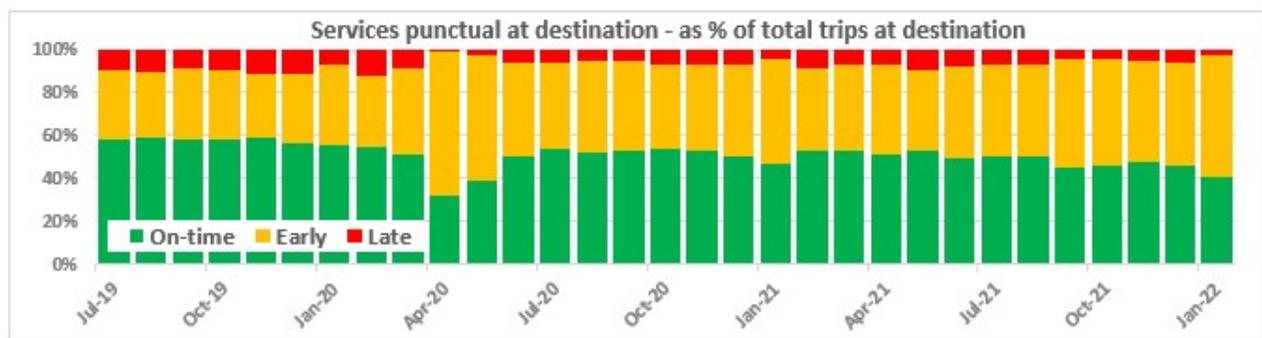
	2021/22	2020/21	% Change
Wellington City			
Newlands & Tawa	94.9%	93.9%	1.0%
East, West & City	96.7%	96.1%	0.6%
North, South, Khandallah & Brooklyn	92.6%	94.2%	-1.6%
Hutt Valley	95.9%	96.2%	-0.3%
Porirua	95.3%	96.4%	-1.1%
Kapiti	98.2%	98.2%	0.0%
Wairarapa	91.9%	93.5%	-1.6%
Total	95.5%	95.7%	-0.2%

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 January, 40.9% of bus services recorded at destination arrived on time, with a further 56.3% arriving more than one minute early. Only 2.7% of services arrived more than five minutes late.



Punctuality at destination - current month

	Jan-22	Jan-21	% Change
On-time	40.9%	47.0%	-6.0%
Early	56.3%	48.6%	7.7%
Late	2.7%	4.4%	-1.7%

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

	2021/22	2020/21	% Change
On-time	46.6%	52.0%	-5.3%
Early	48.2%	42.1%	6.0%
Late	5.2%	5.9%	-0.7%

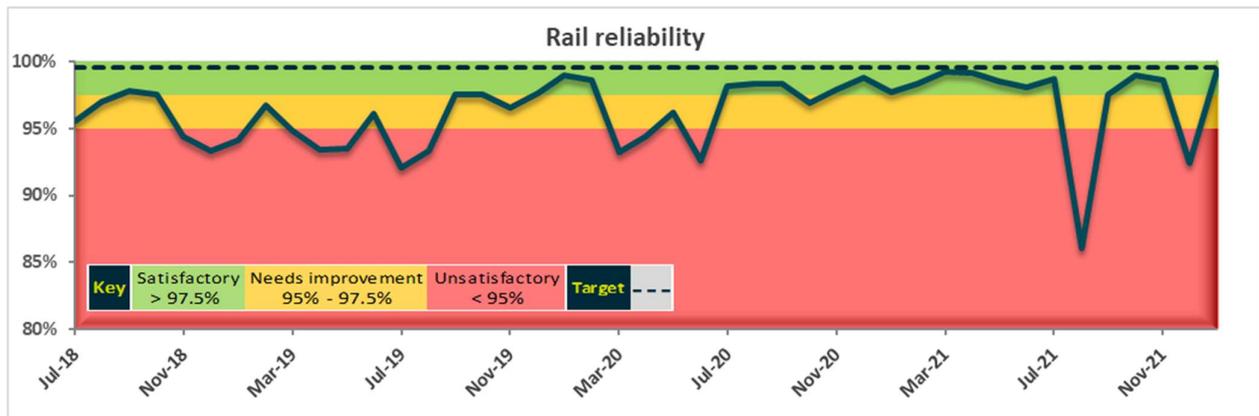
Rail service delivery

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 99.3% in January and 96.2% for the year to date.

Reliability of rail services in January was relatively good, with only minor issues throughout the month. The main focus was the planned KiwiRail track works taking place - January started with a revised timetable for the Christmas/New Year period and a block of line on the Kapiti line until January 10, with an entire network block of line for Wellington Anniversary weekend.

