

# Metlink performance report



November 2022

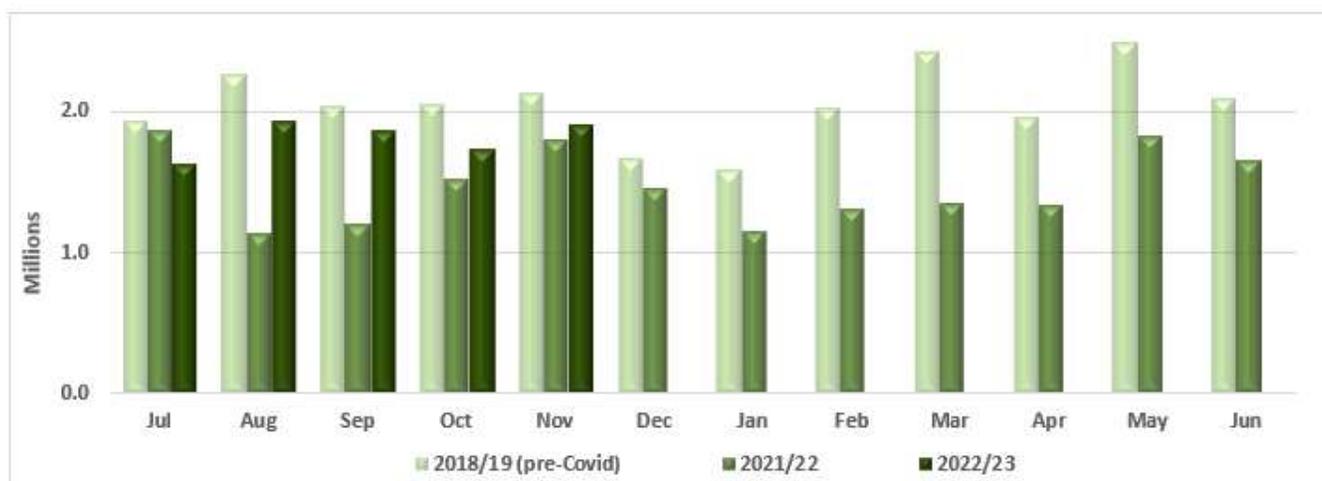
## Patronage

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 November 2022, we saw increased passenger boardings when compared to the same month last year – in November 2021 NZ was under Alert Level 2.

### Bus passenger boardings

November bus passenger boardings were 5.8% higher than the same month last year, and 20.6% higher for the year to date - in November 2021 NZ was under Alert Level 2.



### Boardings by area - current month

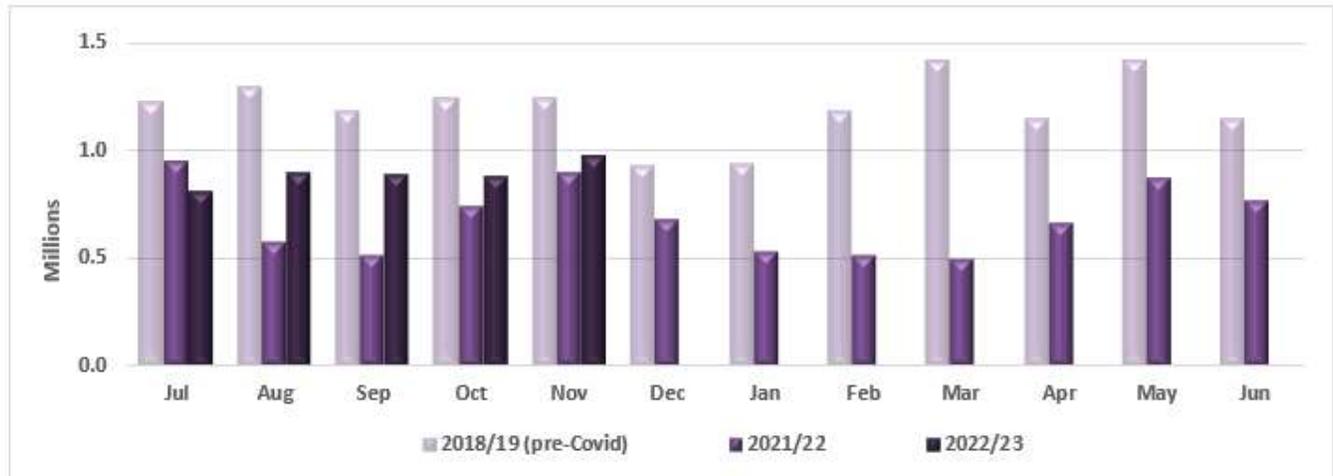
	Nov-22	Nov-21	% Change
Wellington	1,398,127	1,306,390	7.0%
Hutt Valley	374,481	359,257	4.2%
Porirua	71,236	74,907	-4.9%
Kapiti	49,314	48,191	2.3%
Wairarapa	14,646	13,653	7.3%
<b>Total</b>	<b>1,907,804</b>	<b>1,802,398</b>	<b>5.8%</b>

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

	2022/23	2021/22	% Change
Wellington	6,695,461	5,523,693	21.2%
Hutt Valley	1,755,859	1,472,797	19.2%
Porirua	343,790	306,155	12.3%
Kapiti	241,646	193,281	25.0%
Wairarapa	66,012	53,294	23.9%
<b>Total</b>	<b>9,102,768</b>	<b>7,549,220</b>	<b>20.6%</b>

## Rail passenger boardings

November rail passenger boardings were 8.1% higher than the same month last year, and 21.3% higher for the year to date - in November 2021 NZ was under Alert Level 2.



