

# Metlink performance report



October 2022

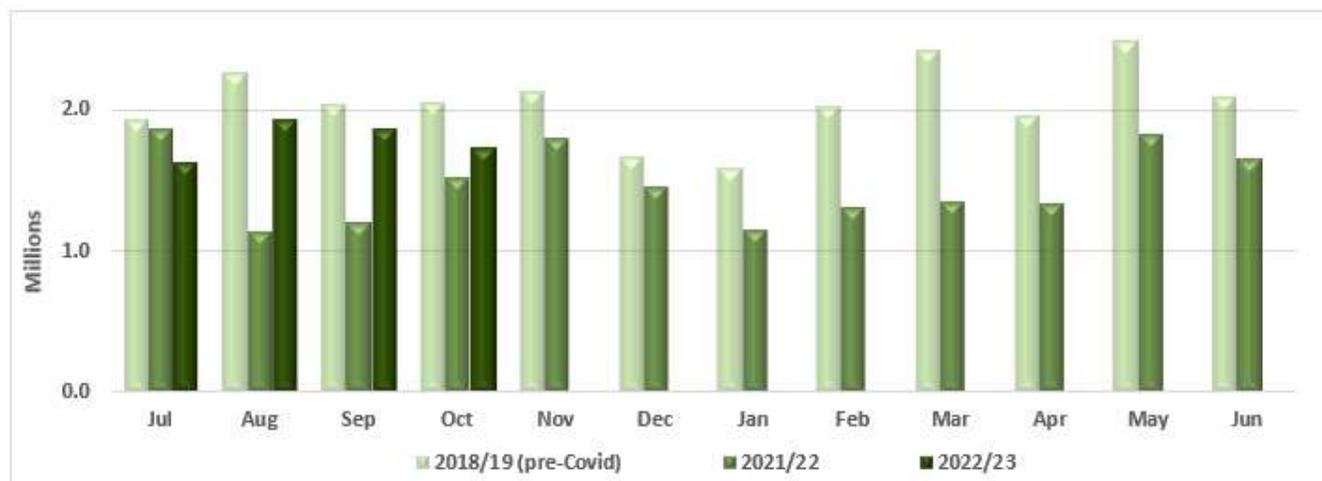
## Patronage

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 October 2022, we saw increased passenger boardings when compared to the same month last year – in October 2021 NZ was under Alert Level 2 and there were lower boardings for the month.

### Bus passenger boardings

October bus passenger boardings were 13.7% higher than the same month last year, and 25.2% higher for the year to date - in October 2021 NZ was under Alert Level 2 and there were lower boardings for the month.



Boardings by area - current month

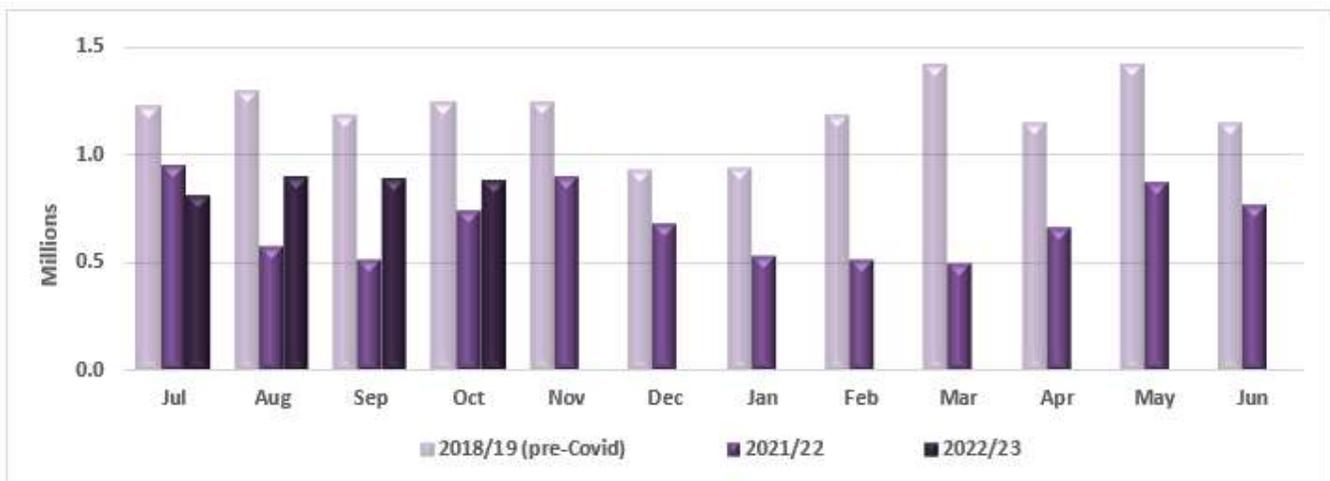
	Oct-22	Oct-21	% Change
Wellington	1,292,638	1,124,880	14.9%
Hutt Valley	329,948	296,563	11.3%
Porirua	63,607	60,962	4.3%
Kapiti	42,608	37,140	14.7%
Wairarapa	11,083	10,060	10.2%
<b>Total</b>	<b>1,739,884</b>	<b>1,529,605</b>	<b>13.7%</b>

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

	2022/23	2021/22	% Change
Wellington	5,297,334	4,217,303	25.6%
Hutt Valley	1,381,378	1,113,540	24.1%
Porirua	272,554	231,248	17.9%
Kapiti	192,332	145,090	32.6%
Wairarapa	51,366	39,641	29.6%
<b>Total</b>	<b>7,194,964</b>	<b>5,746,822</b>	<b>25.2%</b>

## Rail passenger boardings

October rail passenger boardings were 18.7% higher than the same month last year, and 25.6% higher for the year to date - in October 2021 NZ was under Alert Level 2 and there were lower boardings for the month.



