

Metlink performance report



December 2022

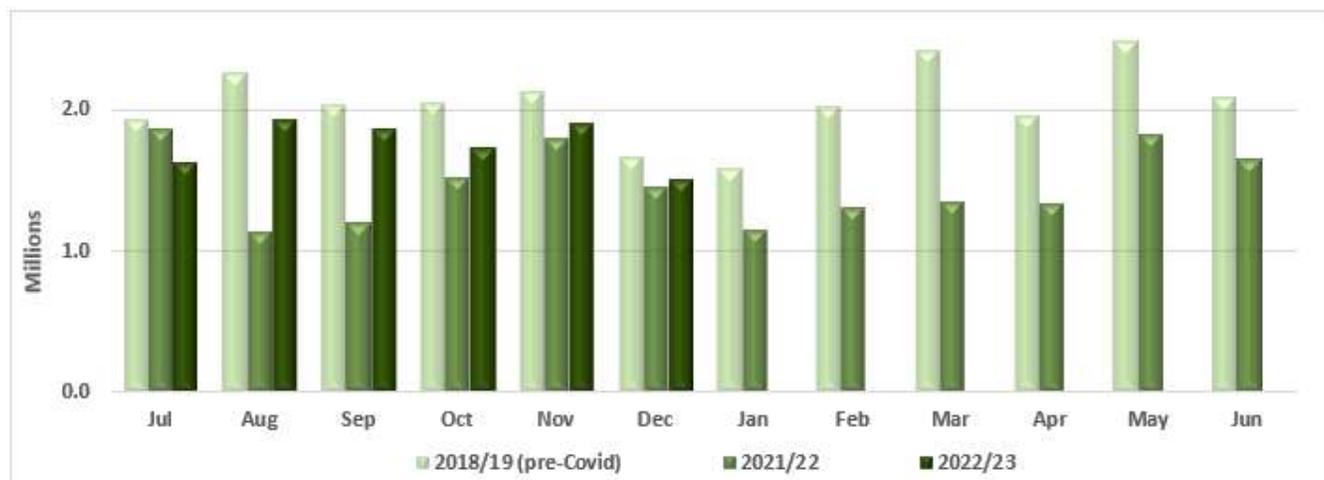
Patronage

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 December 2022, we saw increased passenger boardings when compared to the same month last year – in December 2021 NZ was under Orange of the Covid-19 Protection Framework.

Bus passenger boardings

December bus passenger boardings were 3.6% higher than the same month last year, and 17.8% higher for the year to date - in December 2021 NZ was under Orange of the Covid-19 Protection Framework.



Boardings by area - current month

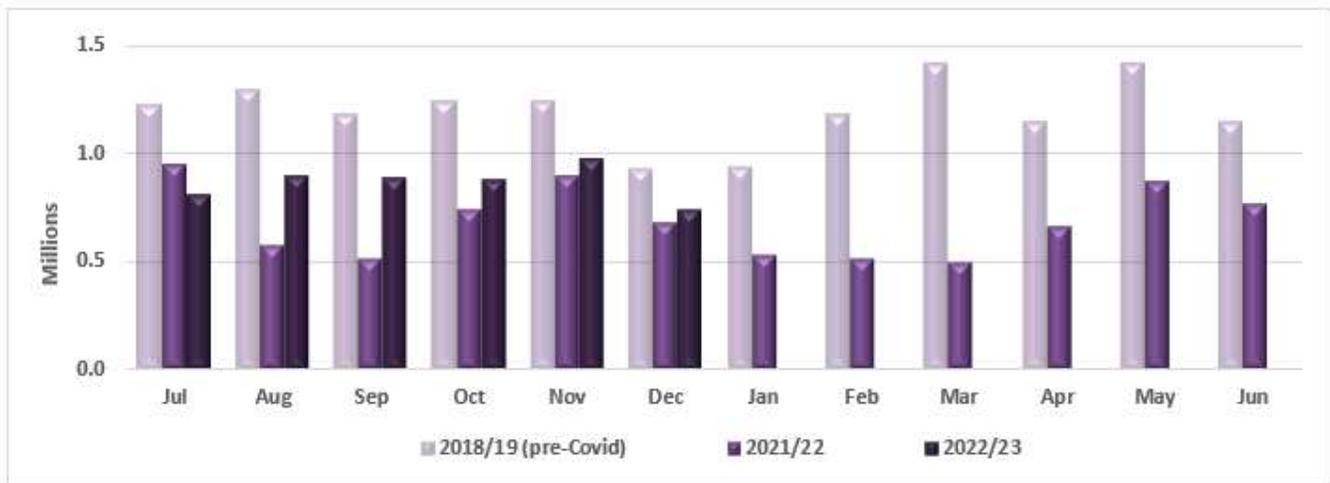
	Dec-22	Dec-21	% Change
Wellington	1,119,295	1,092,856	2.4%
Hutt Valley	302,019	282,485	6.9%
Porirua	52,656	51,371	2.5%
Kapiti	36,666	31,284	17.2%
Wairarapa	8,846	8,001	10.6%
Total	1,519,482	1,465,997	3.6%