Boardings by line - current month

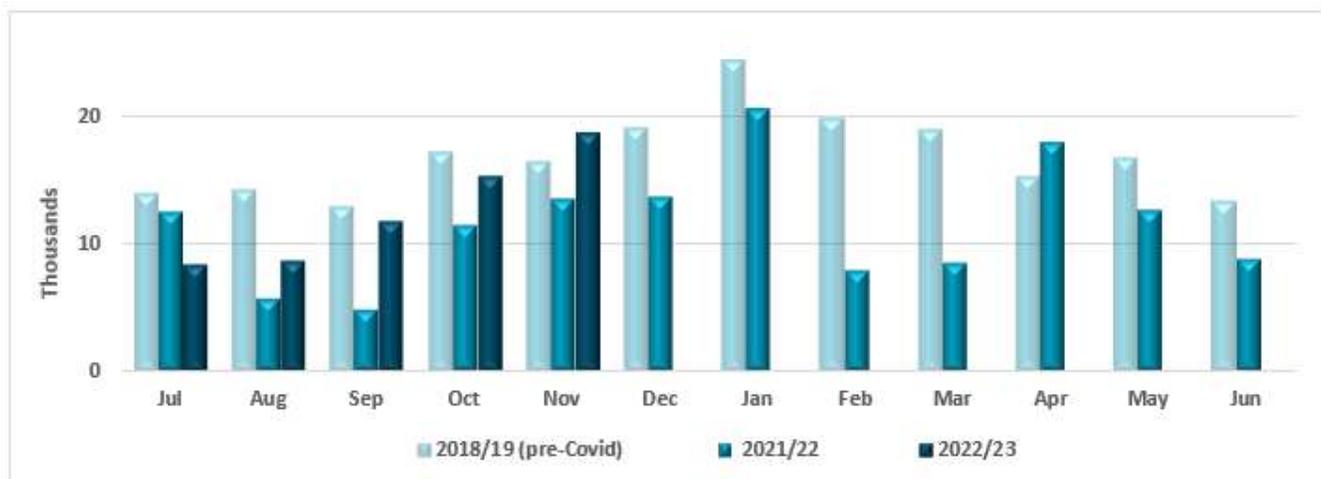
	Nov-22	Nov-21	% Change
Hutt Valley	421,673	383,877	9.8%
Kapiti	380,100	367,321	3.5%
Johnsonville	113,323	101,493	11.7%
Wairarapa	52,621	42,800	22.9%
<b>Total</b>	<b>967,717</b>	<b>895,491</b>	<b>8.1%</b>

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

	2022/23	2021/22	% Change
Hutt Valley	1,899,174	1,597,359	18.9%
Kapiti	1,769,259	1,469,999	20.4%
Johnsonville	512,132	382,352	33.9%
Wairarapa	242,061	197,528	22.5%
<b>Total</b>	<b>4,422,626</b>	<b>3,647,238</b>	<b>21.3%</b>

## Ferry passenger boardings

Ferry boardings show an increase of 38.0% on the same month last year, and a 31.0% increase for the year to date.



Boardings - current month

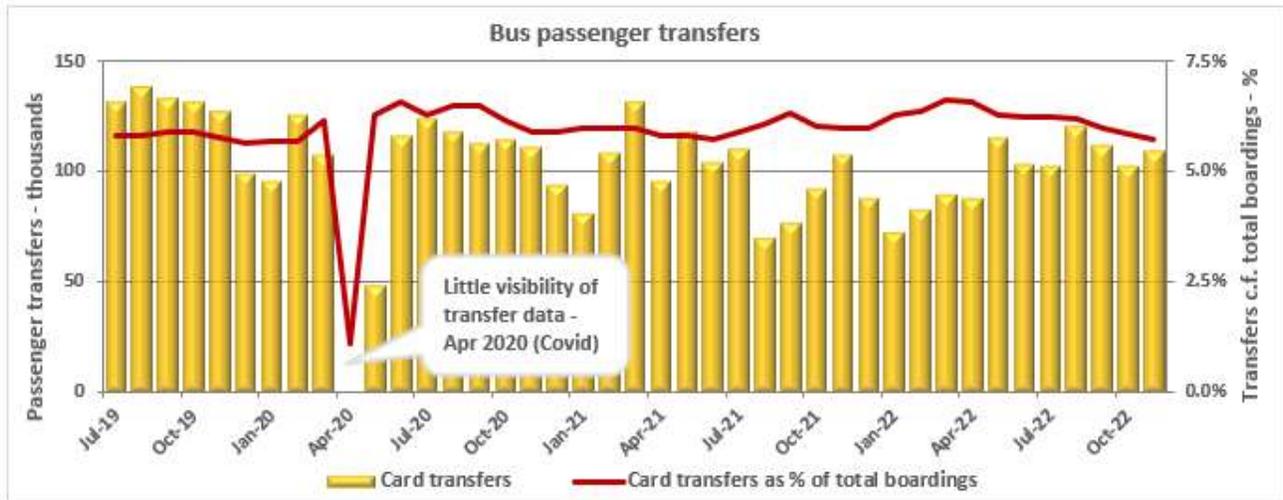
	Nov-22	Nov-21	% Change
<b>Total</b>	<b>18,606</b>	<b>13,481</b>	<b>38.0%</b>

Boardings - year to date (Jul - Nov)

	2022/23	2021/22	% Change
<b>Total</b>	<b>62,498</b>	<b>47,724</b>	<b>31.0%</b>

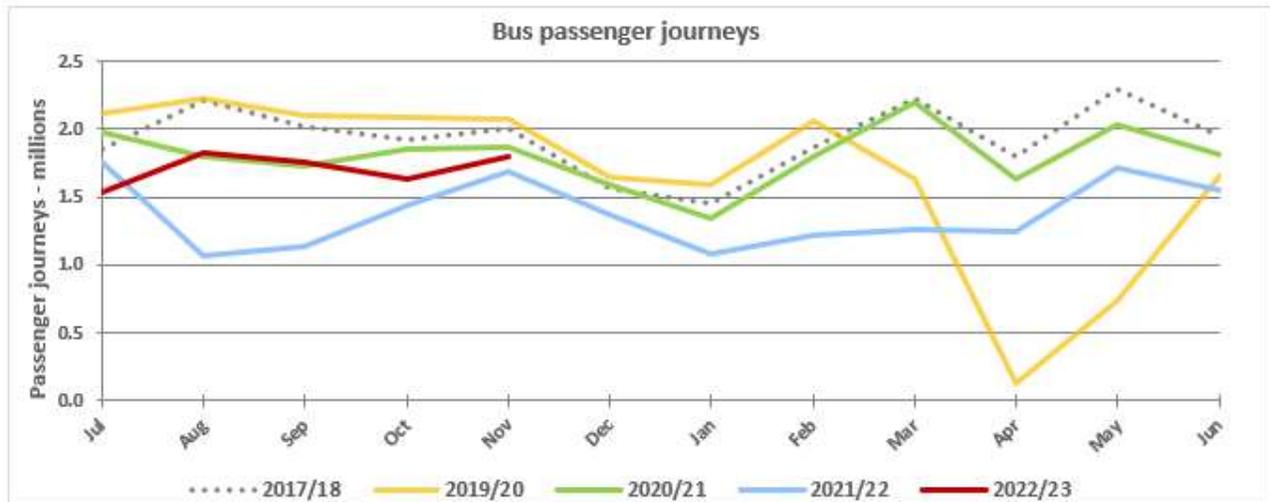
## Bus passenger transfers and journeys

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 5.7% of passenger boardings for November.



