



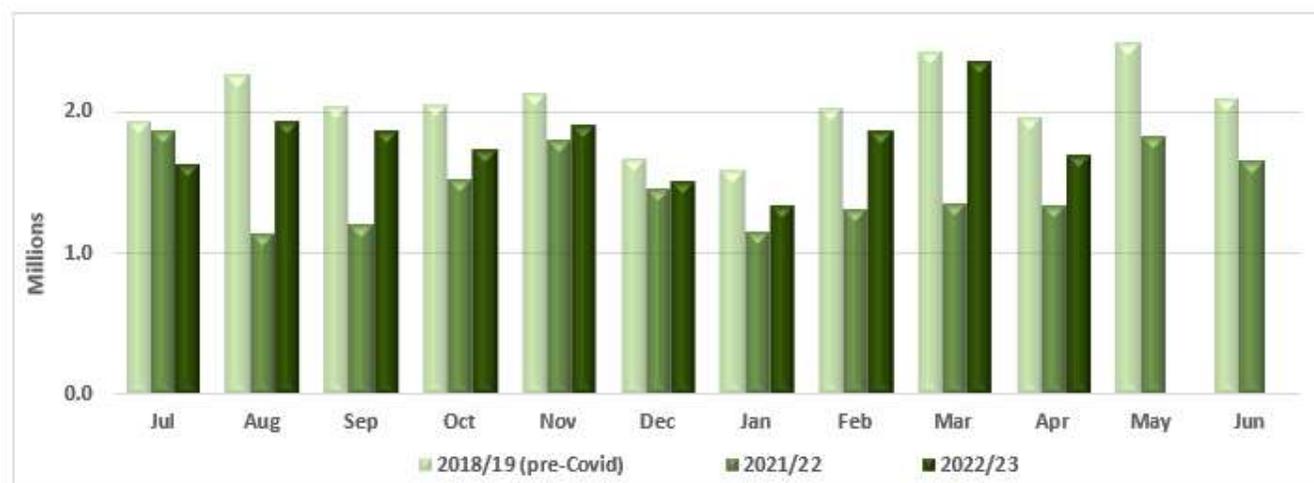
Patronage

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 April 2023, we saw increased passenger boardings when compared to the same month last year – in April 2022 NZ was under Red and Orange of the Covid-19 Protection Framework.

Bus passenger boardings

April bus passenger boardings were 27.4% higher than the same month last year, and 26.4% higher for the year to date - in a April 2022 NZ was under Red and Orange of the Covid-19 Protection Framework. Boardings were 86.8% of April 2019 numbers (pre-Covid).



Boardings by area - current month

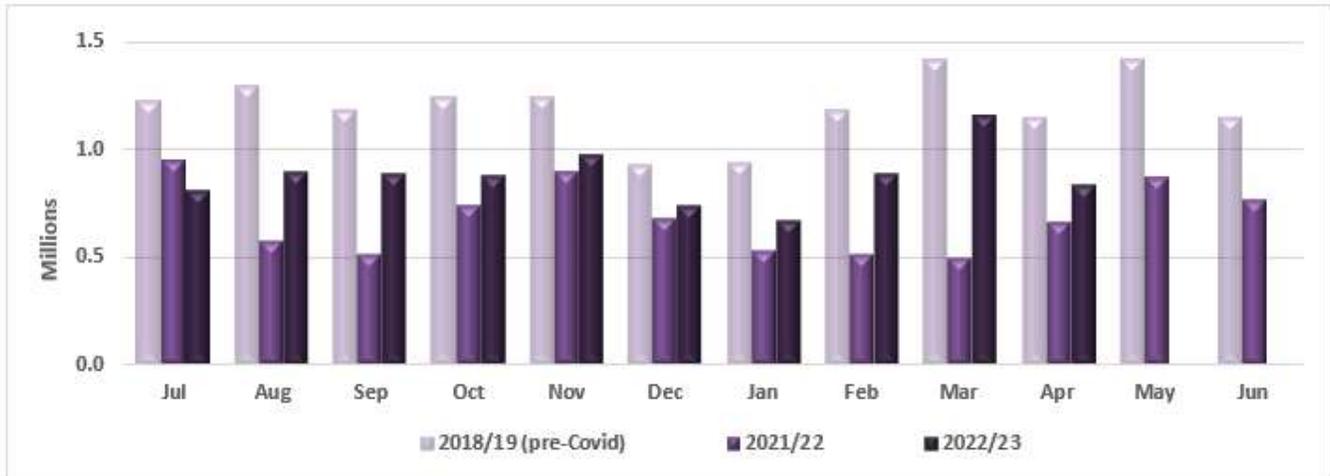
	Apr-23	Apr-22	% Change
Wellington	1,284,474	967,519	32.8%
Hutt Valley	313,426	270,866	15.7%
Porirua	56,427	54,593	3.4%
Kapiti	40,169	34,845	15.3%
Wairarapa	10,017	9,734	2.9%
Total	1,704,513	1,337,557	27.4%

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

	2022/23	2021/22	% Change
Wellington	13,232,623	10,284,184	28.7%
Hutt Valley	3,423,363	2,828,385	21.0%
Porirua	648,332	577,583	12.2%
Kapiti	471,404	372,307	26.6%
Wairarapa	125,186	101,274	23.6%
Total	17,900,908	14,163,733	26.4%

Rail passenger boardings

April rail passenger boardings were 26.9% higher than the same month last year, and 33.5% higher for the year to date - in April 2022 NZ was under Red and Orange of the Covid-19 Protection Framework. Boardings were 72.7% of April 2019 numbers (pre-Covid).