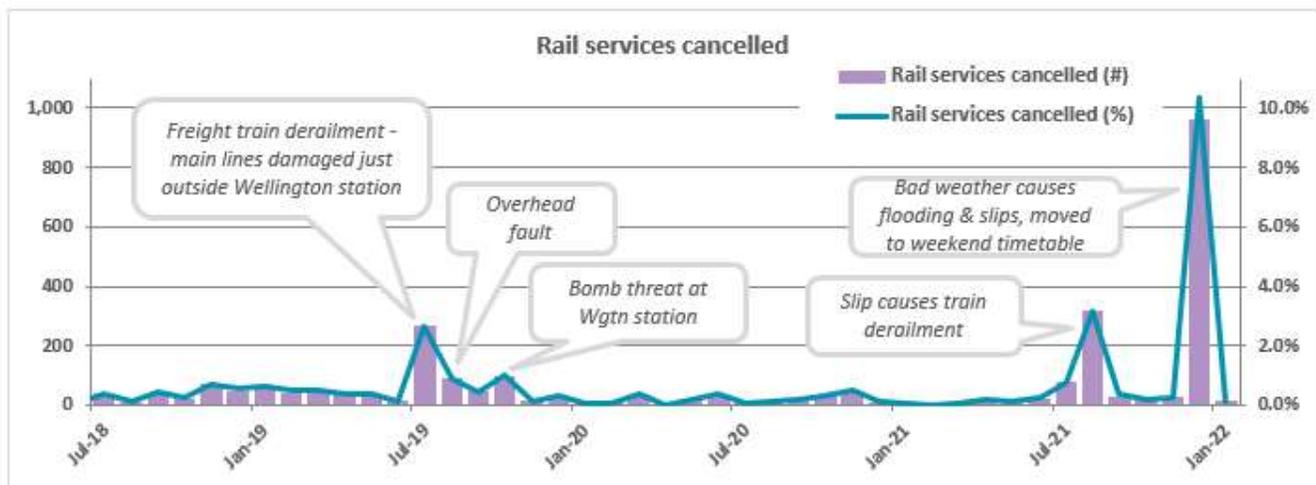


Reliability - current month

	Jan-22	Jan-21	% Change
Hutt Valley	99.1%	97.2%	1.9%
Johnsonville	99.6%	99.3%	0.3%
Kapiti	99.3%	98.0%	1.3%
Wairarapa	98.7%	85.1%	13.6%
Total	99.3%	97.7%	1.6%

Reliability - year to date (Jul - Jan)

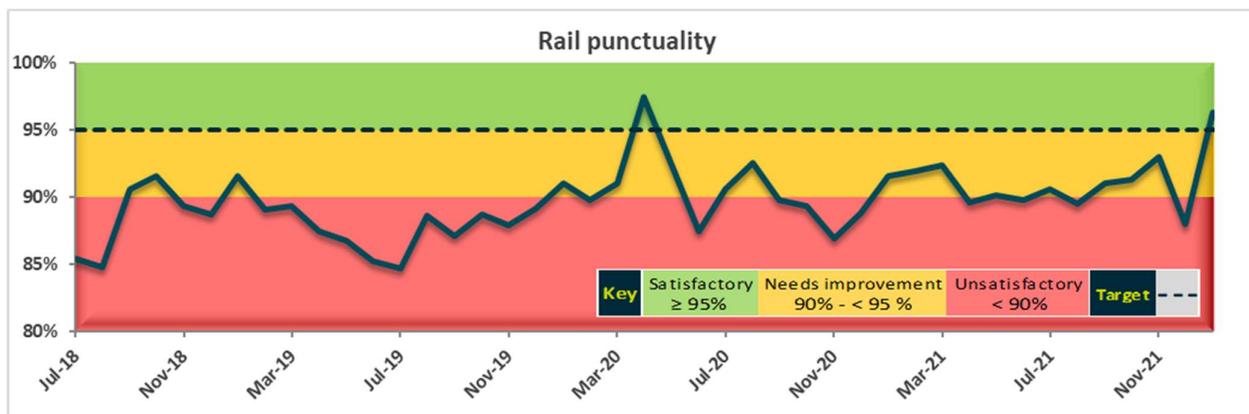
	2021/22	2020/21	% Change
Hutt Valley	97.2%	98.0%	-0.8%
Johnsonville	95.8%	98.9%	-3.1%
Kapiti	95.5%	97.9%	-2.4%
Wairarapa	92.5%	92.3%	0.2%
Total	96.2%	98.1%	-1.9%



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 January was 96.3% and 91.4% for the year to date. There were only minor disruptions on all lines during the month, including mechanical issues, trespassers, and a broken-down freight train.