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.

Bus journeys for November 2022 show an increase of 6.1% on the same month last year - in November 2021 NZ was under Alert Level 2.



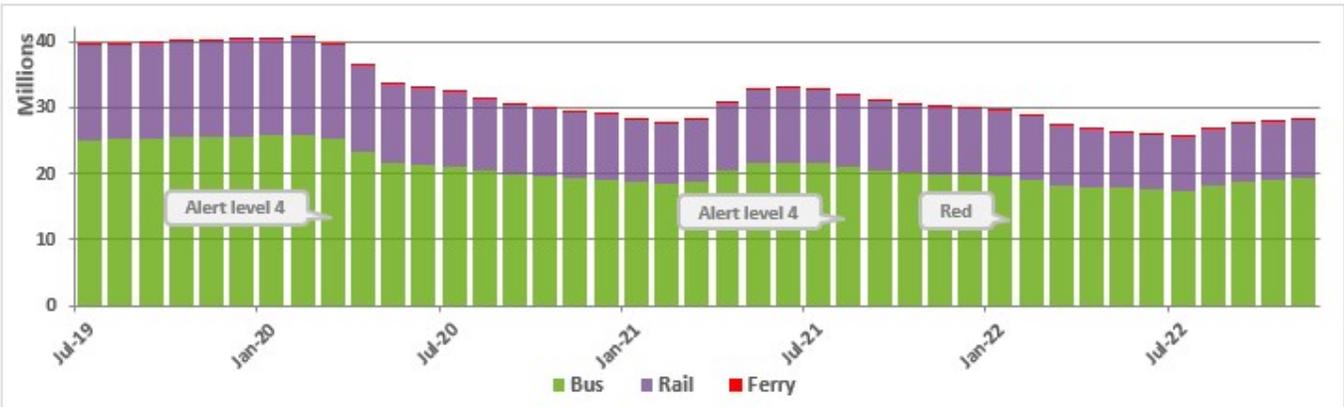
<sup>1</sup> Prior to the new Network, transfers accounted for c. 2.6 % based on 2014/15 data available to Metlink. This transfer rate has been assumed up until the new contracts were implemented between April and July 2018.

## Passenger boardings trend

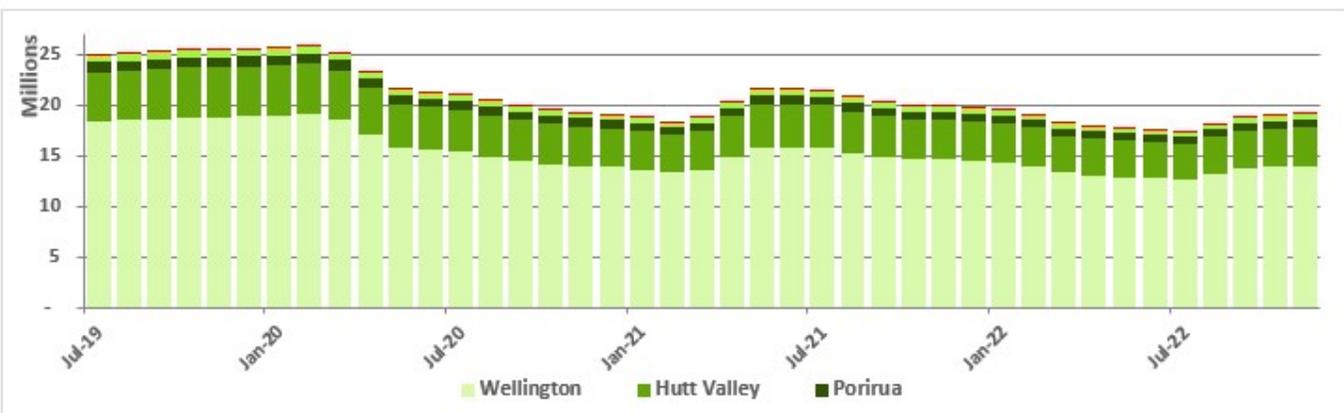
The following graphs show the number of passenger boardings using a 12-month rolling total.

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.

