

Metlink performance report



February 2022

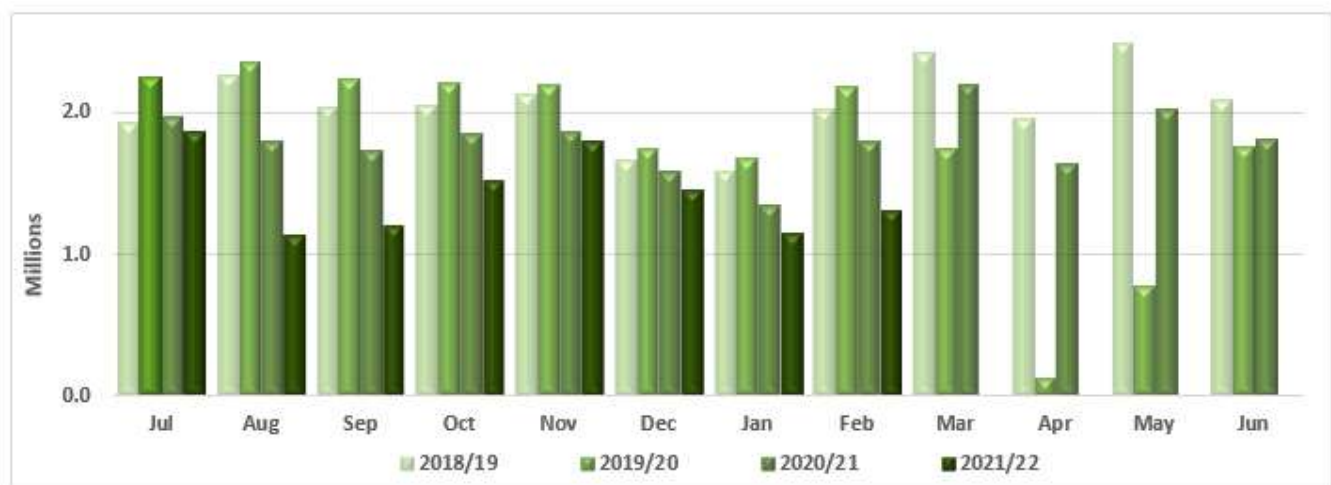
Patronage

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 February 2022, under Red of the Covid-19 Protection Framework, and a three-week protest occupation at Parliament, 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 of the Covid-19 Protection Framework, February bus passenger boardings were 27.4% lower than the same month last year and 17.9% 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

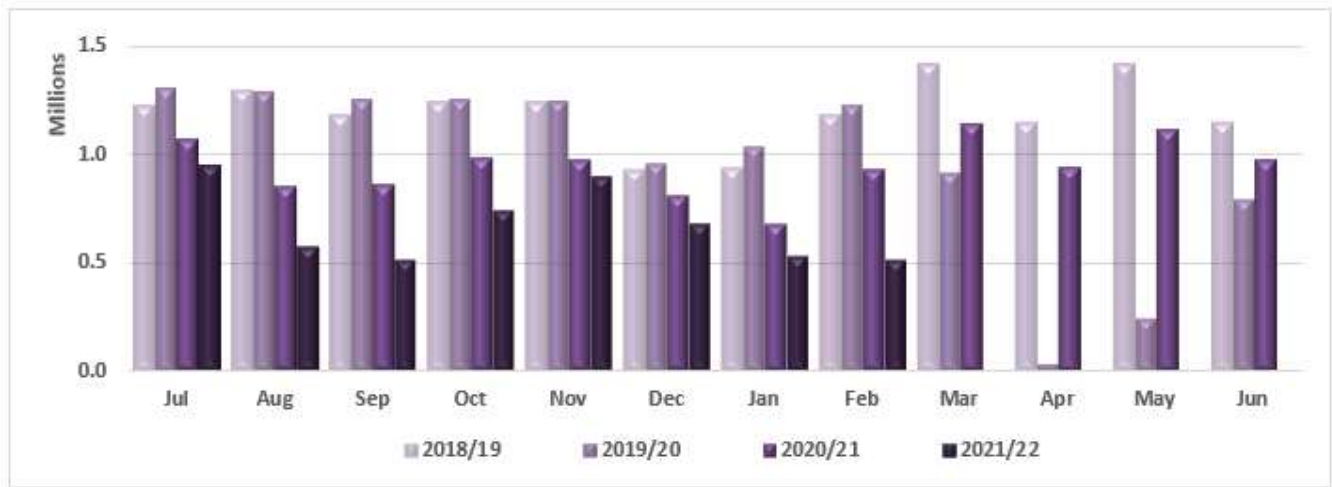
	Feb-22	Feb-21	% Change
Wellington	904,615	1,311,642	-31.0%
Hutt Valley	287,080	354,381	-19.0%
Porirua	62,352	74,065	-15.8%
Kapiti	43,155	49,199	-12.3%
Wairarapa	11,782	14,747	-20.1%
Total	1,308,984	1,804,034	-27.4%

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

	2021/22	2020/21	% Change
Wellington	8,381,164	10,197,811	-17.8%
Hutt Valley	2,265,617	2,771,415	-18.3%
Porirua	460,162	570,161	-19.3%
Kapiti	291,156	347,594	-16.2%
Wairarapa	78,600	97,664	-19.5%
Total	11,476,699	13,984,645	-17.9%

Rail passenger boardings

Under Red of the Covid-19 Protection Framework, February rail passenger boardings were 45.5% lower than the same month last year, and 24.8% 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