Boardings by line - current month

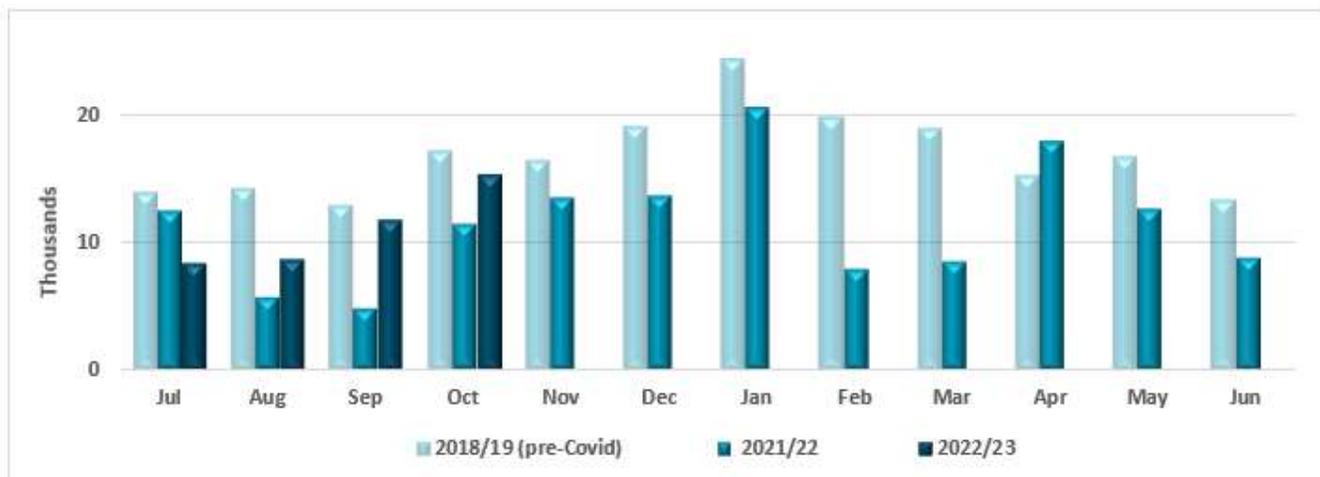
	Oct-22	Oct-21	% Change
Hutt Valley	379,265	314,932	20.4%
Kapiti	348,679	307,269	13.5%
Johnsonville	98,307	71,624	37.3%
Wairarapa	47,495	42,318	12.2%
<b>Total</b>	<b>873,746</b>	<b>736,143</b>	<b>18.7%</b>

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

	2022/23	2021/22	% Change
Hutt Valley	1,477,501	1,213,482	21.8%
Kapiti	1,389,159	1,102,678	26.0%
Johnsonville	398,809	280,859	42.0%
Wairarapa	189,440	154,728	22.4%
<b>Total</b>	<b>3,454,909</b>	<b>2,751,747</b>	<b>25.6%</b>

## Ferry passenger boardings

Ferry boardings show an increase of 33.3% on the same month last year, and a 28.2% increase for the year to date - in October 2021 NZ was under Alert Level 2 and there were lower boardings for the month.



Boardings - current month

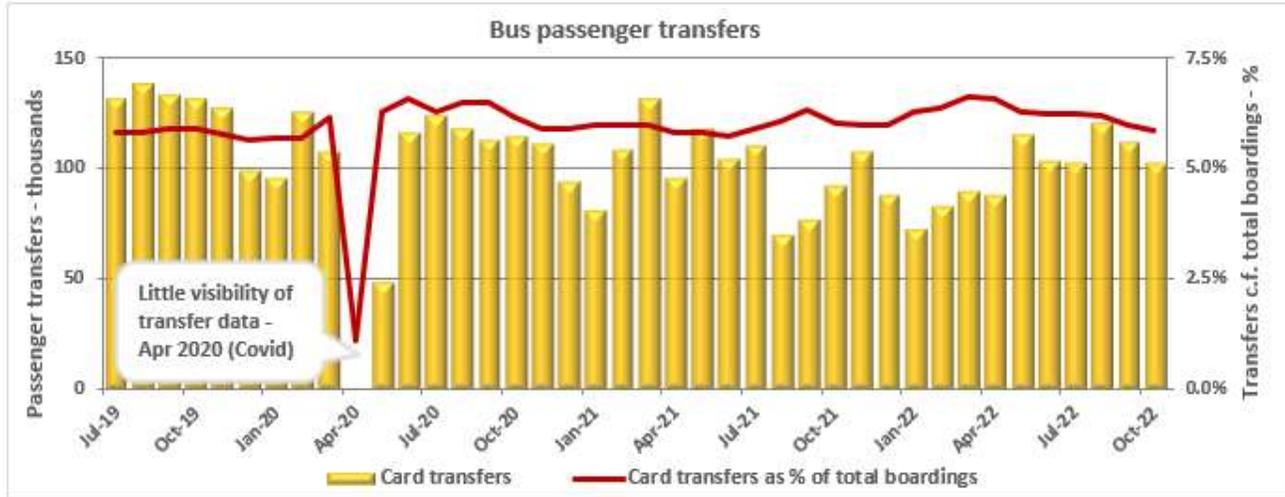
	Oct-22	Oct-21	% Change
<b>Total</b>	<b>15,212</b>	<b>11,411</b>	<b>33.3%</b>

Boardings - year to date (Jul - Oct)

	2022/23	2021/22	% Change
<b>Total</b>	<b>43,892</b>	<b>34,243</b>	<b>28.2%</b>

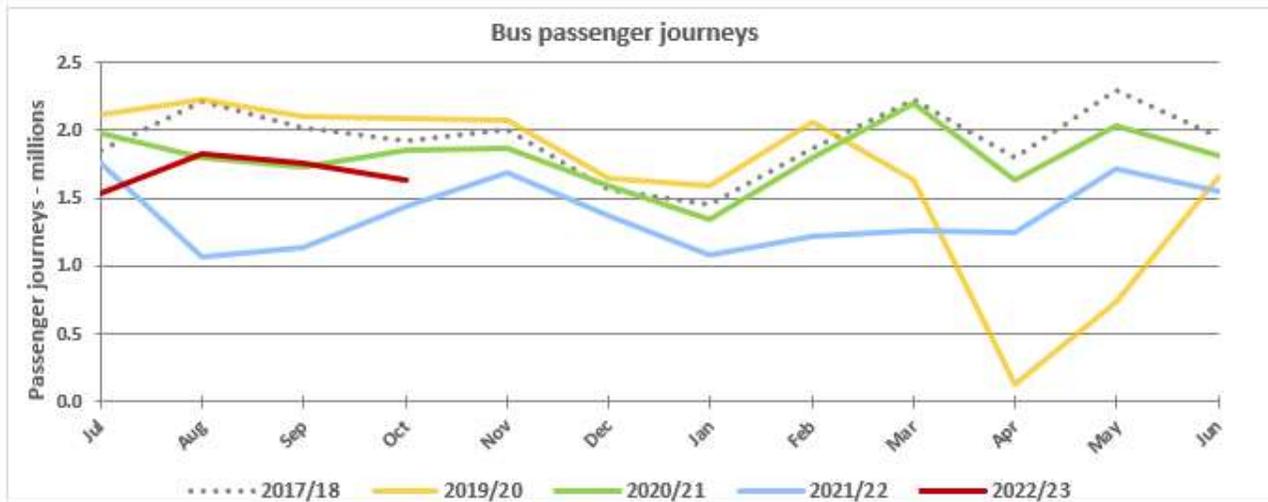
## Bus passenger transfers and journeys

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 5.9% of passenger boardings for October.