Punctuality - current month

	Jan-22	Jan-21	% Change
Hutt Valley	96.6%	92.1%	4.5%
Johnsonville	95.5%	97.4%	-1.9%
Kapiti	97.9%	88.1%	9.8%
Wairarapa	79.9%	66.1%	13.8%
Total	96.3%	91.6%	4.7%

Punctuality - year to date (Jul - Jan)

	2021/22	2020/21	% Change
Hutt Valley	93.0%	90.4%	2.6%
Johnsonville	97.3%	97.5%	-0.2%
Kapiti	87.3%	85.6%	1.7%
Wairarapa	60.4%	60.8%	-0.4%
Total	91.4%	89.9%	1.5%

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 \$2.4m (-39%) in January, and \$17.9m (-34%) for the year to date.

Fare revenue - current month

	Jan-22	Budget	Excess/Shortfall
Bus	1,836,202	2,920,856	- 1,084,654
Rail	1,939,963	3,266,808	- 1,326,845
Total	\$ 3,776,164	\$ 6,187,664	-\$ 2,411,500

Fare revenue - year to date (Jul - Jan)

	2021/22	Budget	Excess/Shortfall
Bus	16,712,311	25,164,295	- 8,451,984
Rail	18,695,903	28,144,814	- 9,448,911
Total	\$35,408,214	\$53,309,109	-\$ 17,900,895

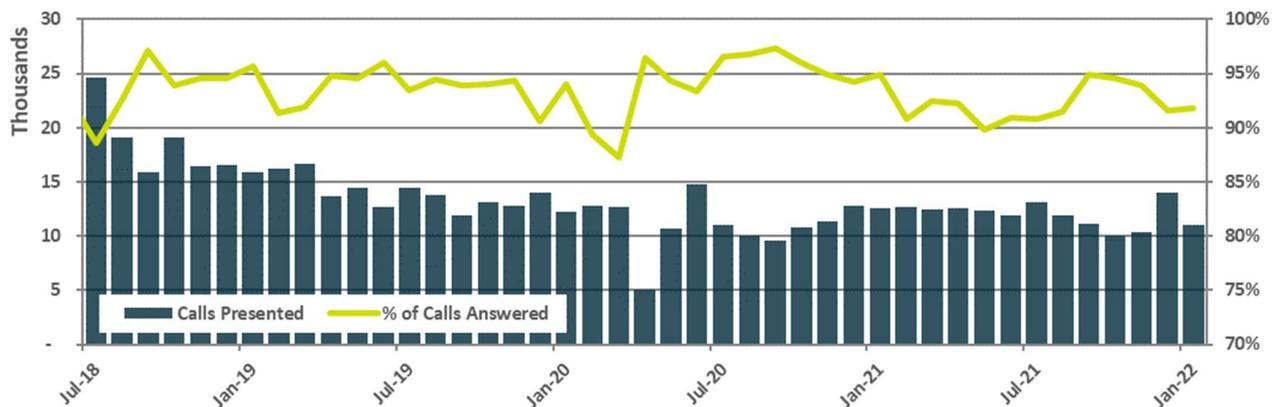
Greater Wellington receives government grants from Waka Kotahi NZ Transport Agency for various costs, including subsidies for the provision of public transport.

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

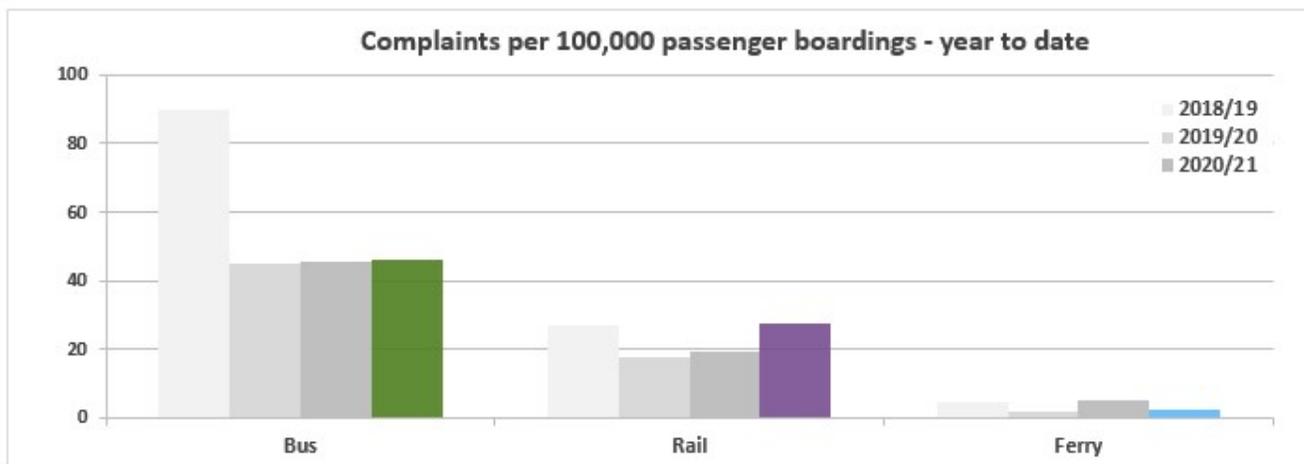
Metlink answered 91.8% of the 11,000 calls received in January, and 92.6% of the 81,000 calls year to date.