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

	2022/23	2021/22	% Change
Wellington	7,814,756	6,616,549	18.1%
Hutt Valley	2,057,878	1,755,282	17.2%
Porirua	396,446	357,526	10.9%
Kapiti	278,312	224,565	23.9%
Wairarapa	74,858	61,295	22.1%
Total	10,622,250	9,015,217	17.8%

Rail passenger boardings

December rail passenger boardings were 7.8% higher than the same month last year, and 19.1% higher for the year to date - in December 2021 NZ was under Orange of the Covid-19 Protection Framework.



Boardings by line - current month

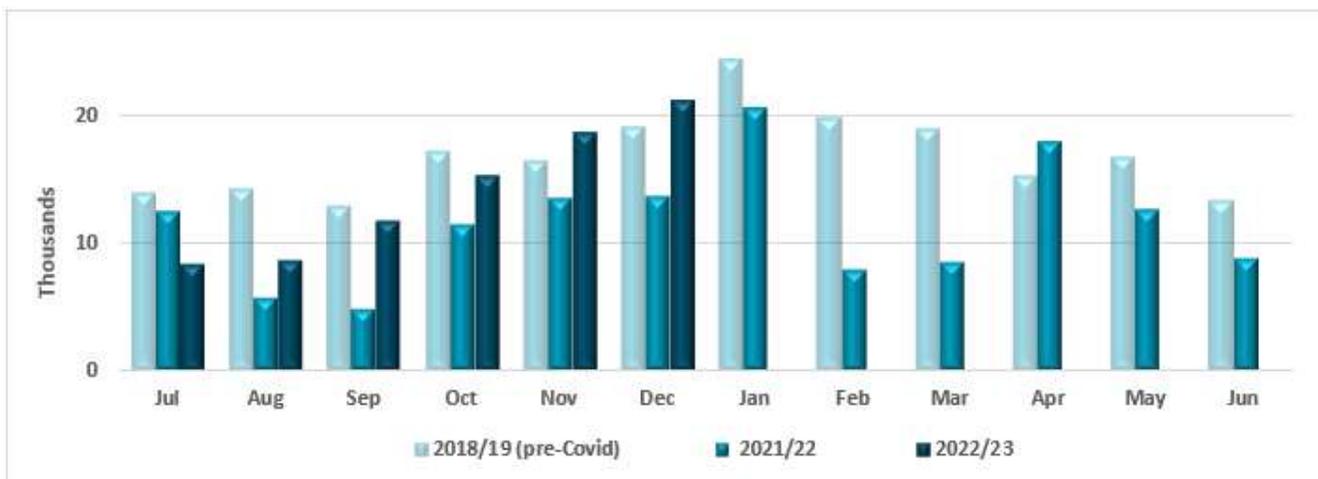
	Dec-22	Dec-21	% Change
Hutt Valley	311,417	291,235	6.9%
Kapiti	292,324	272,102	7.4%
Johnsonville	85,005	73,619	15.5%
Wairarapa	42,307	41,440	2.1%
Total	731,053	678,396	7.8%

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

	2022/23	2021/22	% Change
Hutt Valley	2,210,591	1,888,594	17.0%
Kapiti	2,061,583	1,742,101	18.3%
Johnsonville	597,137	455,971	31.0%
Wairarapa	284,368	238,968	19.0%
Total	5,153,679	4,325,634	19.1%

Ferry passenger boardings

Ferry boardings show an increase of 54.7% on the same month last year, and a 36.2% increase for the year to date - in December 2021 NZ was under Orange of the Covid-19 Protection Framework.