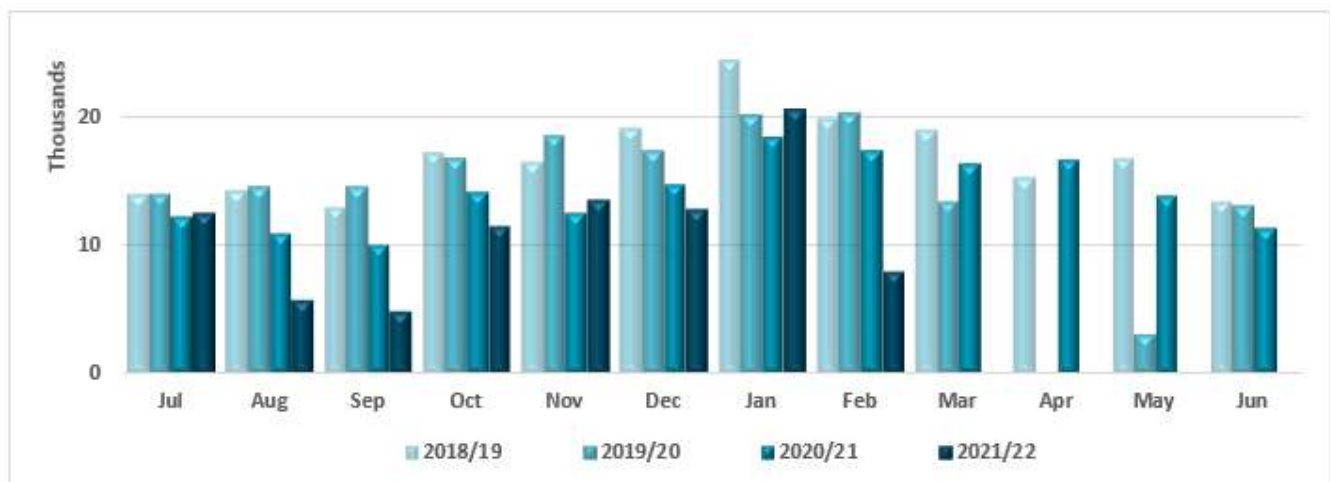
	Feb-22	Feb-21	% Change
Hutt Valley	210,622	391,050	-46.1%
Kapiti	210,109	391,922	-46.4%
Johnsonville	58,226	96,235	-39.5%
Wairarapa	25,841	47,521	-45.6%
Total	504,798	926,728	-45.5%

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

	2021/22	2020/21	% Change
Hutt Valley	2,330,595	3,003,472	-22.4%
Kapiti	2,160,999	2,987,312	-27.7%
Johnsonville	568,568	731,659	-22.3%
Wairarapa	295,150	396,444	-25.6%
Total	5,355,312	7,118,887	-24.8%

Ferry passenger boardings

Under Red of the Covid-19 Protection Framework, February ferry boardings show a decrease of 55.0% on the same month last year, and a 19.2% 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

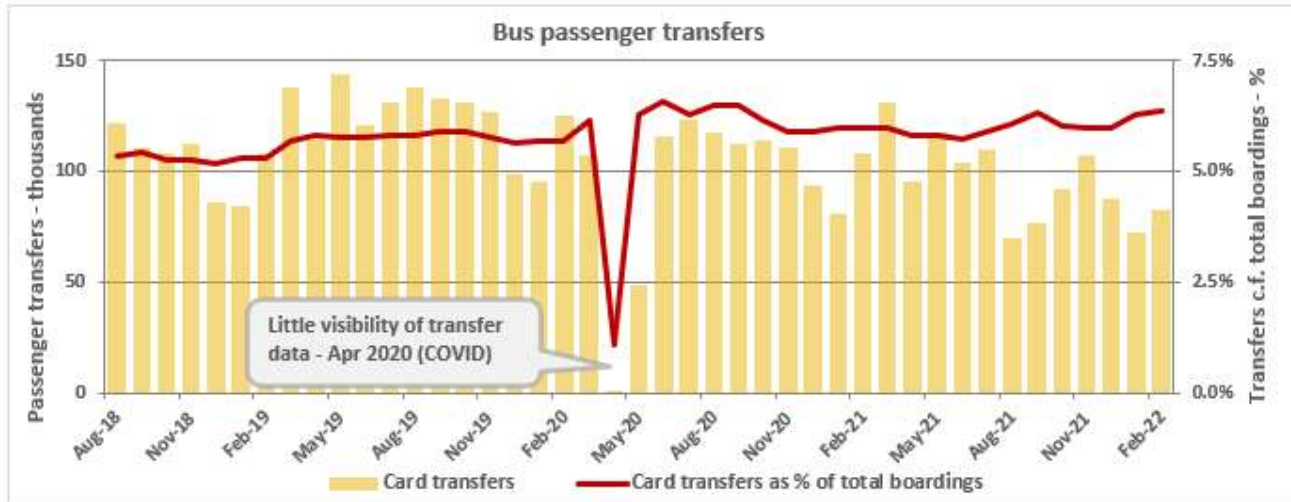
	Feb-22	Feb-21	% Change
Total	7,808	17,332	-55.0%

Boardings - year to date (Jul - Feb)

	2021/22	2020/21	% Change
Total	88,692	109,758	-19.2%

Bus passenger transfers and journeys

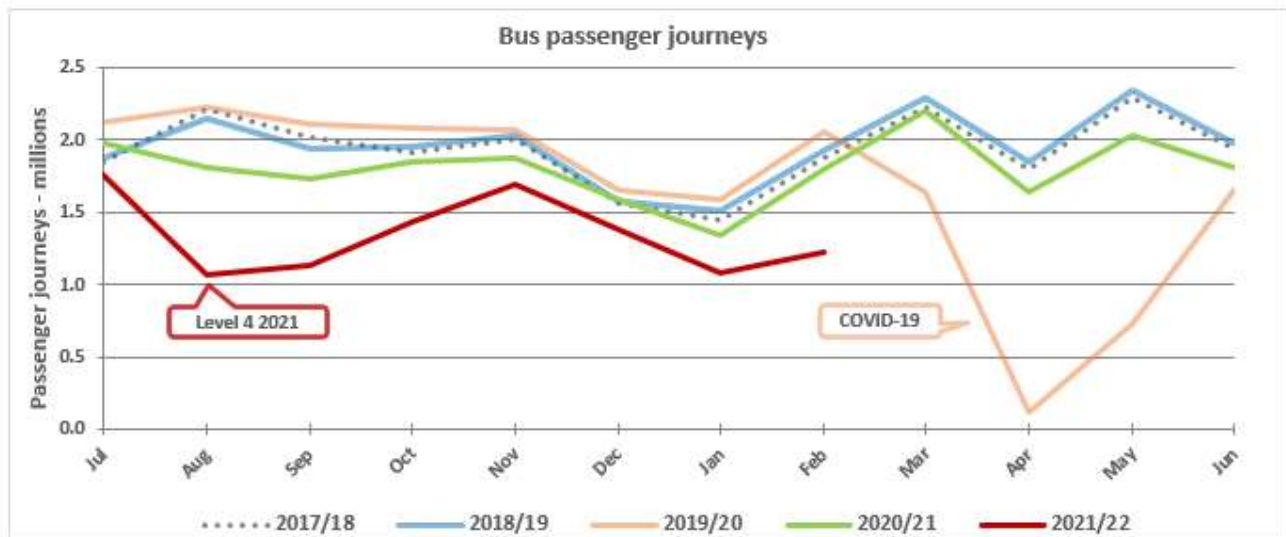
Metlink allows bus-to-bus transfers at no extra cost to passengers using a Snapper card, provided they tap on to the next bus within 30 minutes of tagging off the bus before. These card transfers accounted for 6.3% of passenger boardings for February.