Boardings by line - current month

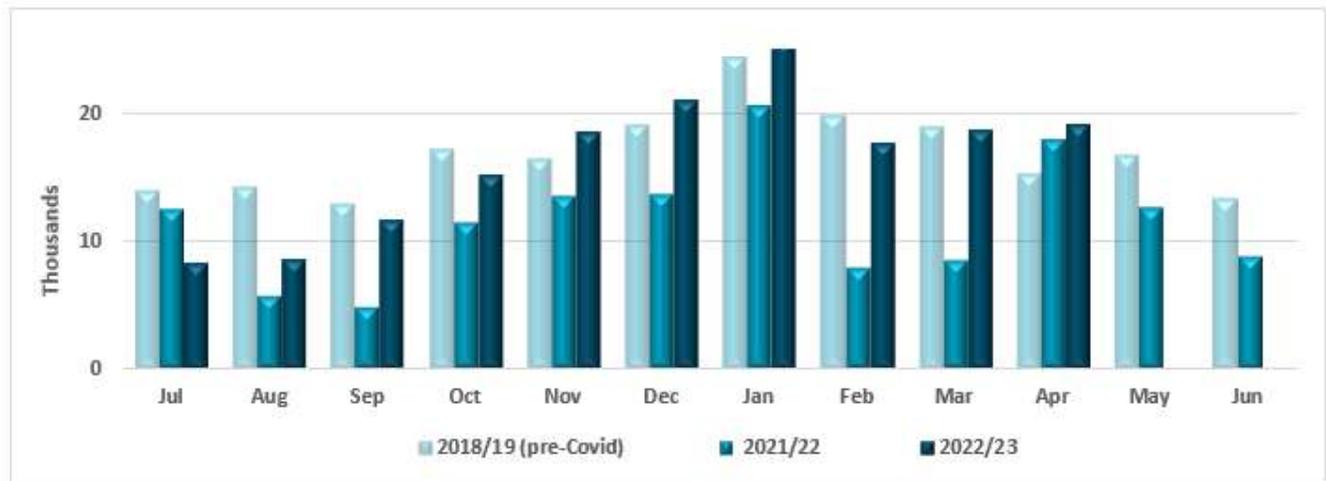
	Apr-23	Apr-22	% Change
Hutt Valley	357,943	274,241	30.5%
Kapiti	331,715	256,032	29.6%
Johnsonville	97,241	90,702	7.2%
Wairarapa	41,398	31,558	31.2%
Total	828,297	652,533	26.9%

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

	2022/23	2021/22	% Change
Hutt Valley	3,729,621	2,814,065	32.5%
Kapiti	3,466,532	2,614,519	32.6%
Johnsonville	1,010,435	722,334	39.9%
Wairarapa	472,932	352,839	34.0%
Total	8,679,520	6,503,757	33.5%

Ferry passenger boardings

Ferry boardings show an increase of 7.4% on the same month last year, and a 42.3% increase for the year to date - in April 2022 NZ was under Red and Orange of the Covid-19 Protection Framework. Boardings were 125.6% of April 2019 numbers (pre-Covid).



Boardings - current month

	Apr-23	Apr-22	% Change
Total	19,175	17,862	7.4%

Boardings - year to date (Jul - Apr)

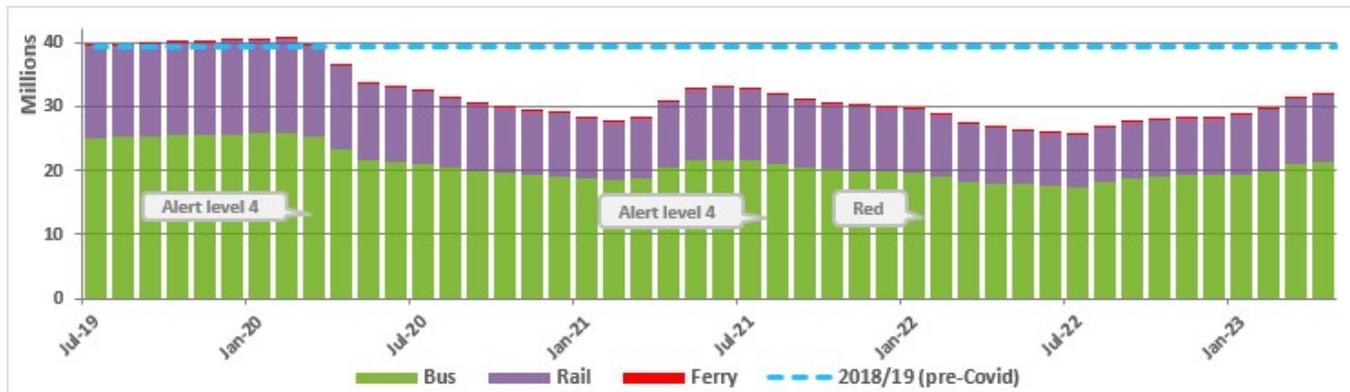
	2022/23	2021/22	% Change
Total	165,076	115,966	42.3%