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 October 2022 show an increase of 13.9% on the same month last year - in October 2021 NZ was under Alert Level 2, and there were lower boardings for the month.



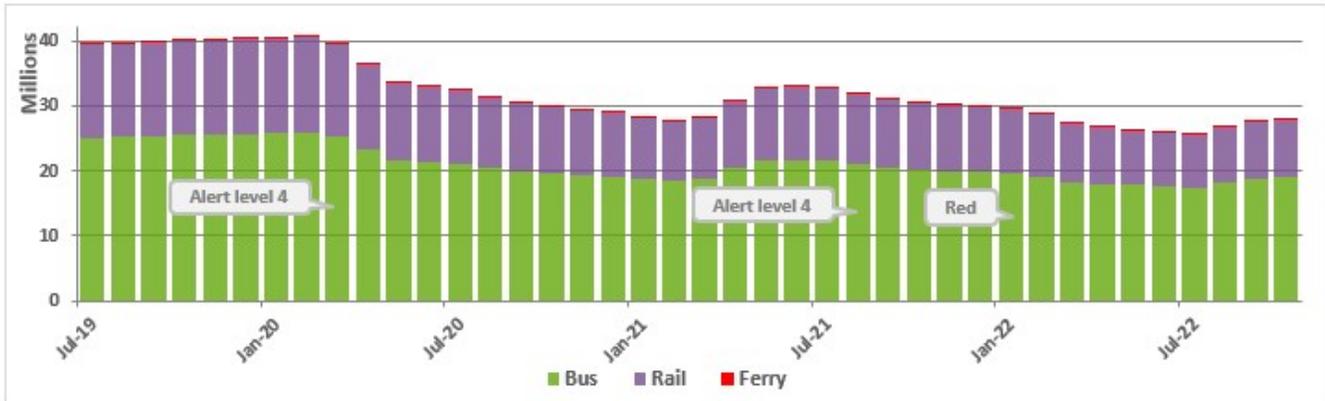
<sup>1</sup> Prior to the new Network, transfers accounted for c. 2.6% based on 2014/15 data available to Metlink. This transfer rate has been assumed up until the new contracts were implemented between April and July 2018.

## Passenger boardings trend

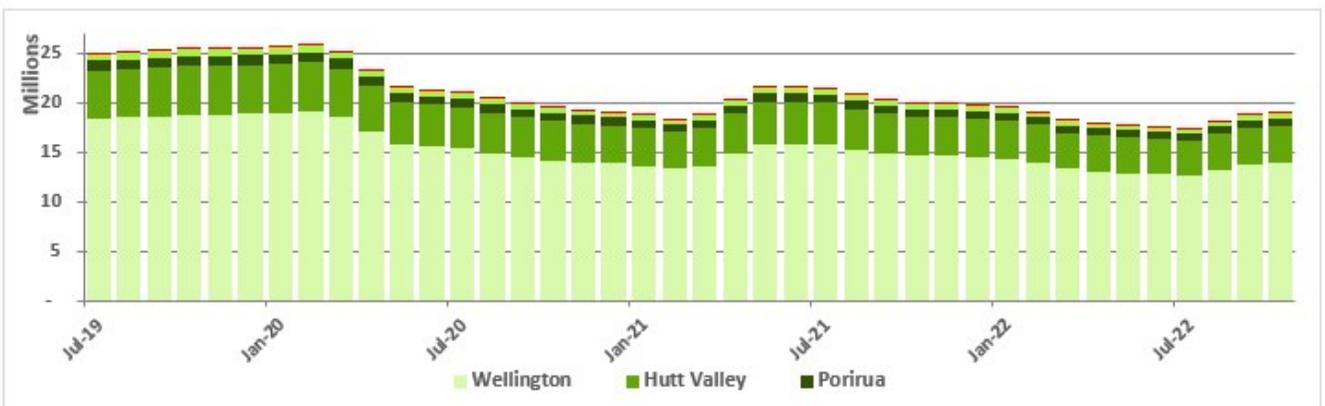
The following graphs show the number of passenger boardings using a 12-month rolling total.

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.