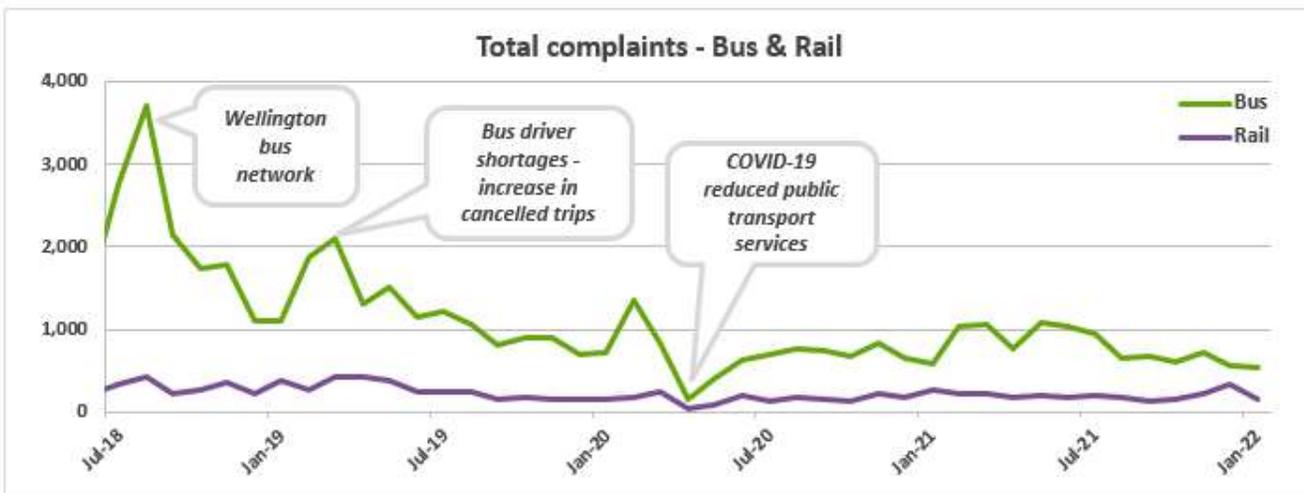
Complaints

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.

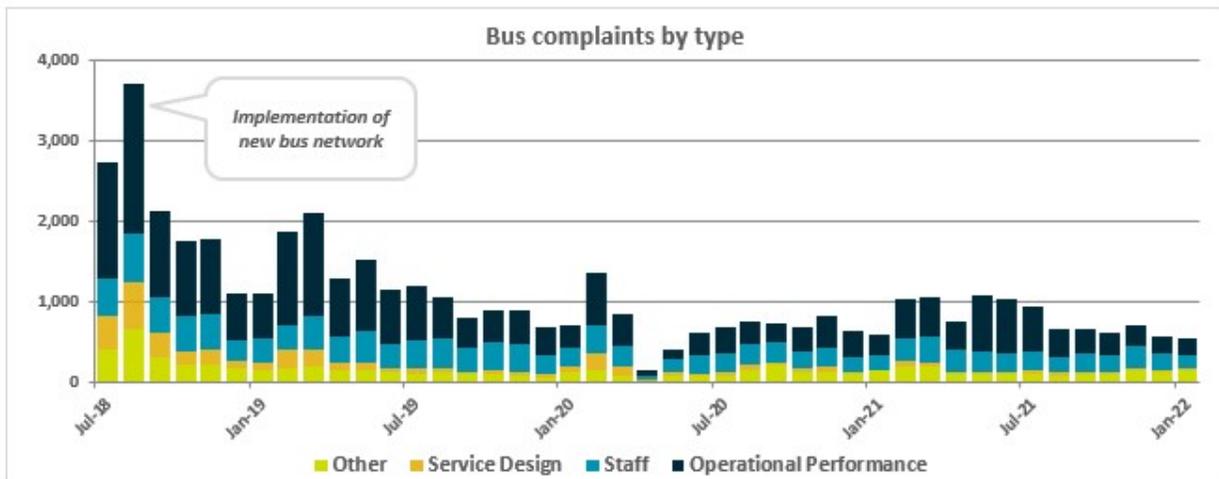


Complaints for both bus and rail have trended downwards overall.