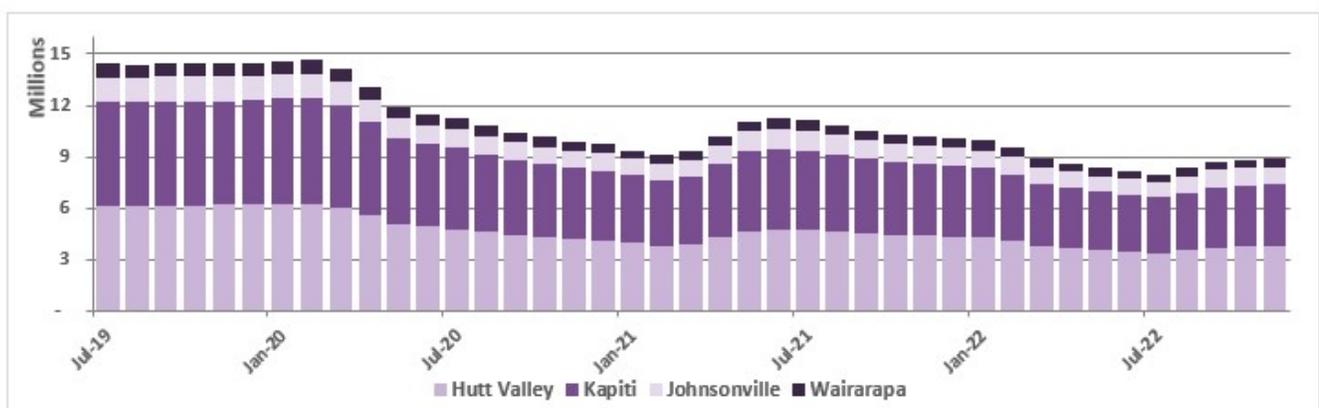
### All modes



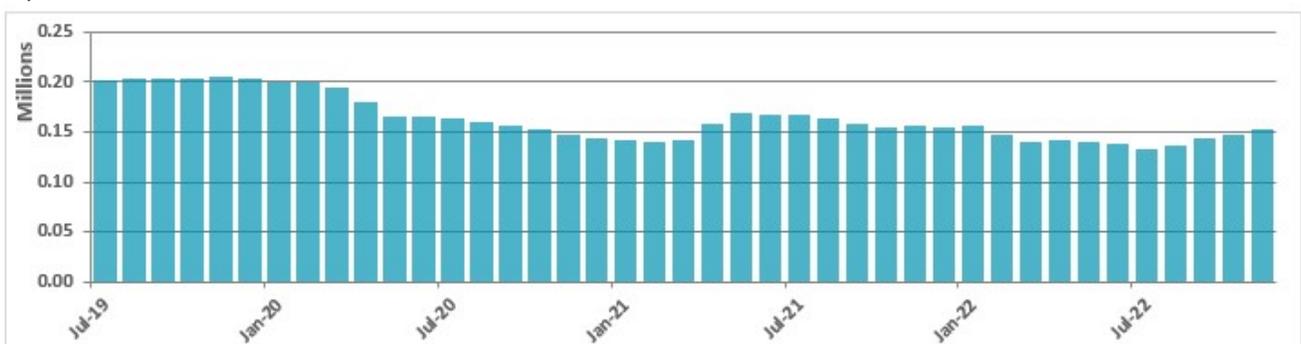
### Bus



### Rail



### Ferry



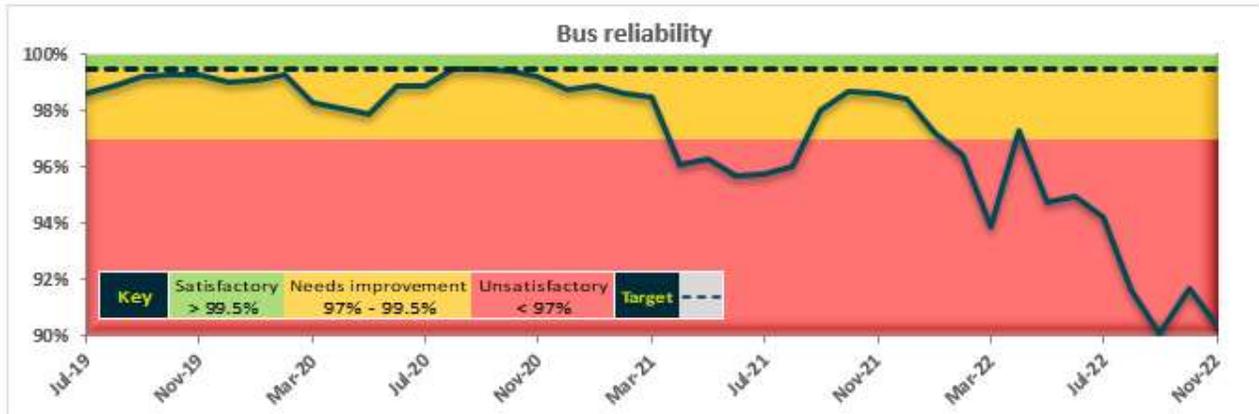


# Bus service delivery

## Reliability

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

In November, 90.3% of bus services were delivered, and 91.6% for the year to date. Reliability has continued to be significantly impacted by increased cancellations, due to driver shortages and unplanned absenteeism.



Reliability - current month

	Nov-22	Nov-21	% Change
Wellington City			
Newlands & Tawa	99.1%	99.6%	-0.5%
East, West & City	88.6%	98.8%	-10.2%
North, South, Khandallah & Brooklyn	83.8%	97.6%	-13.8%
Hutt Valley	95.1%	98.8%	-3.7%
Porirua	86.3%	98.5%	-12.2%
Kapiti	99.2%	99.9%	-0.7%
Wairarapa	98.7%	99.4%	-0.7%
<b>Total</b>	<b>90.3%</b>	<b>98.6%</b>	<b>-8.3%</b>

Reliability - year to date (Jul - Nov)

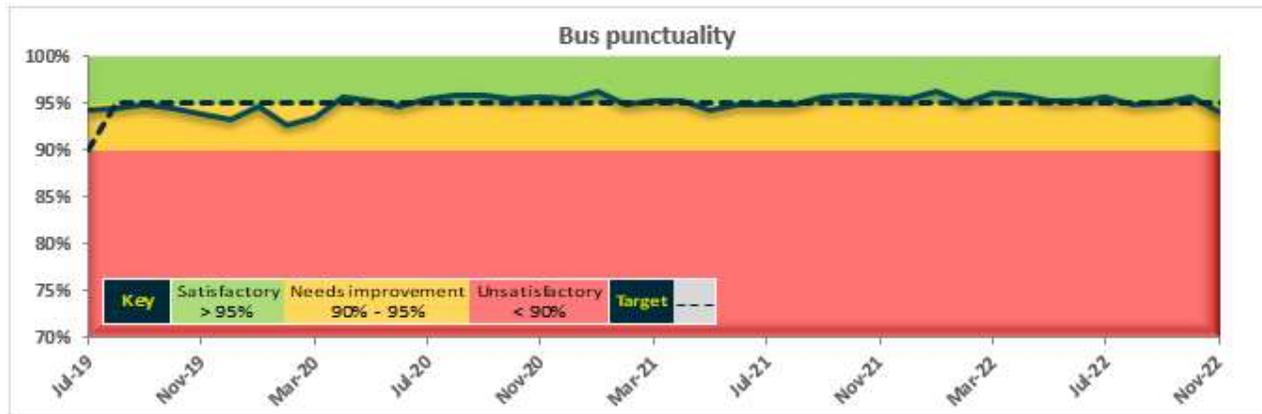
	2022/23	2021/22	% Change
Wellington City			
Newlands & Tawa	99.0%	99.6%	-0.6%
East, West & City	87.5%	97.6%	-10.1%
North, South, Khandallah & Brooklyn	88.3%	96.5%	-8.2%
Hutt Valley	96.0%	97.1%	-1.1%
Porirua	90.6%	97.7%	-7.1%
Kapiti	99.5%	99.9%	-0.4%
Wairarapa	98.9%	99.5%	-0.6%
<b>Total</b>	<b>91.6%</b>	<b>97.5%</b>	<b>-5.9%</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 94.1% in November, and 95.1% for the year to date. Punctuality this month has been impacted by some network disruptions, and anecdotally by some lateness as a result of other services being cancelled.