Passenger boardings trend

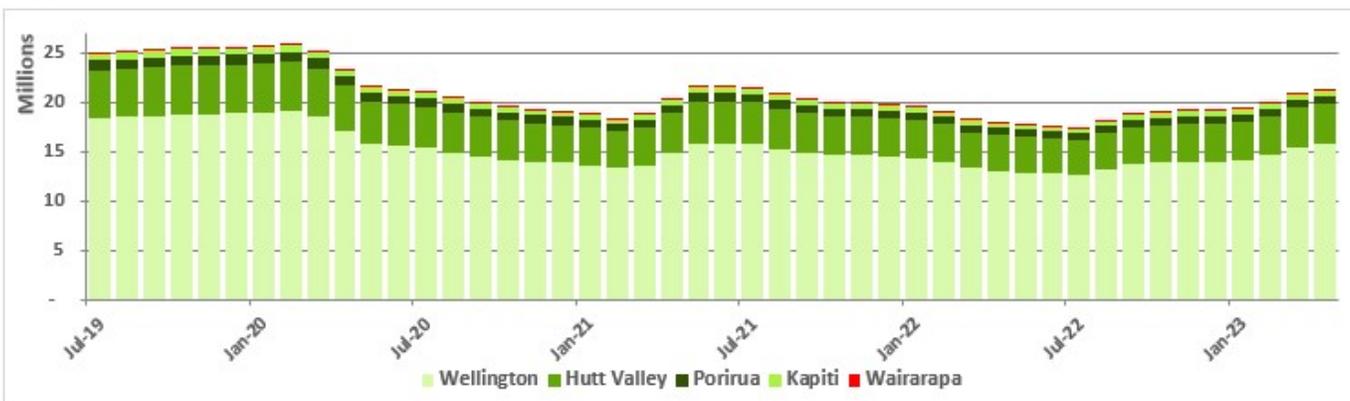
The following graphs show the number of passenger boardings using a 12-month rolling total.

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 now see trending growth again for all modes, but growth has not yet reached pre-Covid levels, as shown by blue dotted line in the graph below.