Boardings - current month

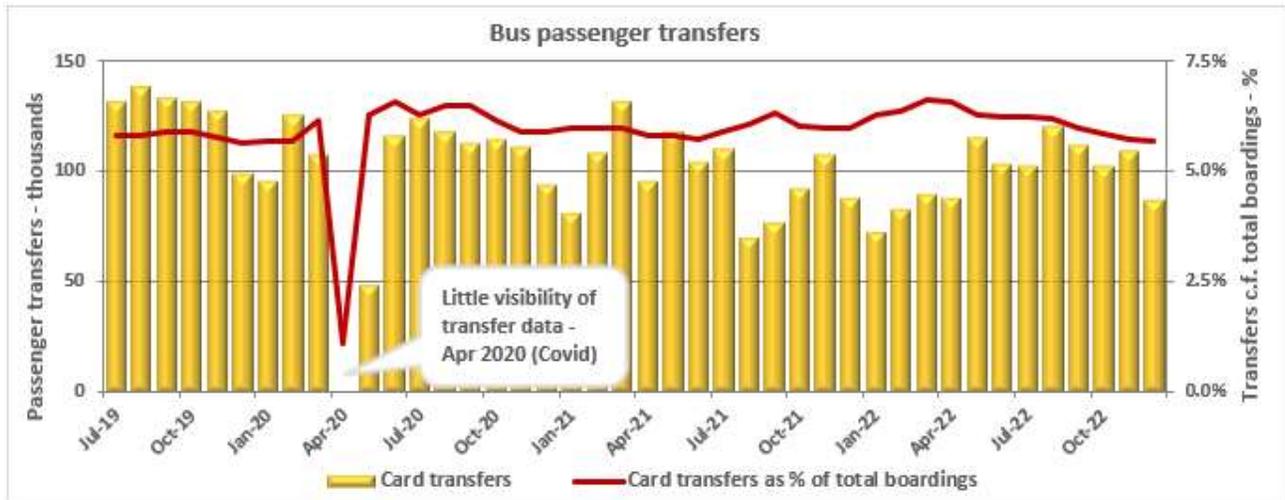
	Dec-22	Dec-21	% Change
Total	21,075	13,623	54.7%

Boardings - year to date (Jul - Dec)

	2022/23	2021/22	% Change
Total	83,573	61,347	36.2%

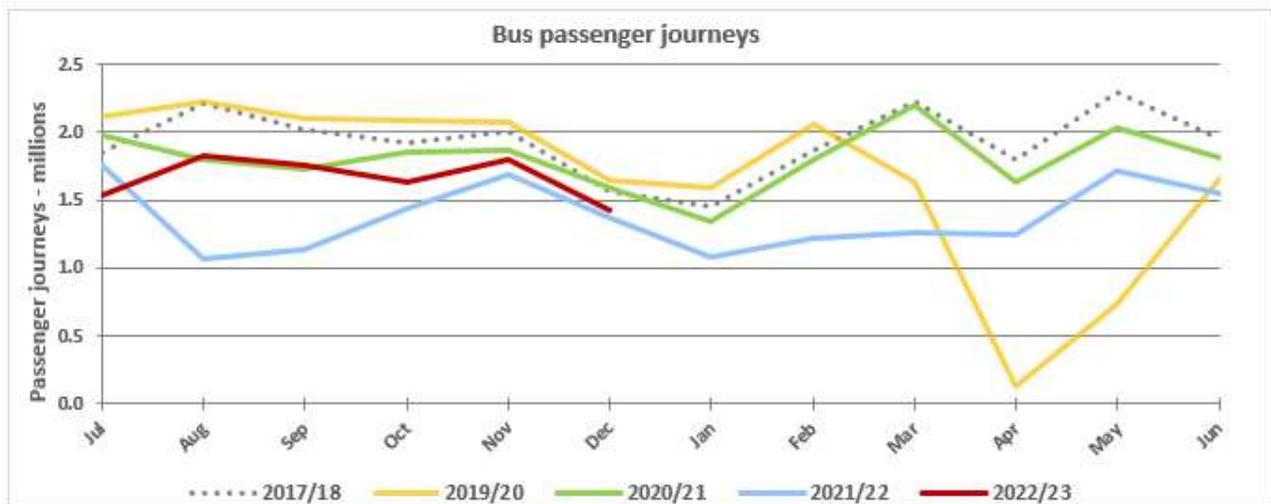
Bus passenger transfers and journeys

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 5.7% of passenger boardings for December.



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.

Bus journeys for December 2022 show an increase of 4.0% on the same month last year - in December 2021 NZ was under Orange of the Covid-19 Protection Framework.