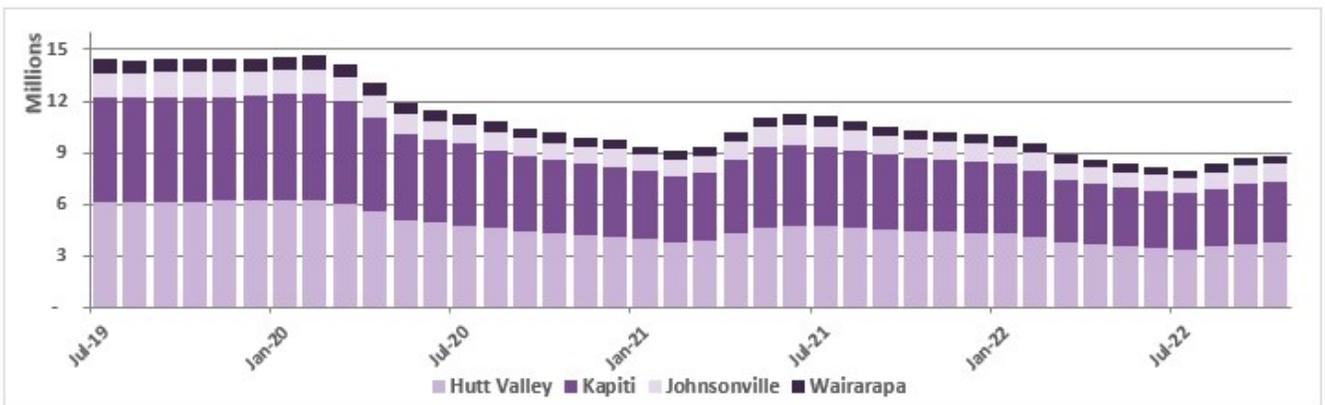
### All modes



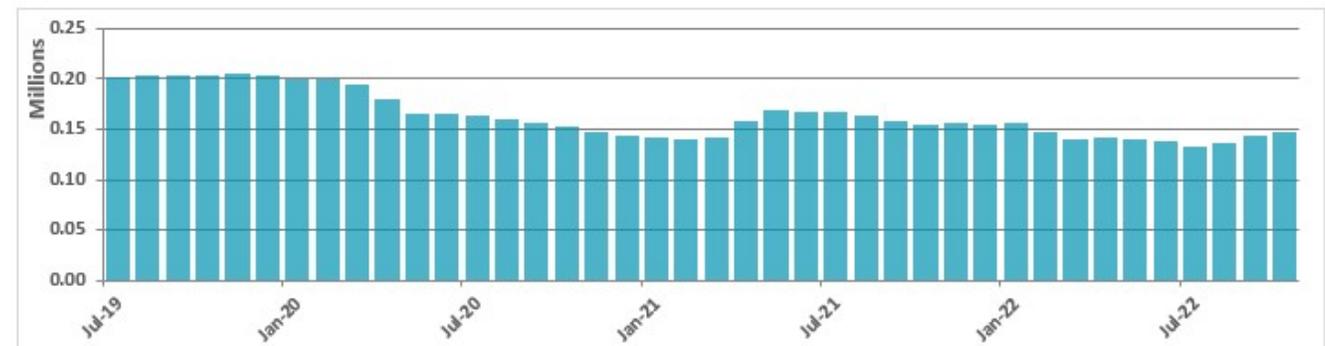
### Bus



### Rail



### Ferry



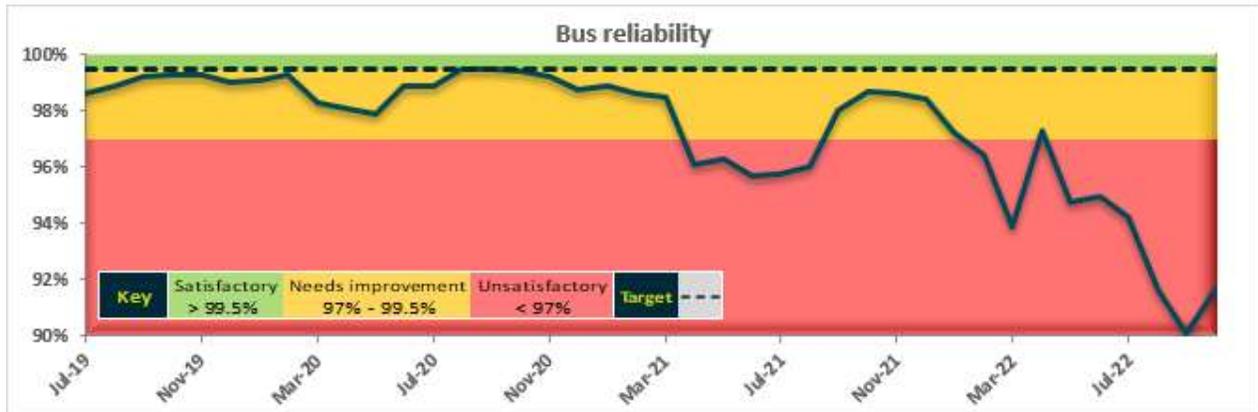


# Bus service delivery

## Reliability

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

In October, 91.7% of bus services were delivered, and 91.9% for the year to date. Reliability has continued to be significantly impacted by increased cancellations due to driver shortages and unplanned absenteeism.

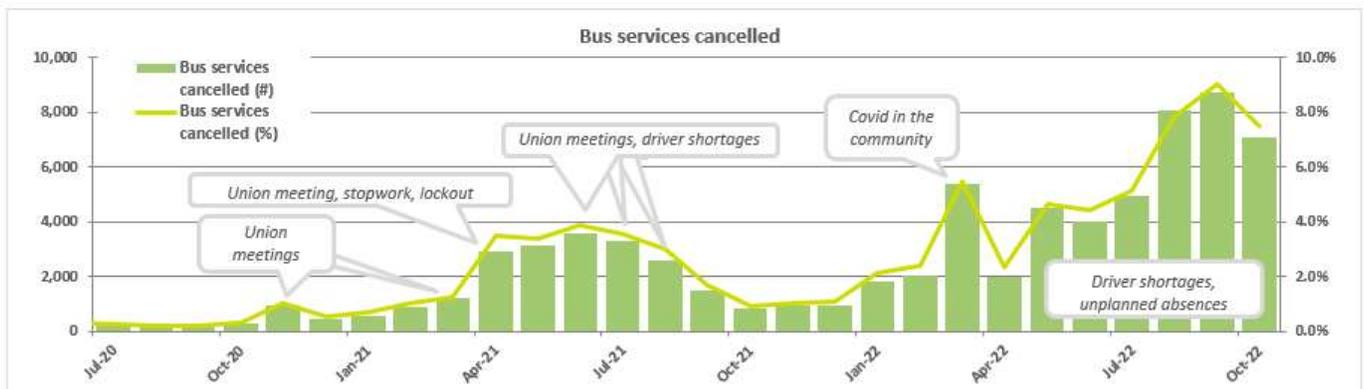


Reliability - current month

	Oct-22	Oct-21	% Change
Wellington City			
Newlands & Tawa	99.2%	99.6%	-0.4%
East, West & City	87.1%	98.9%	-11.8%
North, South, Khandallah & Brooklyn	89.1%	98.1%	-9.0%
Hutt Valley	96.7%	98.4%	-1.7%
Porirua	89.8%	98.7%	-8.9%
Kapiti	99.2%	99.9%	-0.7%
Wairarapa	97.5%	99.6%	-2.1%
<b>Total</b>	<b>91.7%</b>	<b>98.7%</b>	<b>-7.0%</b>

Reliability - year to date (Jul - Oct)