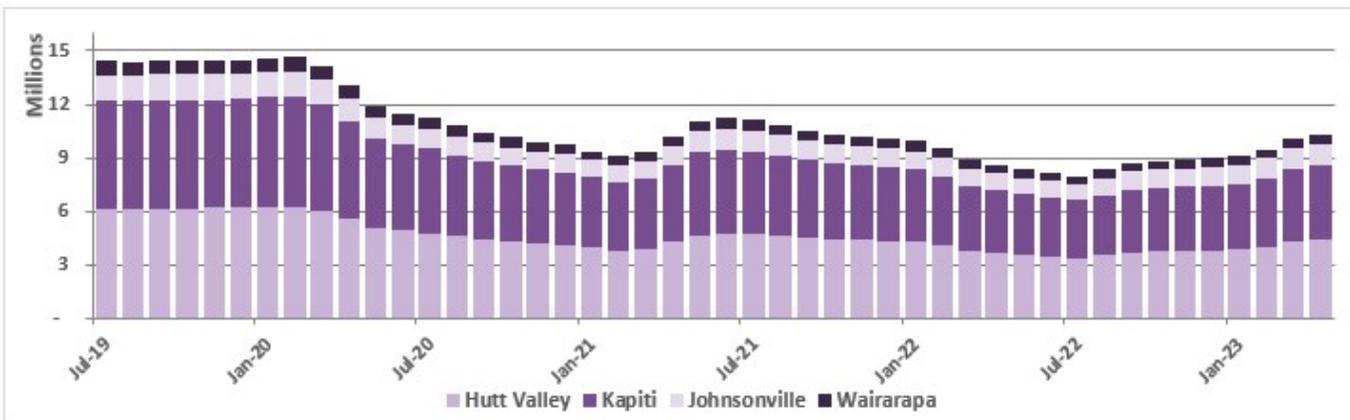
All modes



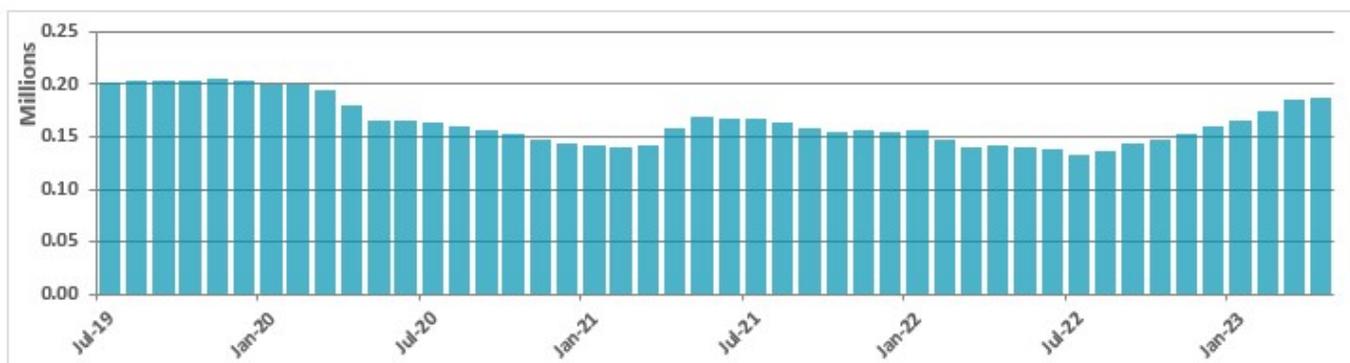
Bus



Rail



Ferry



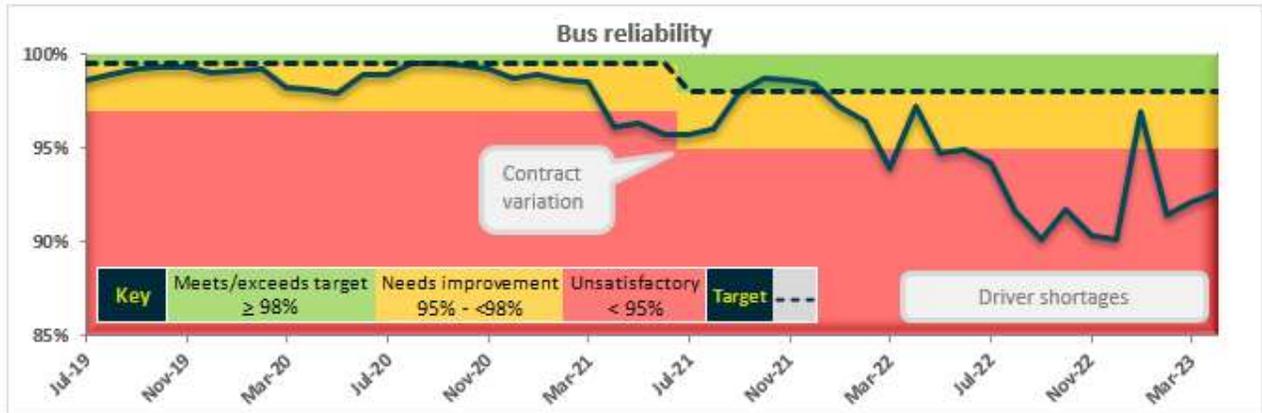


Bus service delivery

Reliability

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

In April, 92.6% of bus services were delivered, and 92.0% for the year to date. Reliability this month reflects again the underlying shortage of drivers.



Reliability - current month

	Apr-23	Apr-22	% Change
Wellington City			
Newlands & Tawa	98.9%	99.6%	-0.7%
East, West & City	96.3%	96.1%	0.2%
North, South, Khandallah & Brooklyn	82.5%	97.0%	-14.5%
Hutt Valley	95.3%	97.7%	-2.4%
Porirua	86.4%	97.4%	-11.0%
Kapiti	99.7%	99.9%	-0.2%
Wairarapa	98.0%	98.6%	-0.6%
Total	92.6%	97.2%	-4.7%

Reliability - year to date (Jul - Apr)

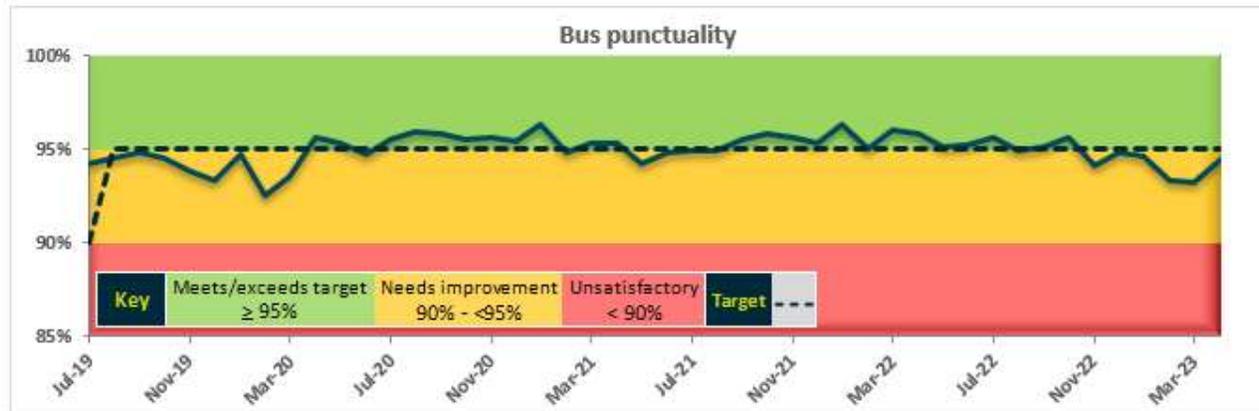
	2022/23	2021/22	% Change
Wellington City			
Newlands & Tawa	98.7%	99.4%	-0.7%
East, West & City	90.1%	96.5%	-6.4%
North, South, Khandallah & Brooklyn	87.3%	95.9%	-8.6%
Hutt Valley	95.5%	97.2%	-1.7%
Porirua	89.7%	97.3%	-7.6%
Kapiti	99.5%	99.7%	-0.2%
Wairarapa	98.7%	98.9%	-0.2%
Total	92.0%	97.0%	-5.0%



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 94.4% in April, and 94.6% for the year to date. Punctuality this month reflects reduced traffic congestion connected with school holidays, but also the continued effect of cancellations on the network, and some network disruption due to road works, events and weather.