Punctuality - current month

	Nov-22	Nov-21	% Change
Wellington City			
Newlands & Tawa	93.8%	96.1%	-2.3%
East, West & City	95.8%	96.9%	-1.1%
North, South, Khandallah & Brooklyn	89.9%	92.8%	-2.9%
Hutt Valley	94.9%	95.8%	-0.8%
Porirua	94.9%	94.9%	0.0%
Kapiti	94.5%	98.4%	-4.0%
Wairarapa	94.8%	92.5%	2.2%
<b>Total</b>	<b>94.1%</b>	<b>95.7%</b>	<b>-1.5%</b>

Punctuality - year to date (Jul - Nov)

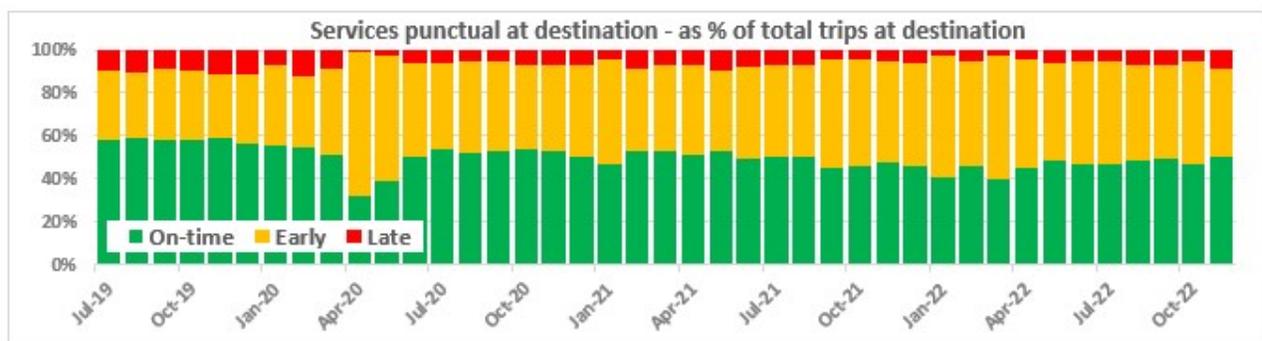
	2022/23	2021/22	% Change
Wellington City			
Newlands & Tawa	96.8%	94.7%	2.1%
East, West & City	96.4%	96.3%	0.1%
North, South, Khandallah & Brooklyn	90.9%	92.7%	-1.8%
Hutt Valley	95.6%	95.9%	-0.3%
Porirua	95.6%	95.4%	0.2%
Kapiti	97.1%	98.4%	-1.3%
Wairarapa	93.8%	92.0%	1.8%
<b>Total</b>	<b>95.1%</b>	<b>95.4%</b>	<b>-0.3%</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 November, 49.9% of bus services recorded at destination arrived on time, with a further 41.5% arriving more than one minute early, while 8.6% of services arrived more than five minutes late.



Punctuality at destination - current month

	Nov-22	Nov-21	% Change
On-time	49.9%	48.1%	1.8%
Early	41.5%	46.4%	-4.9%
Late	8.6%	5.5%	3.1%

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

	2022/23	2021/22	% Change
On-time	48.3%	48.0%	0.3%
Early	45.3%	46.5%	-1.2%
Late	6.4%	5.6%	0.9%

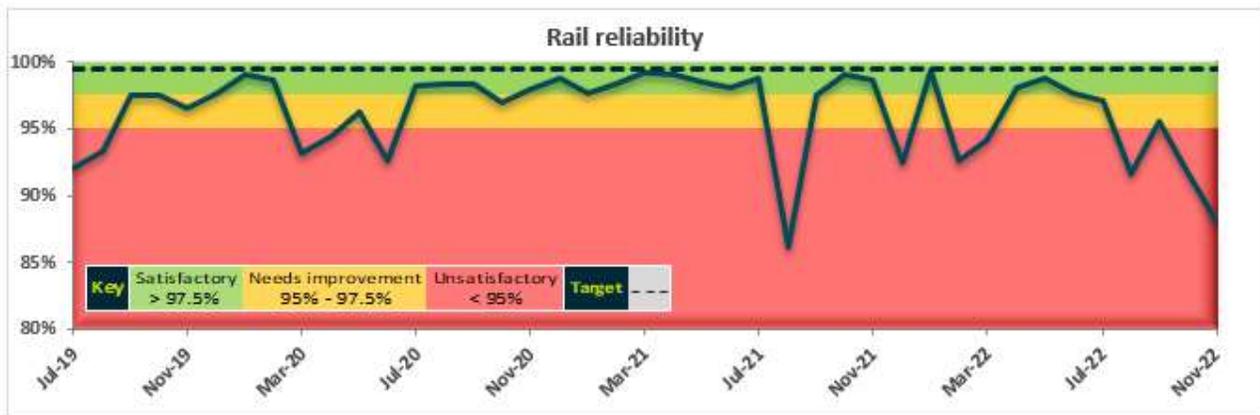
## Rail service delivery

### 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 88.0% in November, and 92.8% for the year to date.

Services continued to be disrupted by several slips at Pukerua Bay, resulting in significant speed restrictions in the area, with some services terminated at Paekakariki to ensure the timetable was able to be met on the rest of the network - passengers were shuttled by bus between Paekakariki to Waikanae. Seasonal illness and absence issues have also continued - leading to a larger number of services being cancelled and replaced by bus.