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 February 2022 show a decrease of 32.0% on the same month last year, and a decrease of 22.9% for the year to date. This compares to growth of 6.5% from July 2019 to February 2020 (prior to Covid-19).



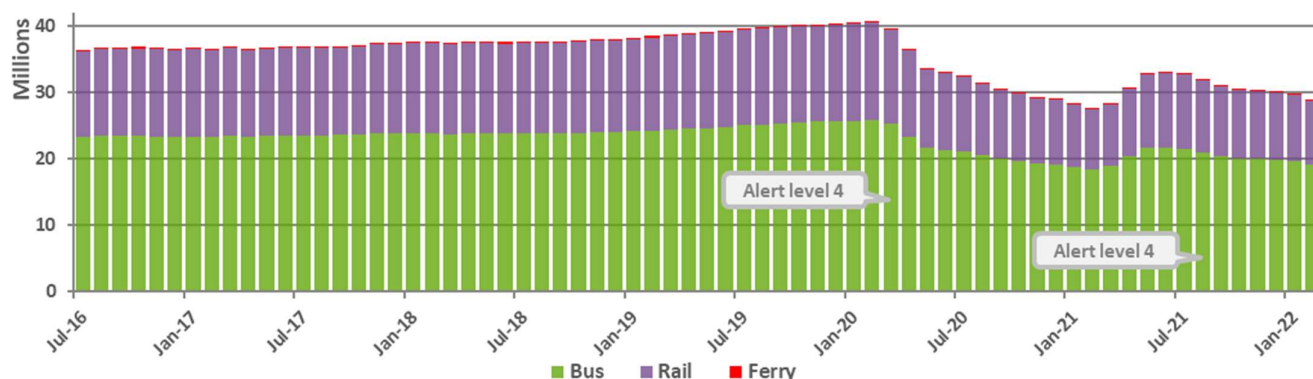
¹ Prior to the new Network, transfers accounted for c. 2.6 % based on 2014/15 data available to Metlink. This transfer rate has been assumed up until the new contracts were implemented between April and July 2018.

Passenger boardings trend

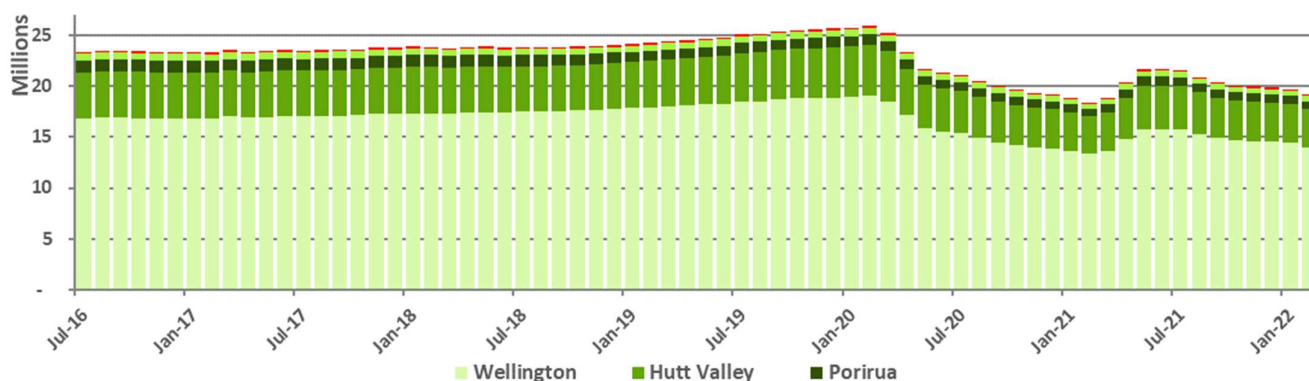
The following graphs show the number of passenger boardings using a 12-month rolling total.

There had been continuing growth up to February 2020, but with the Covid-19 pandemic (mid-March 2020 onwards, 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