Punctuality - current month

	Apr-23	Apr-22	% Change
Wellington City			
Newlands & Tawa	94.8%	96.6%	-1.8%
East, West & City	96.7%	97.3%	-0.7%
North, South, Khandallah & Brooklyn	89.6%	91.8%	-2.2%
Hutt Valley	94.7%	96.5%	-1.8%
Porirua	95.7%	96.5%	-0.8%
Kapiti	94.4%	97.4%	-3.0%
Wairarapa	90.0%	92.6%	-2.6%
Total	94.4%	95.9%	-1.5%

Punctuality - year to date (Jul - Apr)

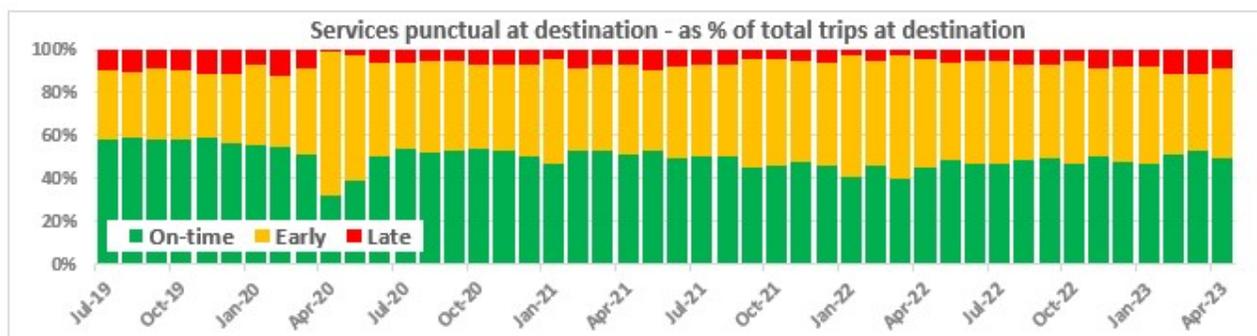
	2022/23	2021/22	% Change
Wellington City			
Newlands & Tawa	95.6%	95.3%	0.3%
East, West & City	96.2%	96.7%	-0.5%
North, South, Khandallah & Brooklyn	90.1%	92.2%	-2.1%
Hutt Valley	95.2%	96.1%	-0.9%
Porirua	95.6%	95.5%	0.1%
Kapiti	95.6%	98.1%	-2.5%
Wairarapa	92.7%	92.3%	0.4%
Total	94.6%	95.6%	-1.0%

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 April, 49.2% of bus services recorded at destination arrived on time, with a further 42.1% arriving more than one minute early, while 8.7% of services arrived more than five minutes late.



Punctuality at destination - current month

	Apr-23	Apr-22	% Change
On-time	49.2%	44.9%	4.3%
Early	42.1%	51.0%	-8.9%
Late	8.7%	4.1%	4.6%

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

	2022/23	2021/22	% Change
On-time	49.0%	45.6%	3.4%
Early	43.2%	49.6%	-6.4%
Late	7.9%	4.8%	3.0%

Bus driver shortages

There is currently a shortage of bus drivers in the Greater Wellington Region – this impacts the ability to be able to run all timetabled services. The graph below shows the total number of bus drivers each month, against the recruitment target of having 675 drivers by September 2023.



Te Hunga Whaikaha Total Mobility

Te Hunga Whaikaha Total Mobility

In April 2023 there were 30,872 Te Hunga Whaikaha Total Mobility trips, an increase of 43.6% compared to the same month of the previous year. This reflects a marked and continuing increase in the use of Te Hunga Whaikaha Total Mobility, reflective of the half price fares initiative.





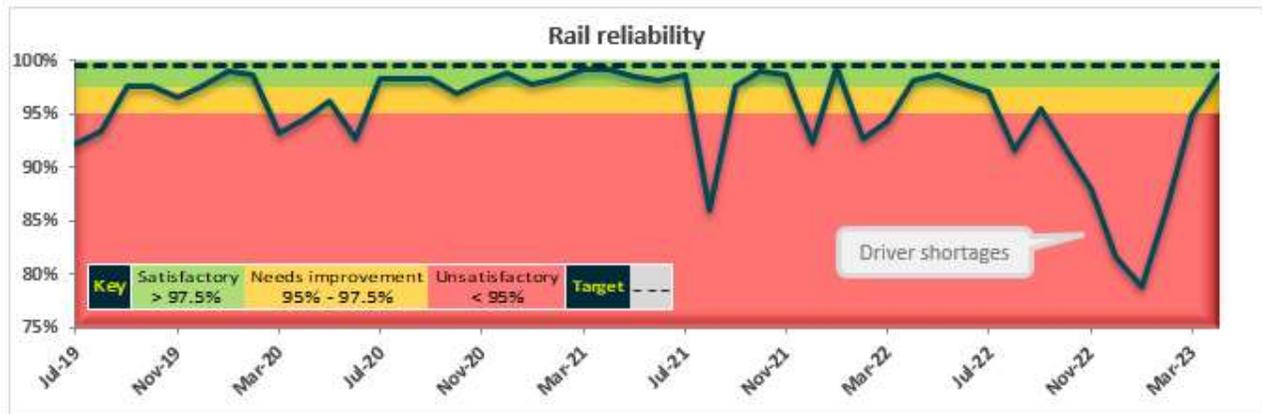
Rail service delivery

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 98.6% in April, and 90.5% for the year to date.

Staff issues have continued to affect services, but at much lower levels than in previous months. There were a few mechanical issues but nothing major in April. There were two full network shutdowns for Easter and Anzac weekend - all lines had bus replacements running.