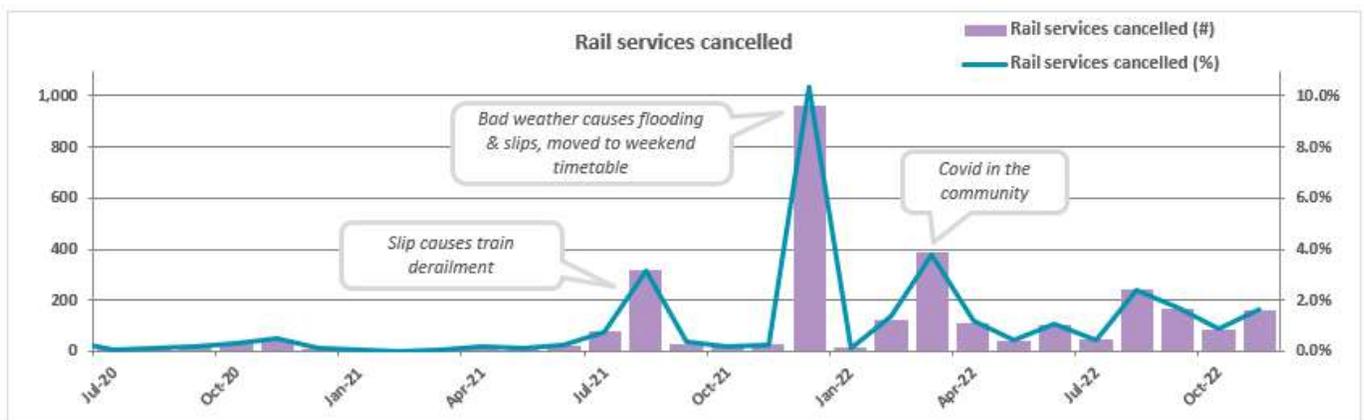


Reliability - current month

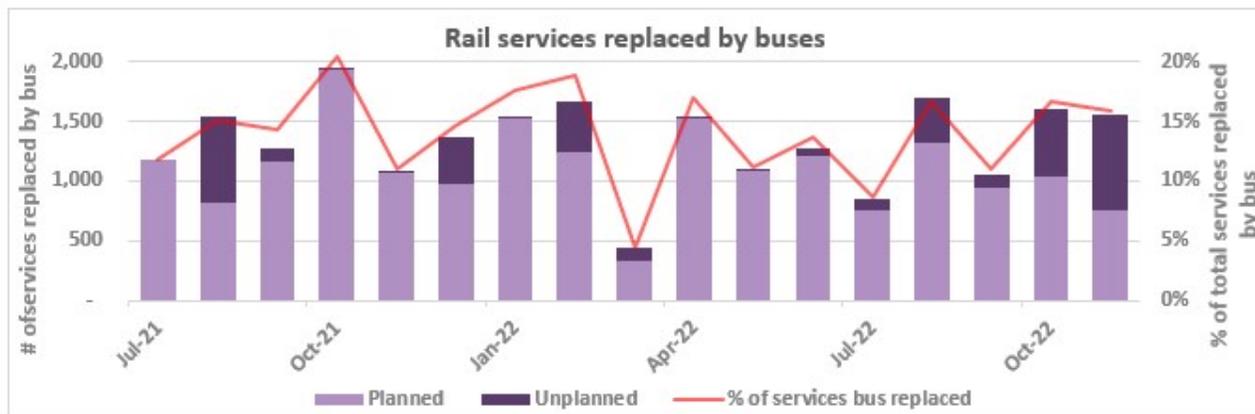
	Nov-22	Nov-21	% Change
Hutt Valley	92.0%	98.9%	-6.9%
Johnsonville	86.3%	99.4%	-13.1%
Kapiti	83.4%	97.7%	-14.3%
Wairarapa	96.3%	97.3%	-1.0%
<b>Total</b>	<b>88.0%</b>	<b>98.6%</b>	<b>-10.6%</b>

Reliability - year to date (Jul - Nov)

	2022/23	2021/22	% Change
Hutt Valley	95.0%	97.2%	-2.2%
Johnsonville	93.0%	96.5%	-3.5%
Kapiti	89.3%	95.6%	-6.3%
Wairarapa	97.7%	89.9%	7.8%
<b>Total</b>	<b>92.8%</b>	<b>96.3%</b>	<b>-3.5%</b>



In November, 15.9% of rail services were replaced by buses, compared to 16.7% the month before.

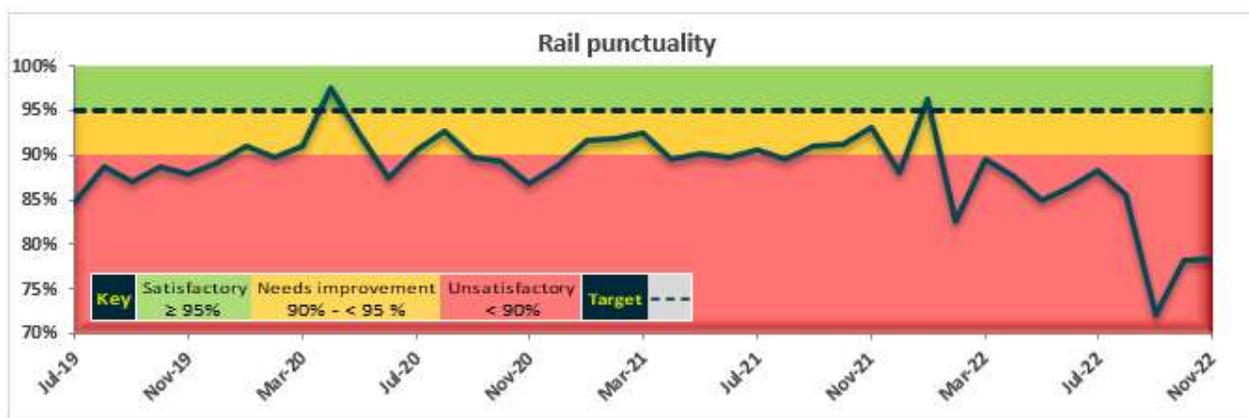


## Punctuality

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 November was 78.3%, and 80.5% for the year to date.

Speed restrictions caused by slips on the Kapiti line significantly affected punctuality again. The Wairarapa line continued to be significantly affected by worksite and speed restriction delays - the speed restrictions were in place for KiwiRail upgrade work. The speed restrictions on the Johnsonville line were lifted which meant punctuality on that line returned to its usual high level.



Punctuality - current month

	Nov-22	Nov-21	% Change
Hutt Valley	90.8%	93.2%	-2.4%
Johnsonville	96.0%	98.4%	-2.4%
Kapiti	50.0%	92.8%	-42.8%
Wairarapa	59.2%	40.8%	18.4%
<b>Total</b>	<b>78.3%</b>	<b>93.0%</b>	<b>-14.7%</b>

Punctuality - year to date (Jul - Nov)

	2022/23	2021/22	% Change
Hutt Valley	90.3%	92.7%	-2.4%
Johnsonville	89.0%	97.9%	-8.9%
Kapiti	63.6%	86.4%	-22.8%
Wairarapa	52.0%	58.4%	-6.4%
<b>Total</b>	<b>80.5%</b>	<b>91.2%</b>	<b>-10.7%</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 \$7.0m (-69%) in November, and a shortfall of \$34.5m (-69%) for the year to date – of the \$34.5m shortfall, \$14.4m is attributable to the half-price fares scheme and \$20.1m to lower patronage post Covid-19.