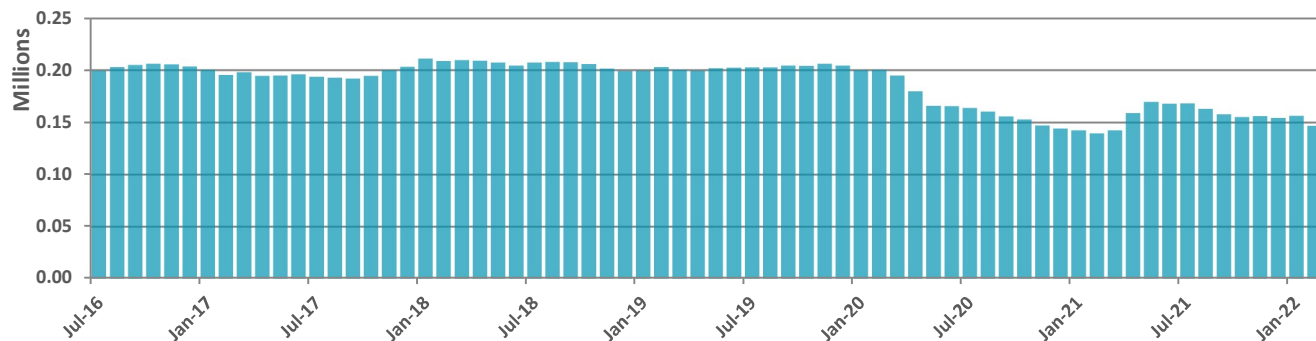
Bus



Rail



Ferry





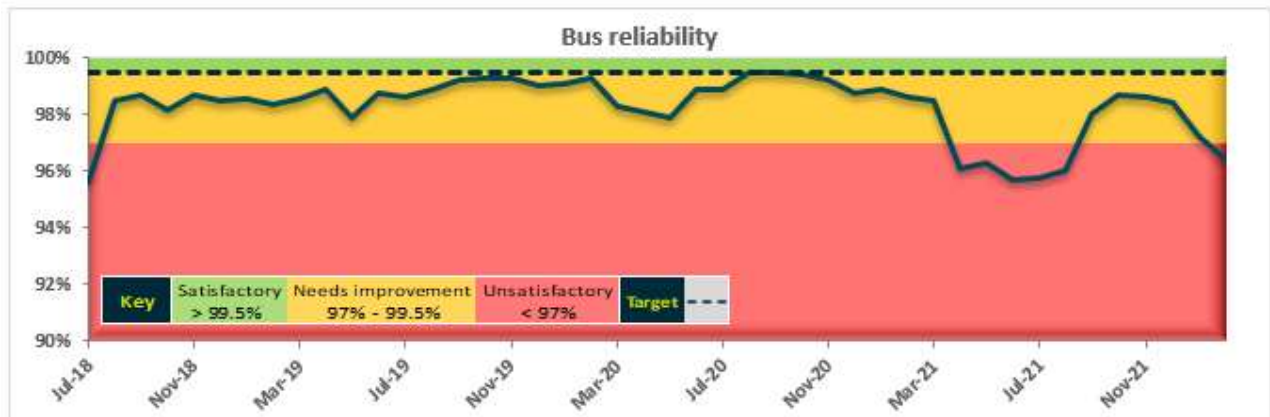
Bus service delivery

Reliability

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

In February, 96.4% of bus services were delivered, and 97.5% for the year to date.

Reliability this month continued to be impacted by cancellations, reflecting staff shortages mainly in Wellington City and Porirua. Services across the entire region were also impacted by severe weather on the weekend of 12 & 13th February. That same weekend we also closed Lambton Interchange and implemented service diversions to manage our response to protest activities, and so an additional number of services were impacted as a result.

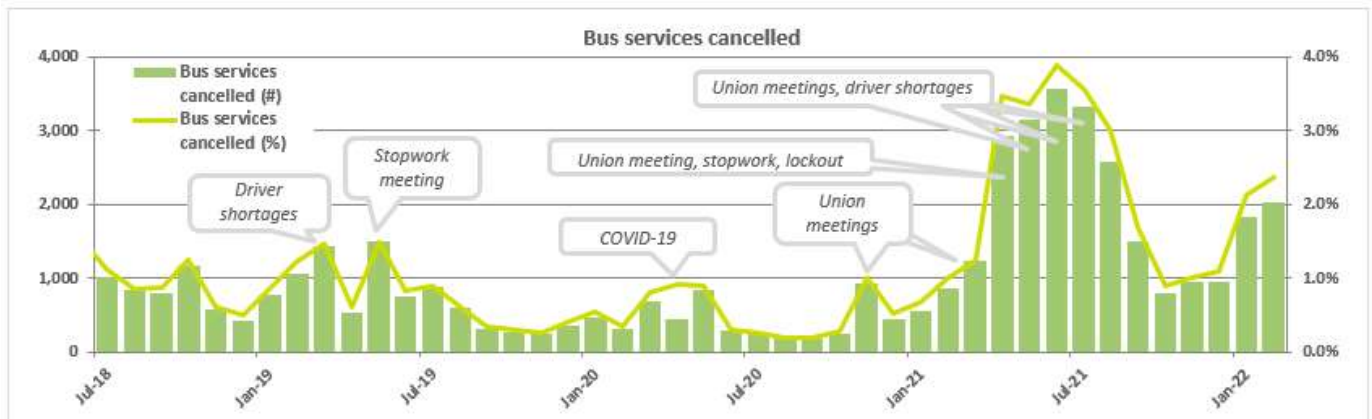


Reliability - current month

	Feb-22	Feb-21	% Change
Wellington City			
Newlands & Tawa	98.7%	99.6%	-1.0%
East, West & City	95.4%	98.1%	-2.6%
North, South, Khandallah & Brooklyn	93.7%	98.0%	-4.3%
Hutt Valley	98.3%	99.2%	-0.9%
Porirua	97.6%	98.8%	-1.2%
Kapiti	99.9%	99.8%	0.1%
Wairarapa	97.9%	99.5%	-1.6%
Total	96.4%	98.6%	-2.2%

Reliability - year to date (Jul - Feb)

	2021/22	2020/21	% Change
Wellington City			
Newlands & Tawa	99.5%	99.7%	-0.2%
East, West & City	97.2%	98.2%	-1.0%
North, South, Khandallah & Brooklyn	96.3%	99.2%	-2.9%
Hutt Valley	97.6%	99.5%	-1.9%
Porirua	97.8%	99.4%	-1.6%
Kapiti	99.8%	99.8%	0.0%
Wairarapa	98.9%	99.3%	-0.4%
Total	97.5%	99.0%	-1.5%

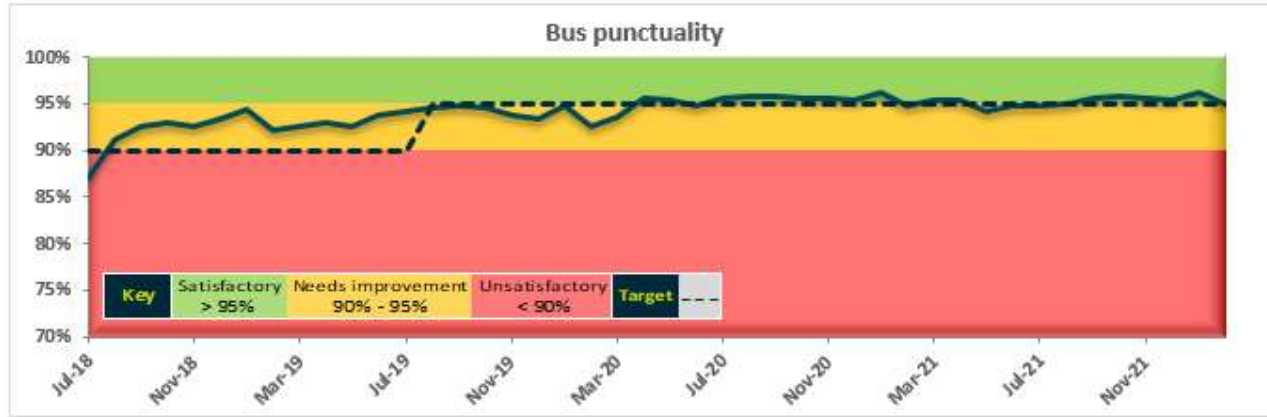


Punctuality

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

Bus service punctuality was 95.0% in February, and 95.5% for the year to date.