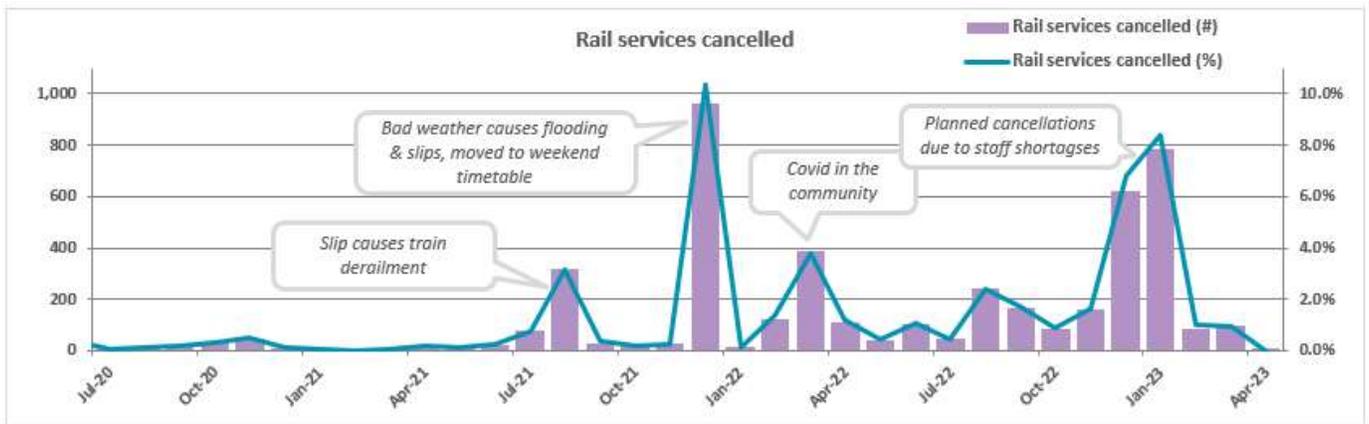


Reliability - current month

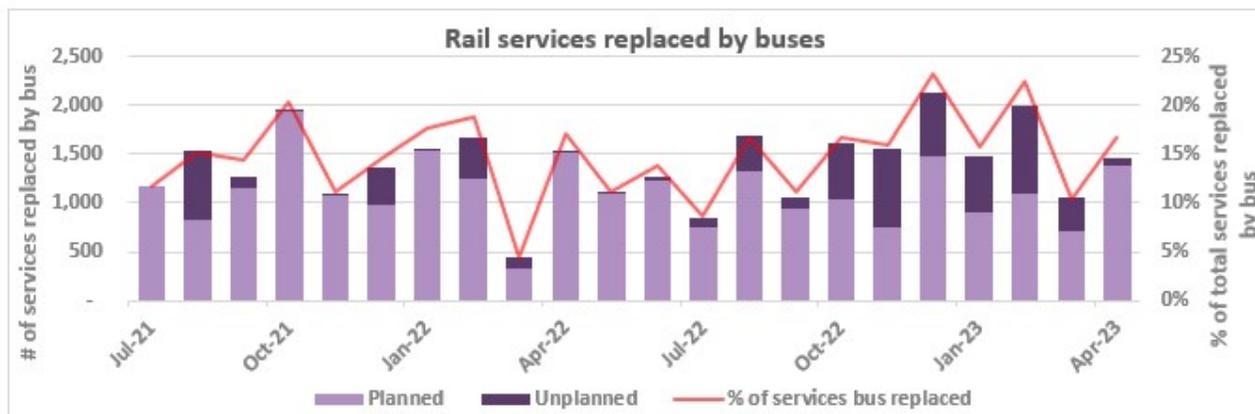
	Apr-23	Apr-22	% Change
Hutt Valley	98.7%	97.9%	0.8%
Johnsonville	98.5%	98.0%	0.5%
Kapiti	98.5%	98.6%	-0.1%
Wairarapa	97.4%	96.5%	0.9%
Total	98.6%	98.1%	0.5%

Reliability - year to date (Jul - Apr)

	2022/23	2021/22	% Change
Hutt Valley	93.0%	97.2%	-4.2%
Johnsonville	87.5%	95.1%	-7.6%
Kapiti	89.2%	94.9%	-5.7%
Wairarapa	95.8%	93.3%	2.5%
Total	90.5%	95.8%	-5.3%



In April, 16.6% of rail services were replaced by buses, compared to 10.4% the month before.

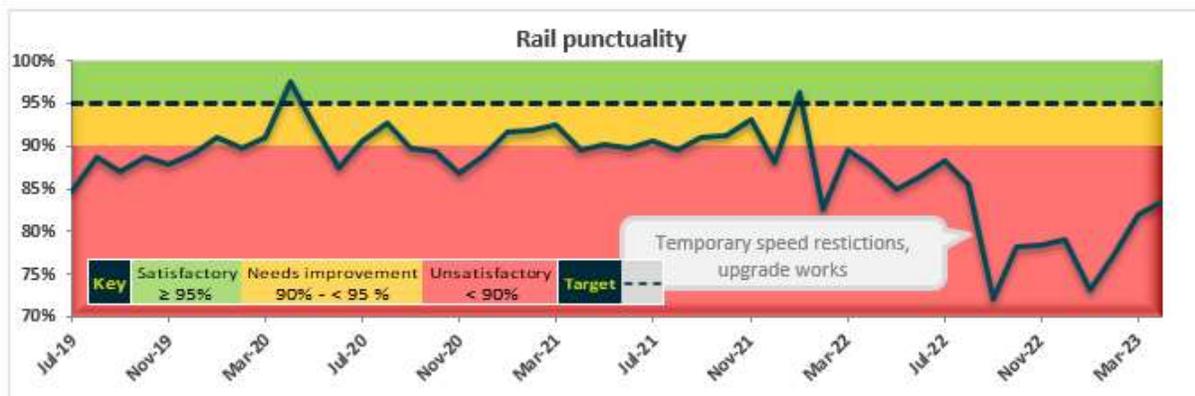


Punctuality

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 April was 83.5%, and 79.8% for the year to date.