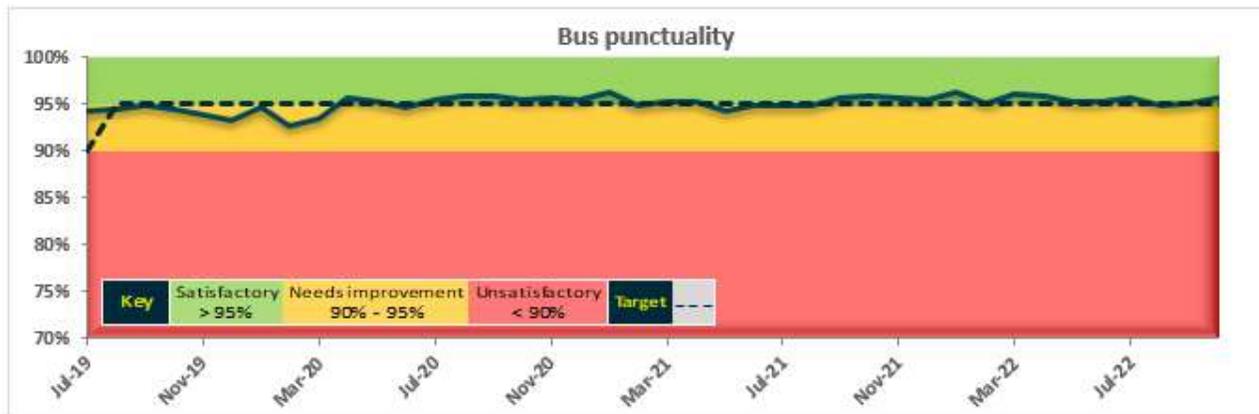
	2022/23	2021/22	% Change
Wellington City			
Newlands & Tawa	98.9%	99.6%	-0.7%
East, West & City	87.3%	97.2%	-9.9%
North, South, Khandallah & Brooklyn	89.5%	96.1%	-6.6%
Hutt Valley	96.2%	96.6%	-0.4%
Porirua	91.7%	97.5%	-5.8%
Kapiti	99.4%	99.9%	-0.5%
Wairarapa	98.9%	99.5%	-0.6%
<b>Total</b>	<b>91.9%</b>	<b>97.2%</b>	<b>-5.3%</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 95.7% in October, and 95.3% for the year to date. Punctuality was stable overall, despite a number of disruptions to the network - mostly in the form of roadworks. Wairarapa bus performance continues to be affected with needing later connections to rail replacement bus services.



Punctuality - current month

	Oct-22	Oct-21	% Change
Wellington City			
Newlands & Tawa	97.5%	95.5%	2.0%
East, West & City	97.0%	96.7%	0.3%
North, South, Khandallah & Brooklyn	91.7%	92.8%	-1.1%
Hutt Valley	96.6%	96.6%	0.0%
Porirua	96.0%	96.1%	0.0%
Kapiti	95.9%	98.4%	-2.5%
Wairarapa	93.8%	91.0%	2.8%
<b>Total</b>	<b>95.7%</b>	<b>95.8%</b>	<b>-0.2%</b>

Punctuality - year to date (Jul - Oct)

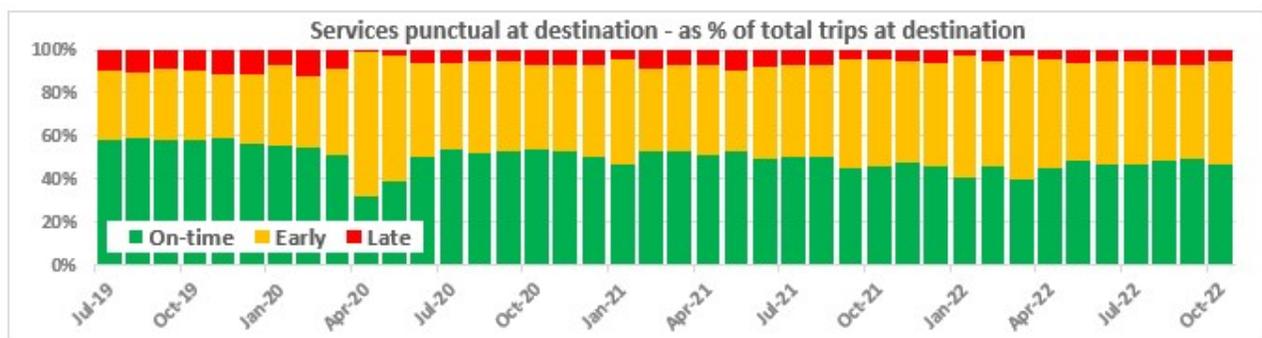
	2022/23	2021/22	% Change
Wellington City			
Newlands & Tawa	97.6%	94.3%	3.3%
East, West & City	96.6%	96.1%	0.5%
North, South, Khandallah & Brooklyn	91.2%	92.6%	-1.4%
Hutt Valley	95.7%	95.9%	-0.2%
Porirua	95.8%	95.5%	0.3%
Kapiti	97.8%	98.3%	-0.5%
Wairarapa	93.6%	91.8%	1.8%
<b>Total</b>	<b>95.3%</b>	<b>95.3%</b>	<b>0.0%</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 October, 46.5% of bus services recorded at destination arrived on time, with a further 48.3% arriving more than one minute early, while 5.2% of services arrived more than five minutes late.



Punctuality at destination - current month

	Oct-22	Oct-21	% Change
On-time	46.5%	45.8%	0.7%
Early	48.3%	49.8%	-1.6%
Late	5.2%	4.3%	0.9%

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

	2022/23	2021/22	% Change
On-time	47.9%	47.9%	-0.1%
Early	46.2%	46.5%	-0.2%
Late	5.9%	5.6%	0.3%

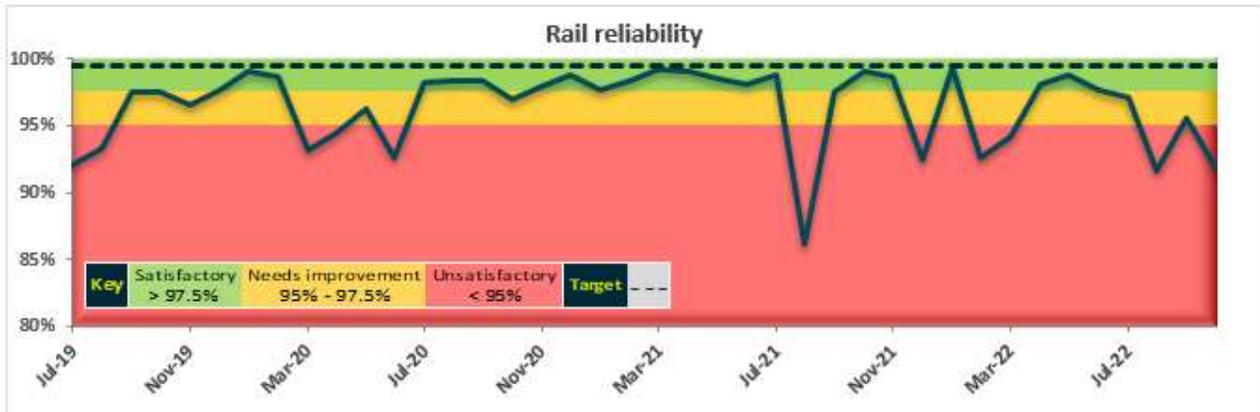
## Rail service delivery

### 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 91.8% in October, and 94.0% 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 many peak 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 also led to a larger number of services being cancelled and replaced by bus.