Punctuality was impacted by a number of service delays due to severe weather on the weekend of 12th & 13th February, and being caught up in emergency road closures over a number of days associated with the protest at Parliament. Otherwise it has remained relatively 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

	Feb-22	Feb-21	% Change
Wellington City			
Newlands & Tawa	95.6%	93.8%	1.8%
East, West & City	96.0%	95.5%	0.5%
North, South, Khandallah & Brooklyn	90.1%	93.4%	-3.3%
Hutt Valley	96.0%	94.1%	1.9%
Porirua	95.6%	94.8%	0.9%
Kapiti	97.7%	98.6%	-1.0%
Wairarapa	91.7%	91.5%	0.2%
Total	95.0%	94.8%	0.2%

Punctuality - year to date (Jul - Feb)

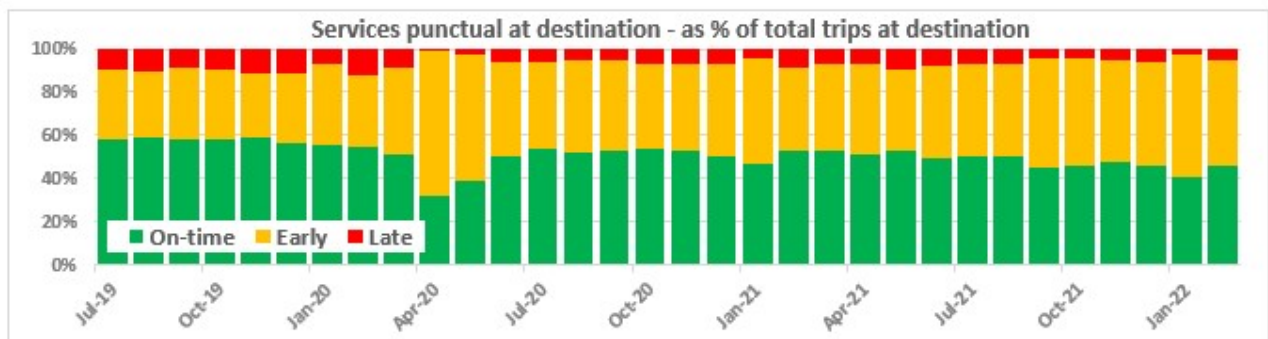
	2021/22	2020/21	% Change
Wellington City			
Newlands & Tawa	95.0%	93.9%	1.1%
East, West & City	96.6%	96.0%	0.6%
North, South, Khandallah & Brooklyn	92.4%	94.1%	-1.7%
Hutt Valley	95.9%	95.9%	0.0%
Porirua	95.3%	96.2%	-0.9%
Kapiti	98.2%	98.3%	-0.1%
Wairarapa	91.9%	93.2%	-1.3%
Total	95.5%	95.6%	-0.1%

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 February, 45.6% of bus services recorded at destination arrived on time, with a further 48.9% arriving more than one minute early. Only 5.5% of services arrived more than five minutes late.



Punctuality at destination - current month

	Feb-22	Feb-21	% Change
On-time	45.6%	53.0%	-7.4%
Early	48.9%	38.4%	10.5%
Late	5.5%	8.5%	-3.1%

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

	2021/22	2020/21	% Change
On-time	46.5%	52.1%	-5.6%
Early	48.2%	41.7%	6.6%
Late	5.2%	6.2%	-1.0%

Rail service delivery

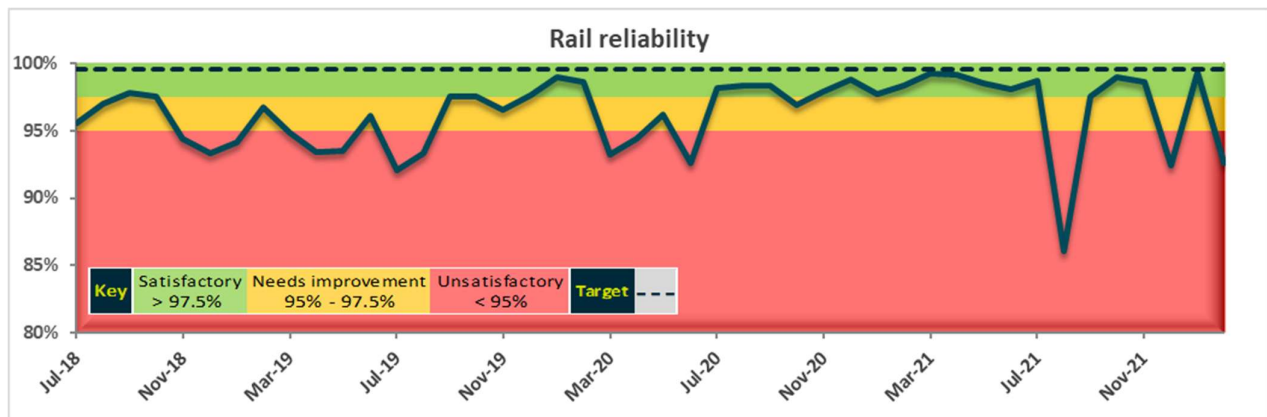
Reliability

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 92.6% in February and 95.8% for the year to date.

There were a few issues that severely affected services during February - slips on both the Kapiti and Johnsonville lines led to all services being affected for a number of days, and the anti-mandate protest also resulted in a suspension of services for a day.

