

18 May 2023

File Ref: OIAPR-1274023063-2079

[REDACTED]

Tēnā koe [REDACTED]

Request for information 2023-088

I refer to your request for information dated 19 April 2023, which was received by Greater Wellington Regional Council (Greater Wellington) on 19 April 2023. You have requested the following:

- *“what is the full criteria Metlink uses to calculate the punctuality and reliability performance of its bus and rail networks?”*
- *does the punctuality criteria include or exclude services that have been cancelled?*
- *how in the 12 months to 31 March 2023, how many bus and rail services did Metlink operate across its network?*
- *in those same 12 months, how many individual services were cancelled?*
- *in those same 12 months, how many individual services ran to time according to Metlink’s punctuality criteria?*
- *in those same 12 months, how much in penalties were imposed by Metlink on operators for failing to meet punctuality and reliability targets?”*

Greater Wellington’s response follows:

Our response has been split into two parts. The first part relates to answering your questions in regard to the bus network. The second part relates to answering your questions in regard to the rail network. We have split this because the contractual arrangements and relationship between Greater Wellington and our bus and rail partners is different.

For context, our Partnering Contracts with rail and bus operators provide for several measures of performance. You can find a representative version of our contracts online at: <https://www.metlink.org.nz/about/legal/contracts-for-rail-and-buses/>. Specifically, Schedule 6 of

our Partnering Contracts set out the arrangements relating to the financial and performance regime (beginning page 182 in the link titled schedules 3 – 19 under the rail partnering tab or page 182 of the link titled schedules 2 – 15 under the bus partnering contract tab).

For the Bus Network

1. The full criteria used for punctuality and reliability of performance

Reliability:

The bus reliability measure shows the number of scheduled services that the operator delivered. This is measured by whether they electronically registered the trip at its starting point within a time interval running from 1 minute before, to 30 minutes after the scheduled service start time. Scheduled trips that recorded an equipment fault are excluded from the assessment.

For the purposes of possible bonuses or payment abatements, this performance is measured on a daily basis and on a monthly basis against the targets set out in **Table 1** below.

Punctuality:

The bus punctuality measure shows the number of services that electronically registered the trip at its starting point within a time interval running from 1 minute before, to 5 minutes after the scheduled service start time.

A trip that causes an abatement for Reliability is not then abated for Punctuality as well because this would penalise the same trip twice, which is not the intention of the performance regime.

There are abatements and bonuses for the following:

- Punctuality Monthly Abatement
- Punctuality Monthly Bonus
- Reliability Monthly Abatement
- Reliability Daily Abatement
- Reliability Daily Abatement
- Reliability Daily Bonus

For information on how these are calculated, refer to the partnering agreements, and the Deed of Variation for the performance regime available on our website. Specifically, page 16 and 17 of the Deed of Variation will provide information on the above.

There are a number of other performance measures, known as Performance Indicators, in our Bus Partnering Contracts that relate to other aspects of service delivery, but these do not relate to Punctuality and Reliability.

2. Does the criteria include or exclude cancelled services

Cancelled trips are included in the Reliability Key Performance Indicator (KPI) calculations. Trips that fail the Reliability KPI (for whatever reason, including cancellations) are not measured against the Punctuality KPI.

3. Bus services operated over 12 months to 31 March 2023

The number of bus services that were scheduled to run over this period was 1,080,468. However, the number of services that were recorded as operated was 1,003,373.

There were also 5,480 services which were not tracked (for reasons which may include equipment failure, GPS drift, driver error) and may or may not have run.

4. Cancellations for that same period

In this same period, there were 71,615 cancellations for bus services. This means that 6.6% of scheduled bus services were cancelled in the period.

5. Services on time in that same period

For our bus services, 813,039 were considered to have met punctuality requirements. This is 94.8% of the 875,596 services that were recorded at the origin stop (this being the bus contract measure).