Bus complaints

Bus complaints for the month were 6.8% lower than in January last year, and 4.7% lower for the year to date - operational performance and staff related complaints were 69% of bus complaints for the month.



Bus complaints - current month

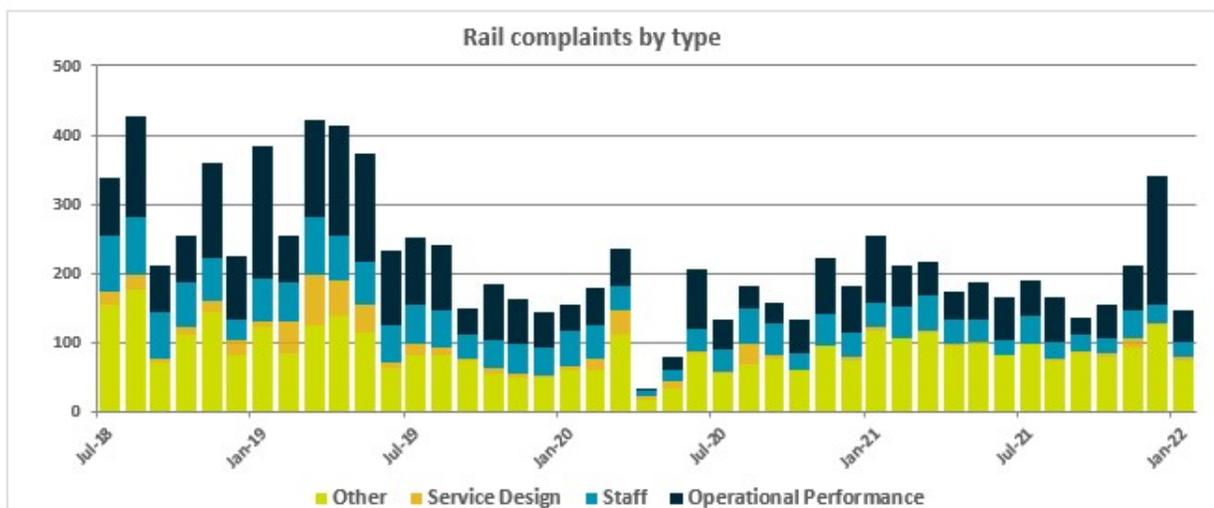
	Jan-22	Jan-21	% Change
Wellington			
Newlands, Tawa	22	28	-21.4%
East-West, City	158	194	-18.6%
North-south, Khandallah, Brooklyn	171	151	13.2%
Hutt Valley	153	179	-14.5%
Porirua	26	21	23.8%
Kapiti	10	9	11.1%
Wairarapa	5	3	66.7%
Total	545	585	-6.8%

Bus complaints - year to date (Jul - Jan)

	2021/22	2020/21	% Change
Wellington			
Newlands, Tawa	154	212	-27.4%
East-West, City	1,566	1,865	-16.0%
North-south, Khandallah, Brooklyn	1,446	1,509	-4.2%
Hutt Valley	1,263	1,069	18.1%
Porirua	191	200	-4.5%
Kapiti	71	62	14.5%
Wairarapa	15	19	-21.1%
Total	4,706	4,936	-4.7%

Rail complaints

Rail complaints for January were 42.5% lower than the same month last year, and 6.3% higher for the year to date - operational performance and staff related complaints were 45% of rail complaints for the month.



Rail complaints - current month

	Jan-22	Jan-21	% Change
Hutt Valley	31	82	-62.2%
Kapiti	58	77	-24.7%
Johnsonville	14	13	7.7%
Wairarapa	17	30	-43.3%
General	26	52	-50.0%
Total	146	254	-42.5%

Rail complaints - year to date (Jul - Jan)

	2021/22	2020/21	% Change
Hutt Valley	370	440	-15.9%
Kapiti	467	398	17.3%
Johnsonville	110	70	57.1%
Wairarapa	153	128	19.5%
General	241	226	6.6%
Total	1,341	1,262	6.3%