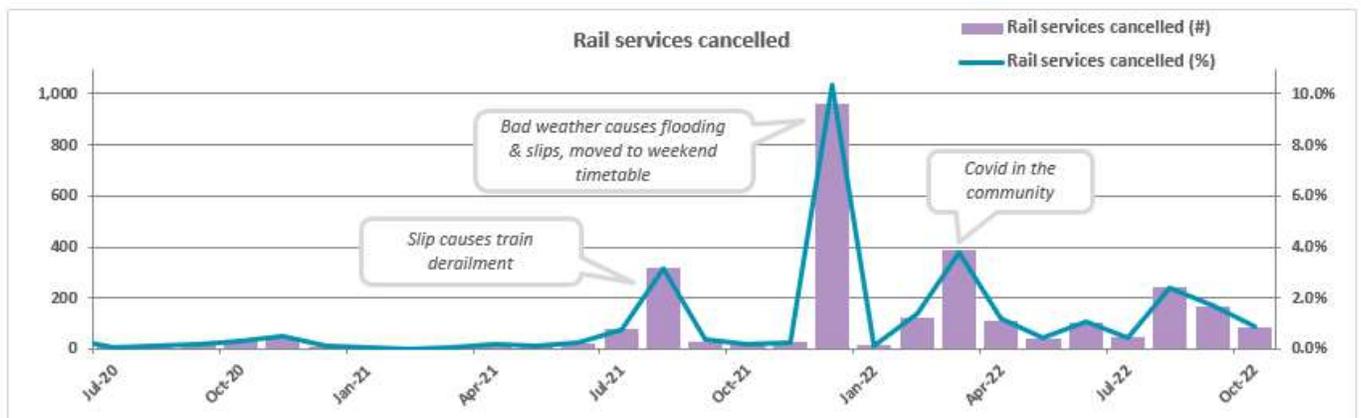


Reliability - current month

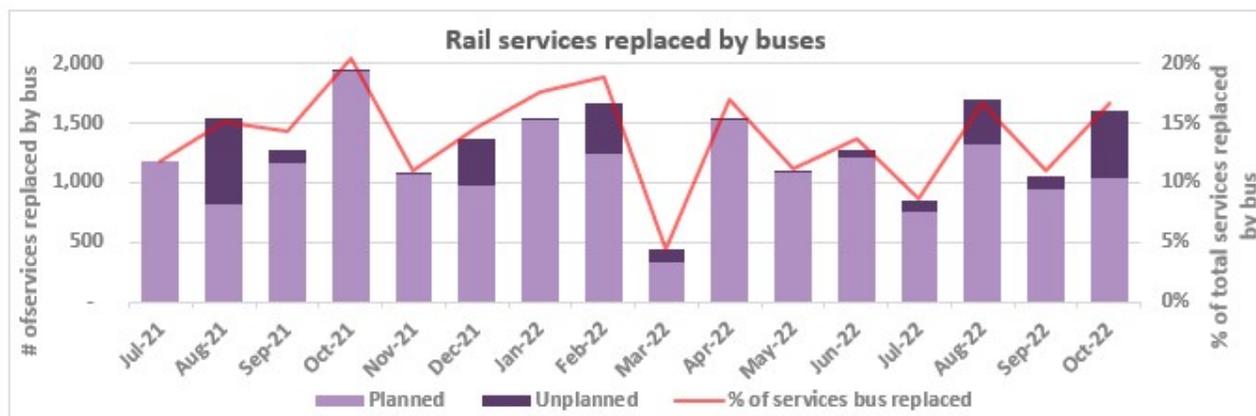
	Oct-22	Oct-21	% Change
Hutt Valley	94.6%	98.9%	-4.3%
Johnsonville	93.4%	99.6%	-6.2%
Kapiti	86.4%	98.8%	-12.4%
Wairarapa	96.8%	98.0%	-1.2%
<b>Total</b>	<b>91.8%</b>	<b>99.0%</b>	<b>-7.2%</b>

Reliability - year to date (Jul - Oct)

	2022/23	2021/22	% Change
Hutt Valley	95.8%	96.7%	-0.9%
Johnsonville	94.6%	95.8%	-1.2%
Kapiti	90.7%	95.0%	-4.3%
Wairarapa	98.0%	87.9%	10.1%
<b>Total</b>	<b>94.0%</b>	<b>95.7%</b>	<b>-1.7%</b>



In October, 16.7.0% of rail services were replaced by buses, compared to 11.0% the month before.

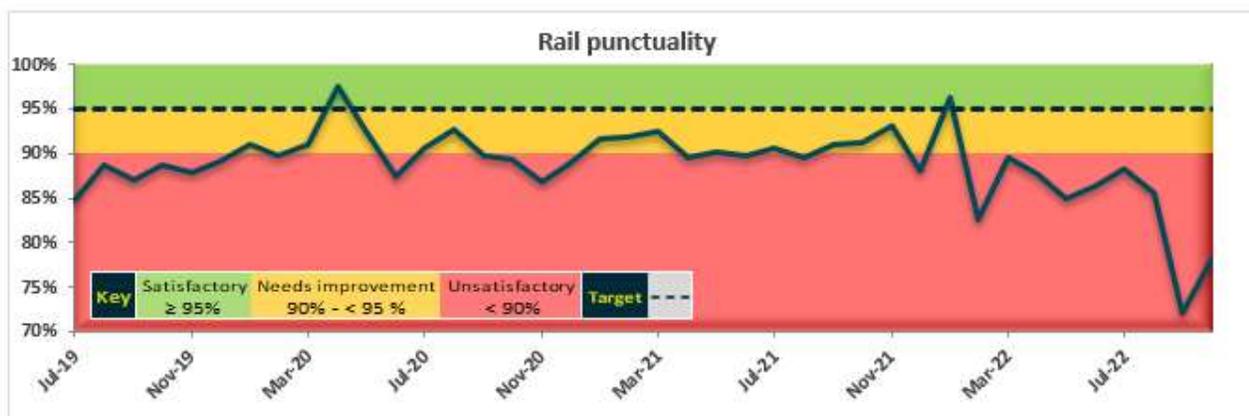


## Punctuality

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 October was 78.1%, and 81.1% 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 arising from 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

	Oct-22	Oct-21	% Change
Hutt Valley	91.4%	93.8%	-2.4%
Johnsonville	97.4%	98.8%	-1.4%
Kapiti	47.6%	86.0%	-38.4%
Wairarapa	52.0%	44.5%	7.5%
<b>Total</b>	<b>78.1%</b>	<b>91.3%</b>	<b>-13.2%</b>

Punctuality - year to date (Jul - Oct)

	2022/23	2021/22	% Change
Hutt Valley	90.2%	92.6%	-2.4%
Johnsonville	87.3%	97.8%	-10.5%
Kapiti	67.1%	84.6%	-17.5%
Wairarapa	50.2%	63.2%	-13.0%
<b>Total</b>	<b>81.1%</b>	<b>90.7%</b>	<b>-9.6%</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 (-74%) in October, and a shortfall of \$27.6m (-65%) for the year to date – of the \$27.6m shortfall, \$12.3m is attributable to the half-price fares scheme and \$15.3m to lower patronage post Covid-19.