The Kapiti line in particular had a difficult month with trackside fires and slips - services were also impacted by post-slips speed restrictions from 14th to 28th February. Towards the end of the month there were also some service cancellations due to staff in isolation as a result of being close contacts of COVID cases.

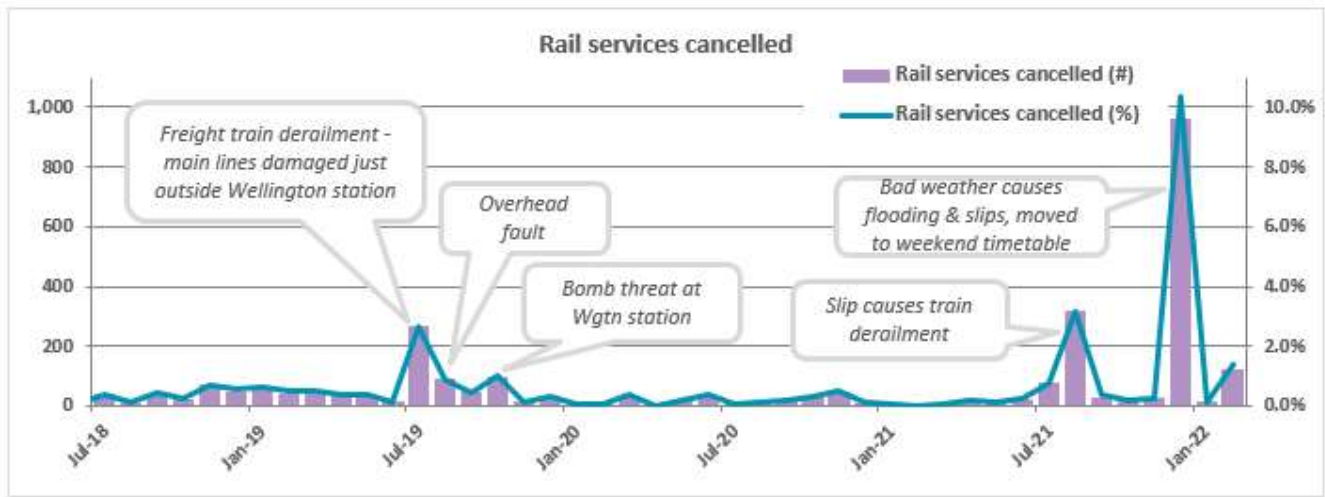


Reliability - current month

	Feb-22	Feb-21	% Change
Hutt Valley	99.2%	97.9%	1.3%
Johnsonville	89.8%	99.4%	-9.6%
Kapiti	96.1%	98.6%	-2.5%
Wairarapa	97.4%	89.7%	7.7%
Total	92.6%	98.3%	-5.7%

Reliability - year to date (Jul - Feb)

	2021/22	2020/21	% Change
Hutt Valley	97.5%	98.0%	-0.5%
Johnsonville	95.1%	99.0%	-3.9%
Kapiti	94.4%	98.0%	-3.6%
Wairarapa	93.1%	92.0%	1.1%
Total	95.8%	98.1%	-2.3%

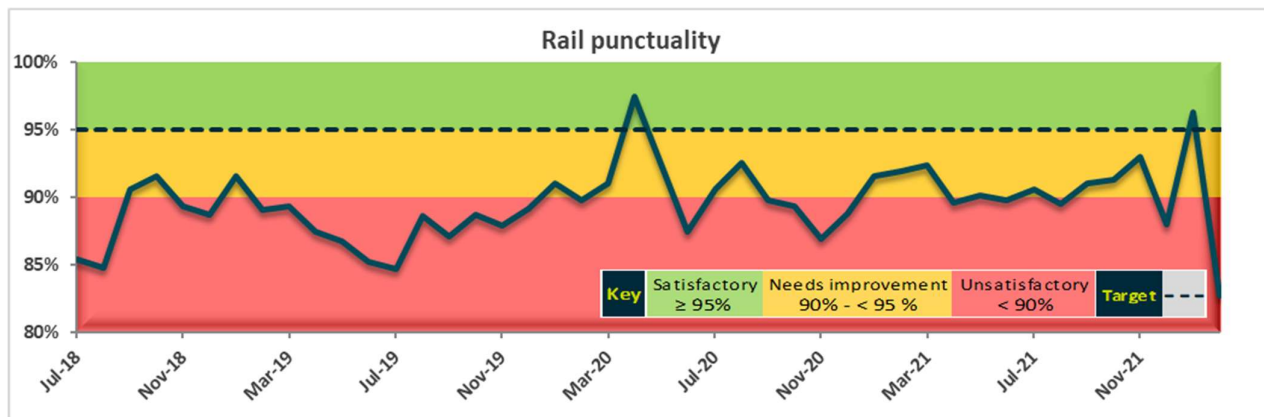


Punctuality

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 February was 82.7% and 90.4% for the year to date.

Due to weather related issues throughout the month, punctuality was severely affected. The speed restrictions imposed after the slip near Pukerua Bay not only affected the Kapiti line, but also had wider impacts across the network.



Punctuality - current month

	Feb-22	Feb-21	% Change
Hutt Valley	94.6%	92.7%	1.9%
Johnsonville	90.7%	95.4%	-4.7%
Kapiti	61.7%	91.2%	-29.5%
Wairarapa	72.1%	56.2%	15.9%
Total	82.7%	91.9%	-9.2%

Punctuality - year to date (Jul - Feb)

	2021/22	2020/21	% Change
Hutt Valley	93.2%	90.6%	2.6%
Johnsonville	96.5%	97.3%	-0.8%
Kapiti	84.2%	86.2%	-2.0%
Wairarapa	61.9%	60.3%	1.6%
Total	90.4%	90.2%	0.2%

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 \$3.6m (-47%) in February, and a shortfall of \$21.5m (-35%) for the year to date.