The remaining speed restrictions are still impacting punctuality on the Kapiti line - these are due to be removed in May. The Wairarapa line continued to be significantly affected by worksite and speed restriction delays - the speed restrictions were in place for KiwiRail upgrade work.



Punctuality - current month

	Apr-23	Apr-22	% Change
Hutt Valley	87.0%	88.8%	-1.8%
Johnsonville	96.0%	86.0%	10.0%
Kapiti	71.3%	91.2%	-19.9%
Wairarapa	51.8%	46.8%	5.0%
Total	83.5%	87.7%	-4.2%

Punctuality - year to date (Jul - Apr)

	2022/23	2021/22	% Change
Hutt Valley	88.2%	92.8%	-4.6%
Johnsonville	92.6%	94.8%	-2.2%
Kapiti	61.1%	85.1%	-24.0%
Wairarapa	53.3%	60.3%	-7.0%
Total	79.8%	90.0%	-10.2%

Fare revenue

Bus and rail fare revenue

The table below compares revenue received for fares on bus and rail, compared to budgeted fare revenue.

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. Funding for half price fares is claimed through Waka Kotahi within grants and subsidies.

In April there was a budget shortfall of \$5.4m - \$3.0 million is attributable to the half price fares scheme and \$2.4 million is attributable to lower patronage post Covid-19.

For the year to date there is a shortfall of \$53.9m - \$30.6m is attributable to the half-price fares scheme and \$23.3m to lower patronage post Covid-19.

Fare revenue - current month

	Apr-23	Budget	Excess/Shortfall
Bus	1,154,329	4,095,194	- 2,940,864
Rail	1,875,855	4,357,420	- 2,481,565
Total	\$ 3,030,185	\$ 8,452,614	-\$ 5,422,429

Fare revenue - year to date (Jul - Apr)

	2022/23	Budget	Excess/Shortfall
Bus	15,727,630	40,951,936	- 25,224,306
Rail	14,891,743	43,574,203	- 28,682,461
Total	\$30,619,373	\$84,526,139	-\$ 53,906,767

Customer Contact

Call centre incoming calls

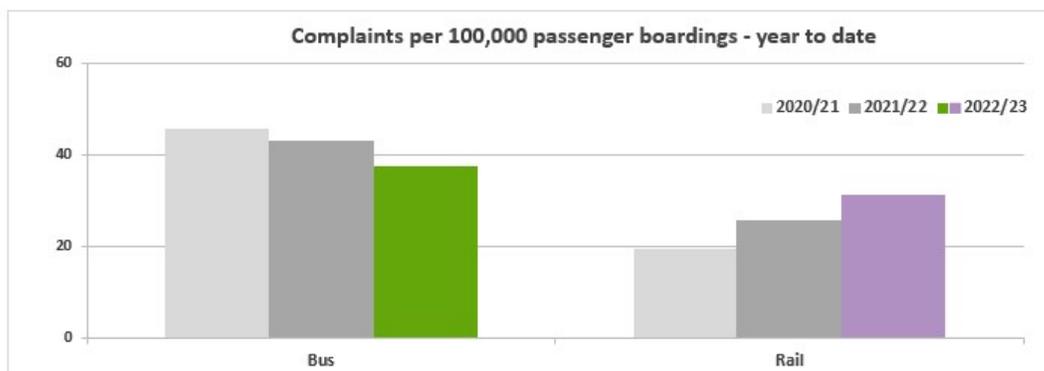
Metlink answered 89.0% of the 12,000 calls received in April.



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.



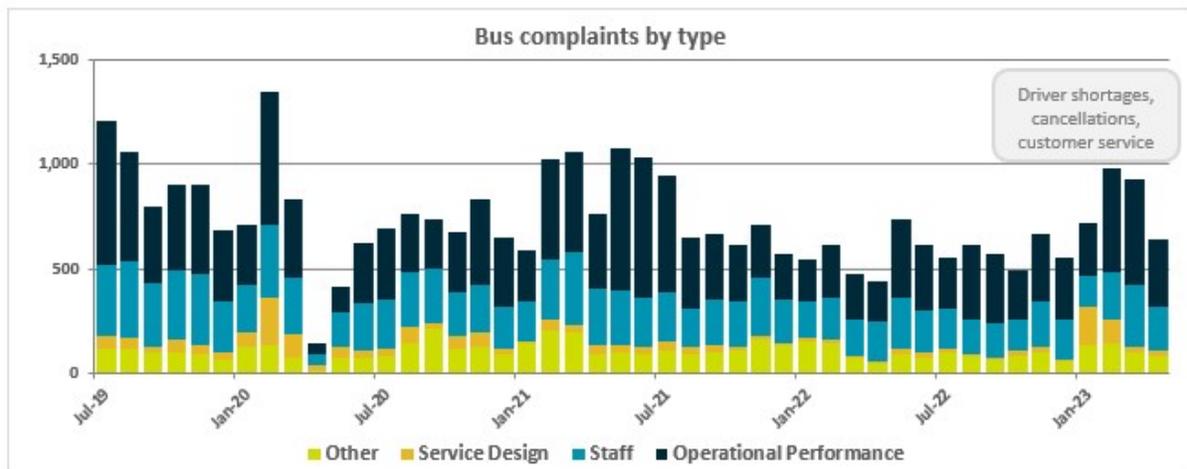
Complaints for both bus and rail have trended downwards overall, although they have increased in recent months during driver shortages & illness.