Fare revenue - current month

	Nov-22	Budget	Excess/Shortfall
Bus	1,664,489	5,627,121	- 3,962,632
Rail	1,402,778	4,357,420	- 2,954,642
<b>Total</b>	<b>\$ 3,067,267</b>	<b>\$ 9,984,541</b>	<b>-\$ 6,917,274</b>

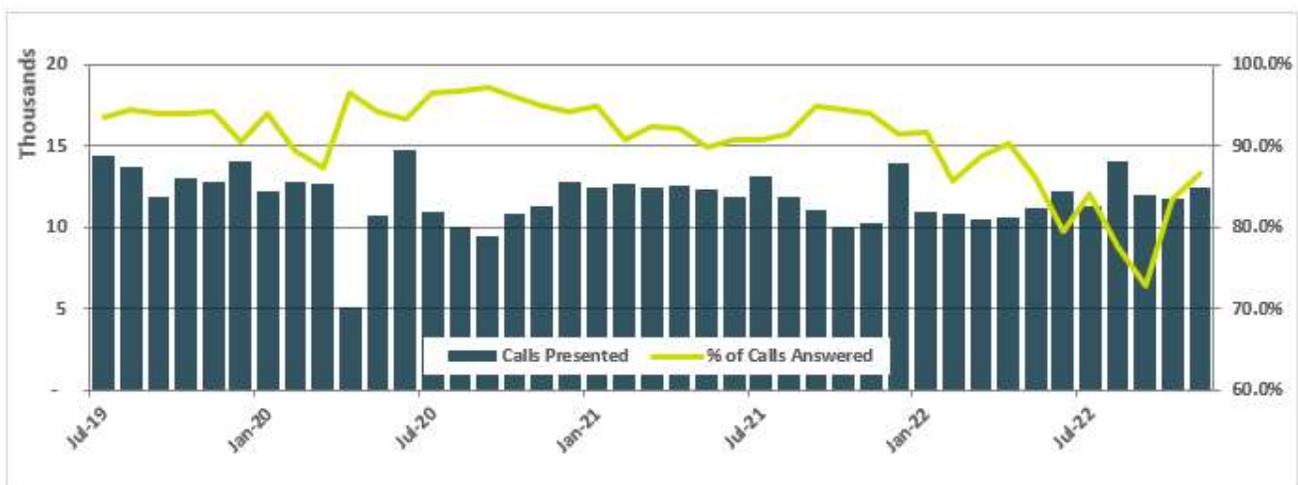
Fare revenue - year to date (Jul - Nov)

	2022/23	Budget	Excess/Shortfall
Bus	7,585,712	28,135,605	- 20,549,893
Rail	7,793,897	21,787,100	- 13,993,203
<b>Total</b>	<b>\$15,379,608</b>	<b>\$49,922,705</b>	<b>-\$ 34,543,097</b>

# Customer Contact

## Call centre incoming calls

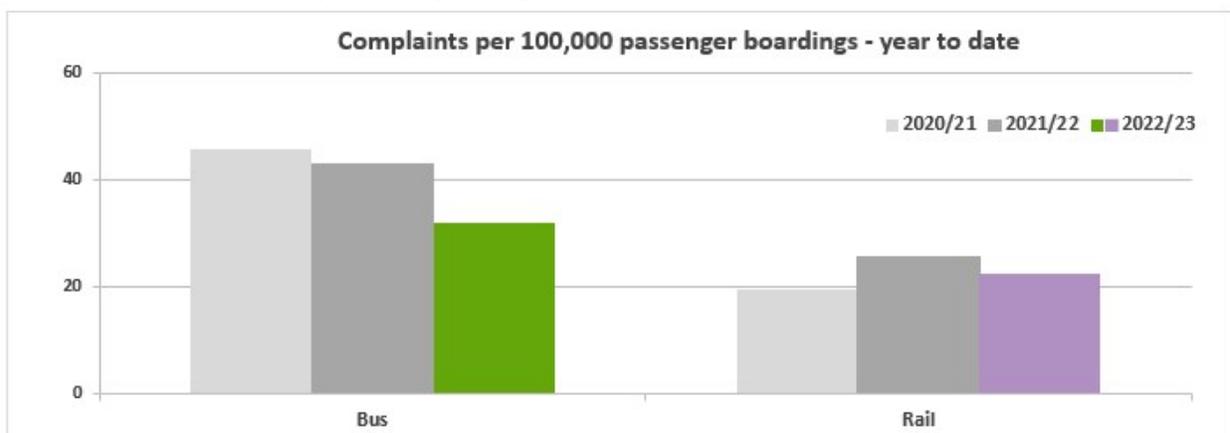
Metlink answered 86.6% of the 12,500 calls received in November – the call centre continued to experience staff shortages due to sickness, vacancies, and unplanned leave.