Fare revenue - current month

	Feb-22	Budget	Excess/Shortfall
Bus	1,898,804	3,594,900	- 1,696,096
Rail	2,112,361	4,020,688	- 1,908,327
Total	\$ 4,011,165	\$ 7,615,588	-\$ 3,604,423

Fare revenue - year to date (Jul - Feb)

	2021/22	Budget	Excess/Shortfall
Bus	18,611,115	28,759,195	- 10,148,080
Rail	20,808,264	32,165,502	- 11,357,238
Total	\$39,419,379	\$60,924,697	-\$ 21,505,318

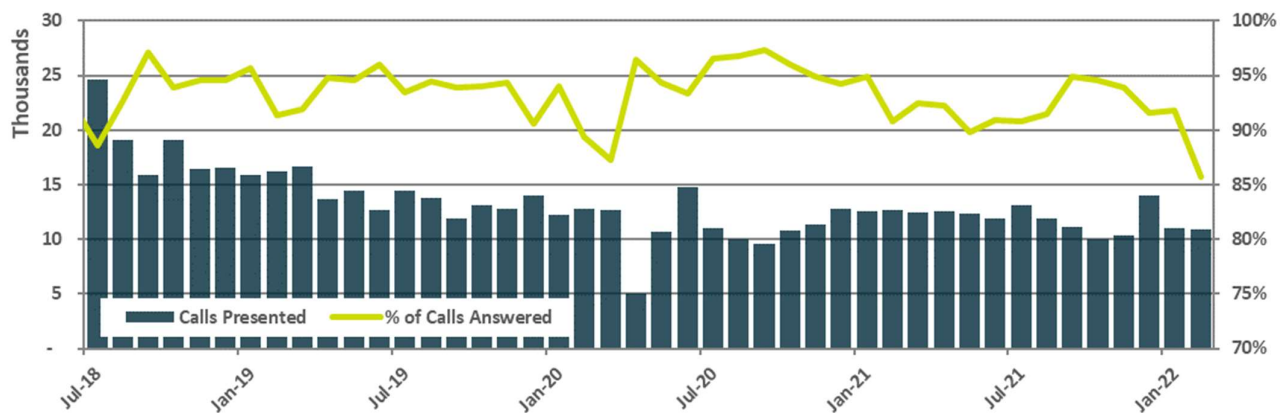
Greater Wellington receives government grants from Waka Kotahi NZ Transport Agency for various costs, including subsidies for the provision of public transport.

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

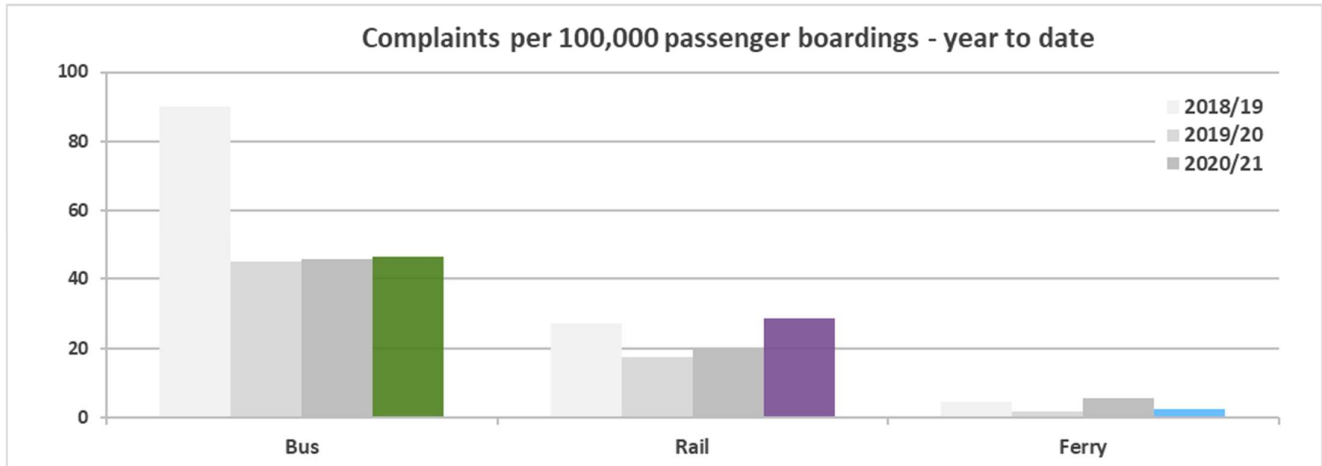
Metlink answered 85.7% of the 11,000 calls received in February, and 91.8% of the 92,000 calls year to date.



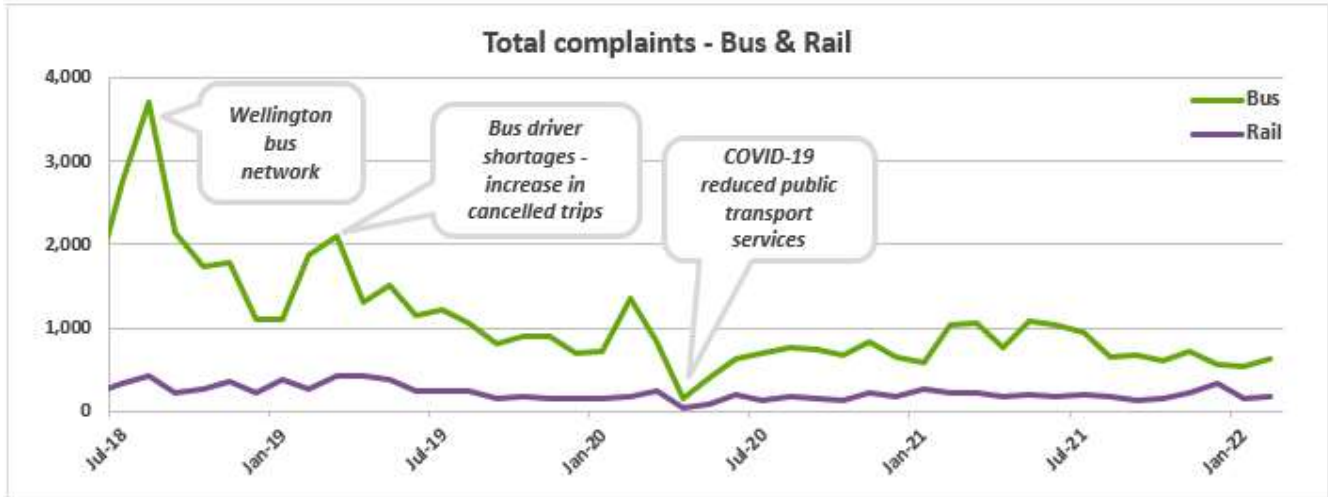
Complaints

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.