6. Abatements applied in that same period

Your request for the amount that we are penalising operators is withheld under section 7(2)(b)(ii) of the Local Government Official Information and Meetings Act 1987 (the Act) on the grounds that releasing the information would be likely unreasonably to prejudice the commercial position of the person who supplied or who is the subject of the information.

We have considered whether the public interest in the requested information outweighs Greater Wellington's need to withhold certain aspects of the requested contractual information. As a result, we do not consider that the public interest outweighs Greater Wellington's reason for withholding parts of the document under the grounds identified above.

Operators are paid a monthly service fee; the average annual contracted base service fee per unit is shown on the table of units available on our website at:

<https://www.gwrc.govt.nz/transport/metlink-bus-train-and-ferry/bus-contracts/>.

Operators must meet certain targets of service delivery for both punctuality and reliability. If they do not meet these targets they are penalised accordingly. Operators are also eligible to receive a bonus payment for exceeding nominated Key Performance Indicators.

The table below outlines, for each bus operator, the number of occasions in a given month where abatements have been made to the base service fee. As set out above, most operators hold multiple unit contacts, which is why they can be abated on multiple occasions in a month, for each of their units that did not meet the required performance thresholds.

Table 1

Optr	Jan '22	Feb '22	Mar '22	Apr '22	May '22	Jun '22	Jul '22	Aug '22	Sep '22	Oct '22	Nov '22	Dec '22	Jan '23	Feb '23	Mar '23	Apr '23
Tranzit	8	8	8	8	8	8	8	8	8	8	8		8	8	8	8
NZ Bus	5	5	5	5	4	5	5	5	3	5	5	*	5	5	5	5
Mana	0	0	0	0	0	0	1	0	0	0	1		0	3	1	0
Uzabus	0	0	0	0	0	0	0	0	0	0	0		0	0	0	0

* Operational issues prevented reasonable measurement in Dec '22.

For the Rail Network:

- The full criteria used for punctuality and reliability of performance*

Reliability:

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

To calculate the percentage of services that have achieved reliability we take the total number of scheduled services minus services that failed the reliability measure, divided by the number of total scheduled services.

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.

To calculate the percentage of services that have achieved punctuality we take the total number of services that have been delivered minus the total number of services that have failed the punctuality

measure divided by the total number of services that have been delivered. Delivered services are services that ran, meaning we exclude full cancellations.

2. Does the criteria include or exclude cancelled services

The punctuality calculation excludes services that were fully cancelled.

3. Rail services operated over 12 months to 31 March 2023

The number of services scheduled to run over this period was 114,628. However, the number of services that were recorded as operated was 112,206.

4. Cancellations for that same period

In this same period, there were 2422 services which were fully cancelled with no alternate transport provided. This means that 2.11% of scheduled services were cancelled in the period.

There were 2,520 services bus replaced due to an unplanned disruption in the period.

5. Services on time in that same period

For our rail services, 90,810 were considered to have met punctuality requirements. This is 80.93% of services delivered in the period.

6. Abatements applied in that same period

Your request for the amount that we are penalising operators is withheld under section 7(2)(b)(ii) of the Act on the grounds that releasing the information would be likely unreasonably to prejudice the commercial position of the person who supplied or who is the subject of the information.

We have considered whether the public interest in the requested information outweighs Greater Wellington's need to withhold certain aspects of the requested contractual information. As a result, we do not consider that the public interest outweighs Greater Wellington's reason for withholding parts of the document under the grounds identified above.

Rail abatements are calculated on a service-by-service basis. If the rail operator is responsible for a reliability or punctuality failure, an abatement is applied. Over the period requested abatement deductions have been applied every month.

If you have any concerns with the decision(s) referred to in this letter, you have the right to request an investigation and review by the Ombudsman under section 27(3) of the Act.

Please note that it is our policy to proactively release our responses to official information requests where possible. Our response to your request will be published shortly on Greater Wellington's website with your personal information removed.

Nāku iti noa, nā

A handwritten signature in blue ink that reads "sugar".

Samantha Gain

Kaiwhakahaere Matua Waka-ā-atea | General Manager Metlink

PROACTIVE RELEASE