Fare revenue - current month

	Oct-22	Budget	Excess/Shortfall
Bus	1,461,390	5,627,121	- 4,165,731
Rail	1,544,626	4,357,420	- 2,812,794
<b>Total</b>	<b>\$ 3,006,016</b>	<b>\$ 9,984,541</b>	<b>-\$ 6,978,525</b>

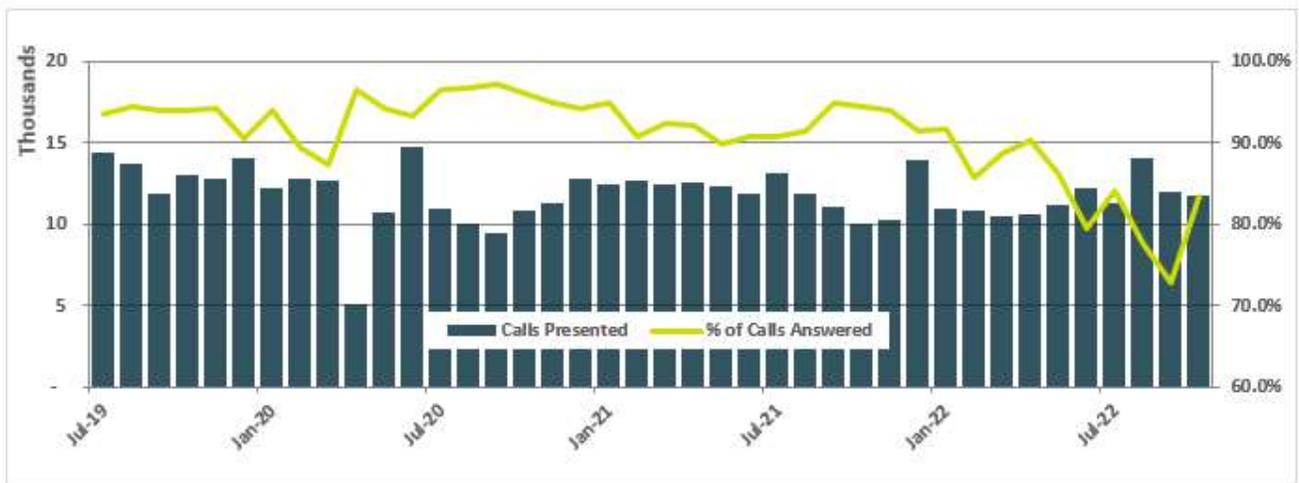
Fare revenue - year to date (Jul - Oct)

	2022/23	Budget	Excess/Shortfall
Bus	5,921,223	22,508,484	- 16,587,261
Rail	6,391,119	17,429,680	- 11,038,561
<b>Total</b>	<b>\$12,312,342</b>	<b>\$39,938,164</b>	<b>-\$ 27,625,822</b>

# Customer Contact

## Call centre incoming calls

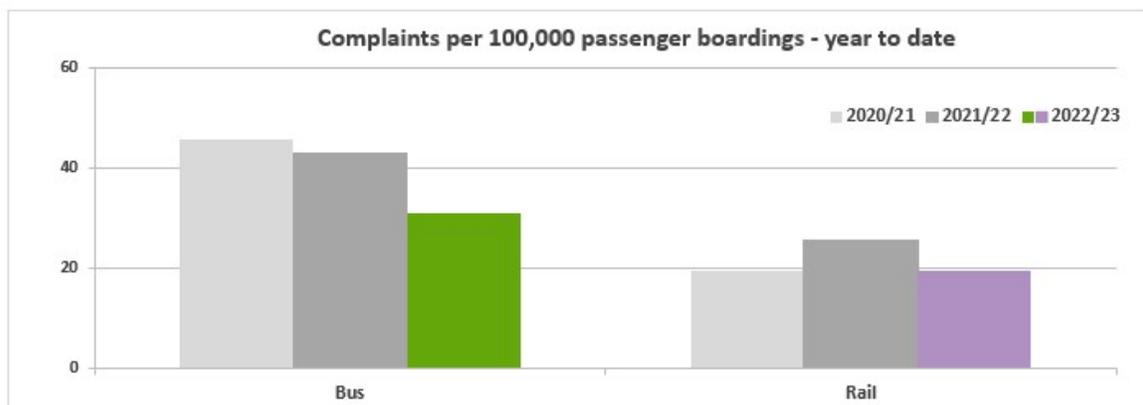
Metlink answered 83.3% of the 12,000 calls received in October – the call centre continued to experience staff shortages due to sickness, vacancies, and unplanned leave.