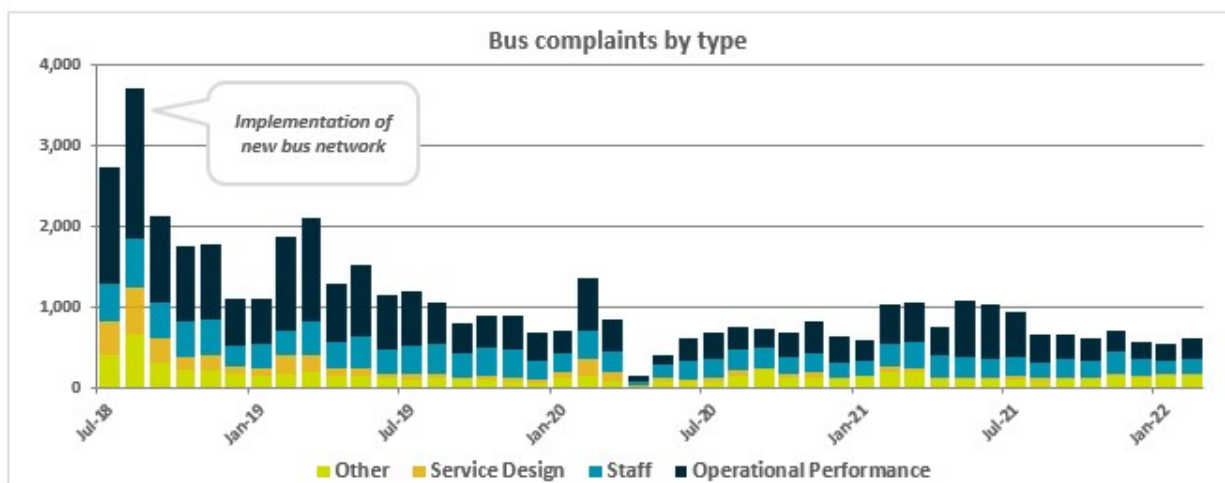


Complaints for both bus and rail have trended downwards overall.



Bus complaints

Bus complaints for the month were 39.8% lower than in February last year, and 10.7% lower for the year to date - operational performance and staff related complaints were 73% of bus complaints for the month.



Bus complaints - current month

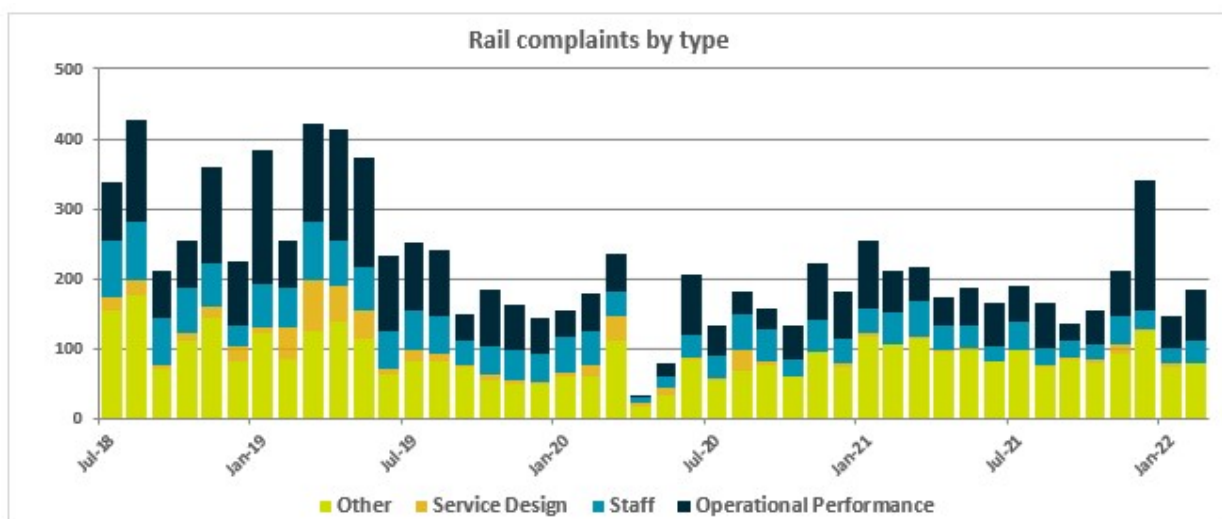
	Feb-22	Feb-21	% Change
Wellington			
Newlands, Tawa	35	30	16.7%
East-West, City	177	330	-46.4%
North-south, Khandallah, Brooklyn	209	375	-44.3%
Hutt Valley	157	227	-30.8%
Porirua	25	43	-41.9%
Kapiti	12	15	-20.0%
Wairarapa	3	7	-57.1%
Total	618	1,027	-39.8%

Bus complaints - year to date (Jul - Feb)

	2021/22	2020/21	% Change
Wellington			
Newlands, Tawa	189	242	-21.9%
East-West, City	1,743	2,195	-20.6%
North-south, Khandallah, Brooklyn	1,655	1,884	-12.2%
Hutt Valley	1,420	1,296	9.6%
Porirua	216	243	-11.1%
Kapiti	83	77	7.8%
Wairarapa	18	26	-30.8%
Total	5,324	5,963	-10.7%

Rail complaints

Rail complaints for February were 12.4% lower than the same month last year, and 3.6% higher for the year to date - operational performance and staff related complaints were 57% of rail complaints for the month.



Rail complaints - current month

	Feb-22	Feb-21	% Change
Hutt Valley	55	62	-11.3%
Kapiti	73	52	40.4%
Johnsonville	14	7	100.0%
Wairarapa	11	49	-77.6%
General	31	40	-22.5%
Total	184	210	-12.4%

Rail complaints - year to date (Jul - Feb)

	2021/22	2020/21	% Change
Hutt Valley	425	502	-15.3%
Kapiti	540	450	20.0%
Johnsonville	124	77	61.0%
Wairarapa	164	177	-7.3%
General	272	266	2.3%
Total	1,525	1,472	3.6%