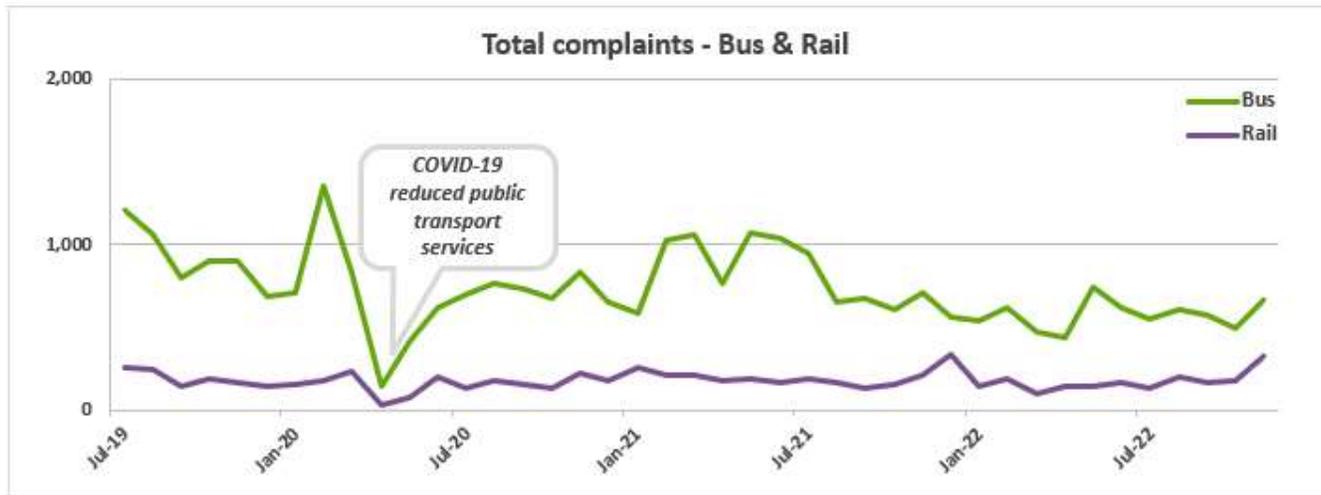
# Complaints

## 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 rail.

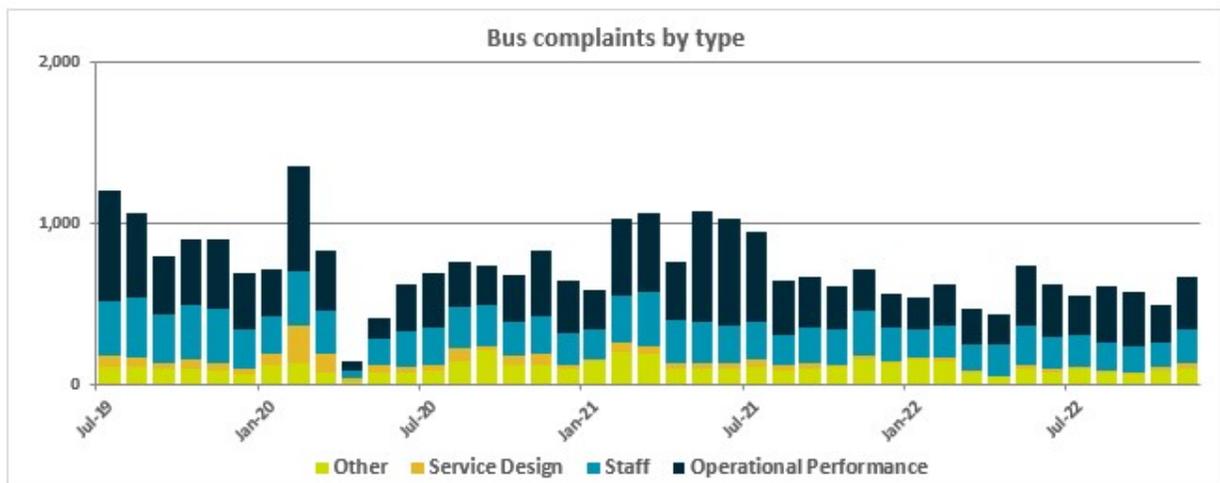


Complaints for both bus and rail have trended downwards overall.



### Bus complaints

Bus complaints for the month were 6.9% lower than in November last year, and 19.4% lower for the year to date. Operational performance and staff related complaints were 81% of bus complaints for the month.



#### Bus complaints - current month

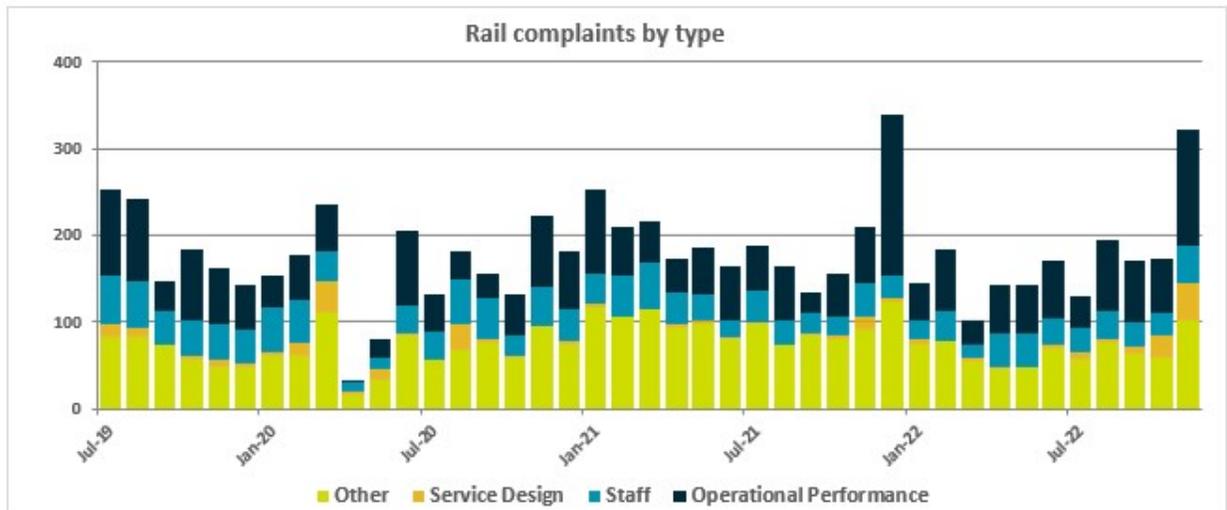
	Nov-22	Nov-21	% Change
Wellington			
Newlands, Tawa	21	25	-16.0%
East-West, City	179	236	-24.2%
North-south, Khandallah, Brooklyn	239	222	7.7%
Hutt Valley	136	184	-26.1%
Porirua	49	31	58.1%
Kapiti	35	15	133.3%
Wairarapa	5	-	0.0%
<b>Total</b>	<b>664</b>	<b>713</b>	<b>-6.9%</b>

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

	2022/23	2021/22	% Change
Wellington			
Newlands, Tawa	82	108	-24.1%
East-West, City	942	1,214	-22.4%
North-south, Khandallah, Brooklyn	962	1,108	-13.2%
Hutt Valley	608	957	-36.5%
Porirua	171	149	14.8%
Kapiti	112	48	133.3%
Wairarapa	19	10	90.0%
<b>Total</b>	<b>2,896</b>	<b>3,594</b>	<b>-19.4%</b>

## Rail complaints

Rail complaints for November were 52.6% higher than the same month last year, and 16.1% higher for the year to date. Operational performance and staff related complaints were 55% of rail complaints for the month.



**Rail complaints - current month**

	Nov-22	Nov-21	% Change
Hutt Valley	84	60	40.0%
Kapiti	129	56	130.4%
Johnsonville	34	19	78.9%
Wairarapa	19	40	-52.5%
General	56	36	55.6%
<b>Total</b>	<b>322</b>	<b>211</b>	<b>52.6%</b>

**Rail complaints - year to date (Jul - Nov)**

	2022/23	2021/22	% Change
Hutt Valley	262	236	11.0%
Kapiti	405	263	54.0%
Johnsonville	86	78	10.3%
Wairarapa	80	116	-31.0%
General	160	162	-1.2%
<b>Total</b>	<b>993</b>	<b>855</b>	<b>16.1%</b>