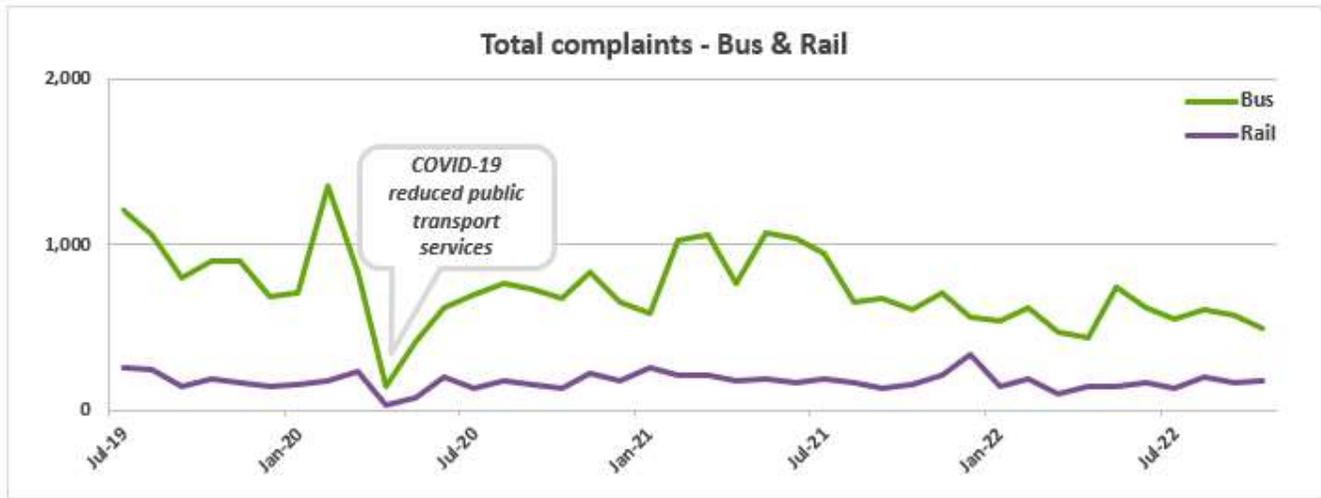
# Complaints

## 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.

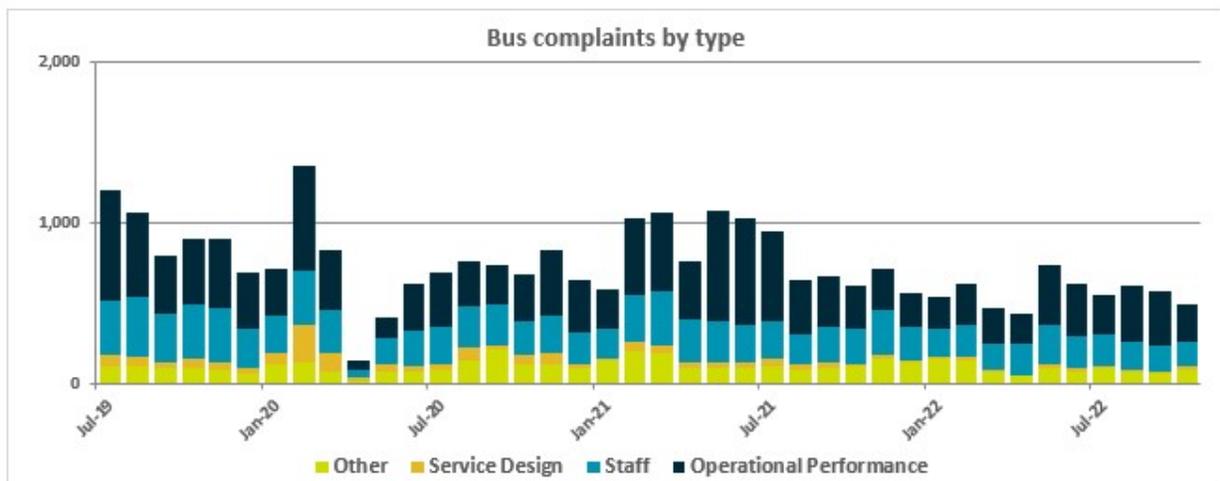


Complaints for both bus and rail have trended downwards overall.



### Bus complaints

Bus complaints for the month were 18.7% lower than in October last year, and 22.5% lower for the year to date. Operational performance and staff related complaints were 83% of bus complaints for the month.



#### Bus complaints - current month

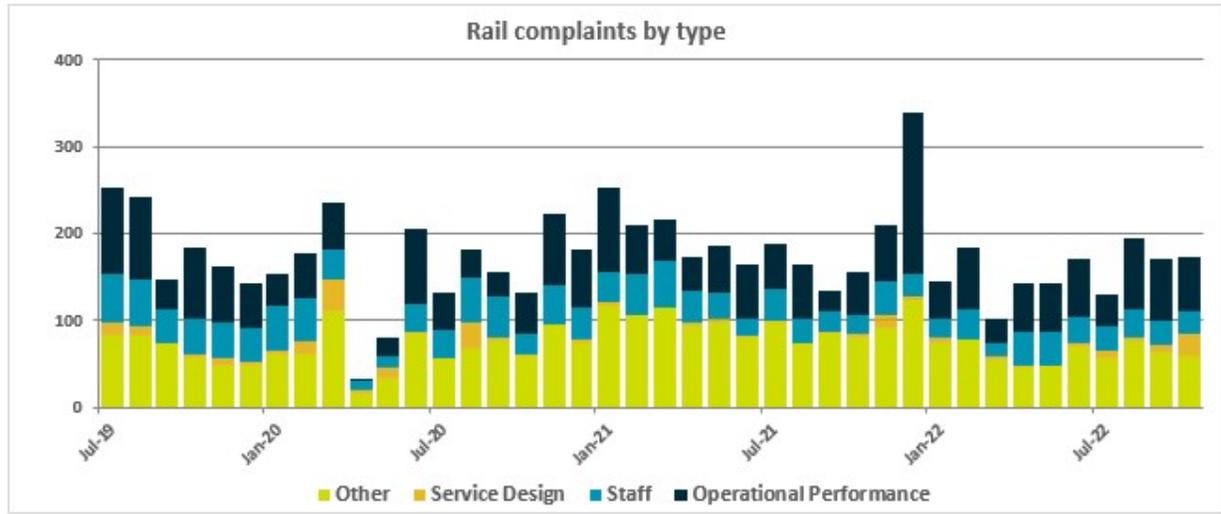
	Oct-22	Oct-21	% Change
Wellington			
Newlands, Tawa	13	18	-27.8%
East-West, City	159	222	-28.4%
North-south, Khandallah, Brooklyn	159	184	-13.6%
Hutt Valley	96	156	-38.5%
Porirua	27	23	17.4%
Kapiti	40	6	566.7%
Wairarapa	3	2	50.0%
<b>Total</b>	<b>497</b>	<b>611</b>	<b>-18.7%</b>

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

	2022/23	2021/22	% Change
Wellington			
Newlands, Tawa	61	83	-26.5%
East-West, City	763	978	-22.0%
North-south, Khandallah, Brooklyn	723	886	-18.4%
Hutt Valley	472	773	-38.9%
Porirua	122	118	3.4%
Kapiti	77	33	133.3%
Wairarapa	14	10	40.0%
<b>Total</b>	<b>2,232</b>	<b>2,881</b>	<b>-22.5%</b>

## Rail complaints

Rail complaints for October were 12.3% higher than the same month last year, and 4.2% higher for the year to date. Operational performance and staff related complaints were 55% of rail complaints for the month.



**Rail complaints - current month**

	Oct-22	Oct-21	% Change
Hutt Valley	48	41	17.1%
Kapiti	73	43	69.8%
Johnsonville	14	23	-39.1%
Wairarapa	13	22	-40.9%
General	26	26	0.0%
<b>Total</b>	<b>174</b>	<b>155</b>	<b>12.3%</b>

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

	2022/23	2021/22	% Change
Hutt Valley	178	176	1.1%
Kapiti	276	207	33.3%
Johnsonville	52	59	-11.9%
Wairarapa	61	76	-19.7%
General	104	126	-17.5%
<b>Total</b>	<b>671</b>	<b>644</b>	<b>4.2%</b>