Bus complaints

Bus complaints for the month were 47.5% higher than in April last year, and 7.8% higher for the year to date - in April 2022 NZ was under Red and Orange of the Covid-19 Protection Framework and there were less people travelling.

Operational performance and staff related complaints were 86% of bus complaints for the month – relating mainly to service cancellations and customer service.



'Other' includes complaints re: Covid, passenger information, stops/stations, vehicles.

Bus complaints - current month

	Apr-23	Apr-22	% Change
Wellington			
Newlands, Tawa	14	16	-12.5%
East-West, City	176	157	12.1%
North-south, Khandallah, Brooklyn	223	111	100.9%
Hutt Valley	169	121	39.7%
Porirua	44	20	120.0%
Kapiti	16	8	100.0%
Wairarapa	1	3	-66.7%
Total	643	436	47.5%

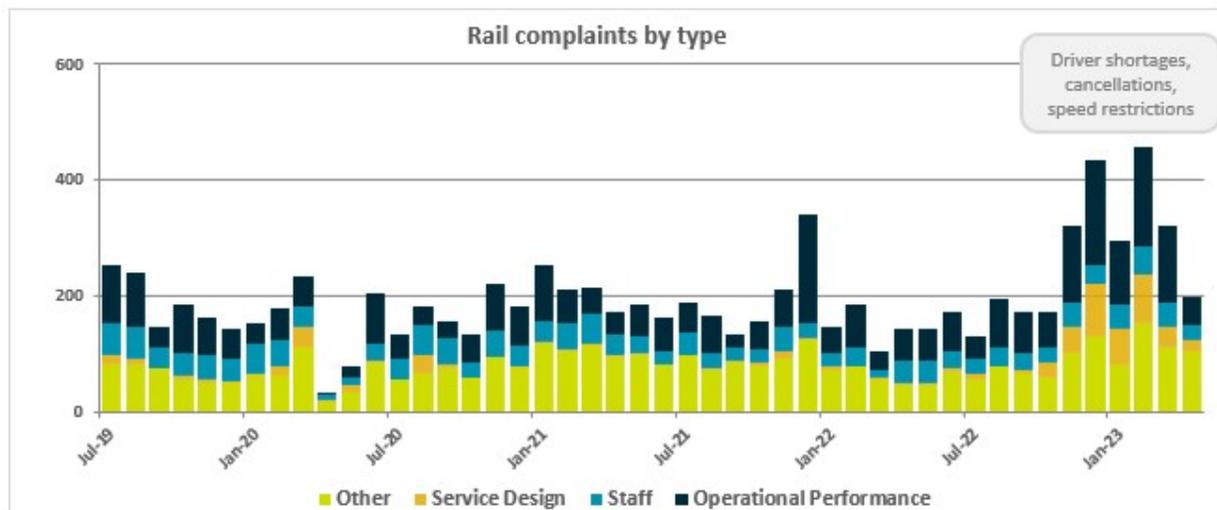
Bus complaints - year to date (Jul - Apr)

	2022/23	2021/22	% Change
Wellington			
Newlands, Tawa	199	225	-11.6%
East-West, City	1,973	2,054	-3.9%
North-south, Khandallah, Brooklyn	2,464	1,896	30.0%
Hutt Valley	1,408	1,674	-15.9%
Porirua	445	264	68.6%
Kapiti	199	101	97.0%
Wairarapa	35	22	59.1%
Total	6,723	6,236	7.8%

Rail complaints

Rail complaints for April were 38.9% higher than the same month last year, and 52.5% higher for the year to date - in April 2022 NZ was under Red and Orange of the Covid-19 Protection Framework and there were less people travelling.

With cancellations due to staff shortages, and speed restrictions due to slope issues, we have seen a higher number of complaints in recent months, although there has been a drop over the last couple of months. Complaints in April mainly related to the poor operational performance on the KPL.



'Other' includes complaints re: Covid, passenger information, stops/stations, vehicles.

Rail complaints - current month

	Apr-23	Apr-22	% Change
Hutt Valley	44	38	15.8%
Kapiti	57	57	0.0%
Johnsonville	13	11	18.2%
Wairarapa	16	16	0.0%
General	70	22	218.2%
Total	200	144	38.9%

Rail complaints - year to date (Jul - Apr)

	2022/23	2021/22	% Change
Hutt Valley	807	499	61.7%
Kapiti	931	630	47.8%
Johnsonville	256	147	74.1%
Wairarapa	178	185	-3.8%
General	531	311	70.7%
Total	2,703	1,772	52.5%