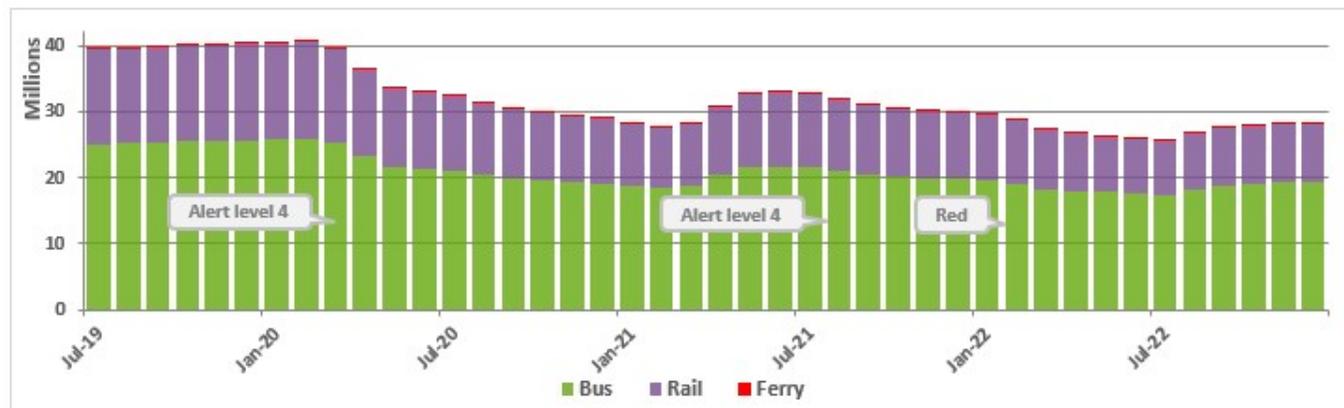
¹ Prior to the new Network, transfers accounted for c. 2.6 % based on 2014/15 data available to Metlink. This transfer rate has been assumed up until the new contracts were implemented between April and July 2018.

Passenger boardings trend

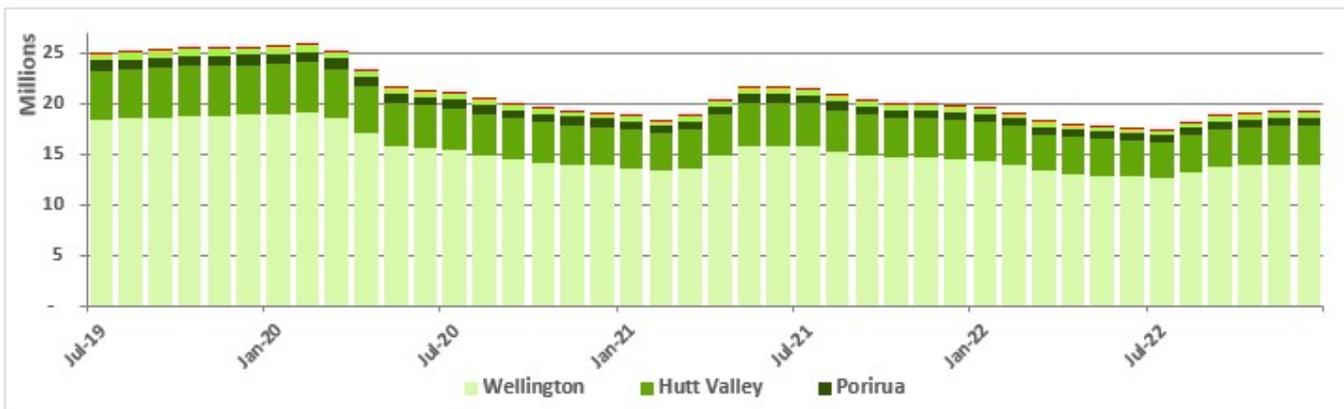
The following graphs show the number of passenger boardings using a 12-month rolling total.

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



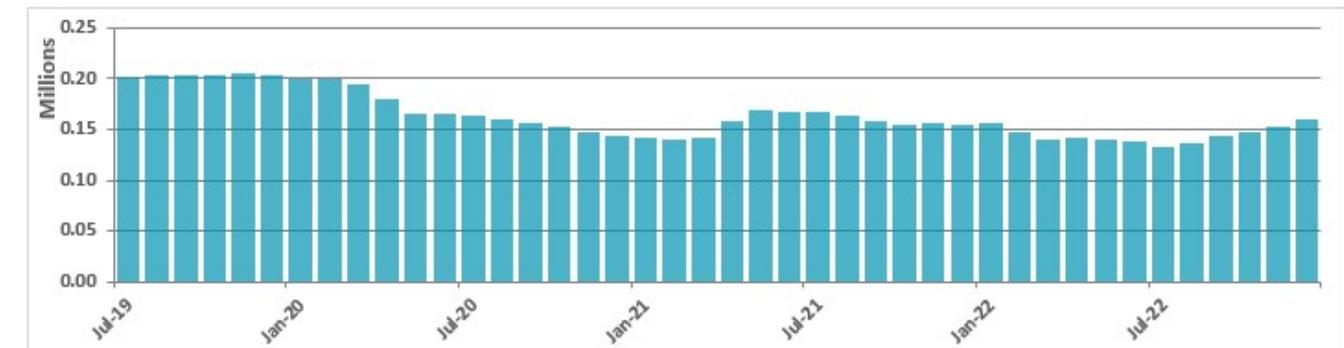
Bus



Rail



Ferry



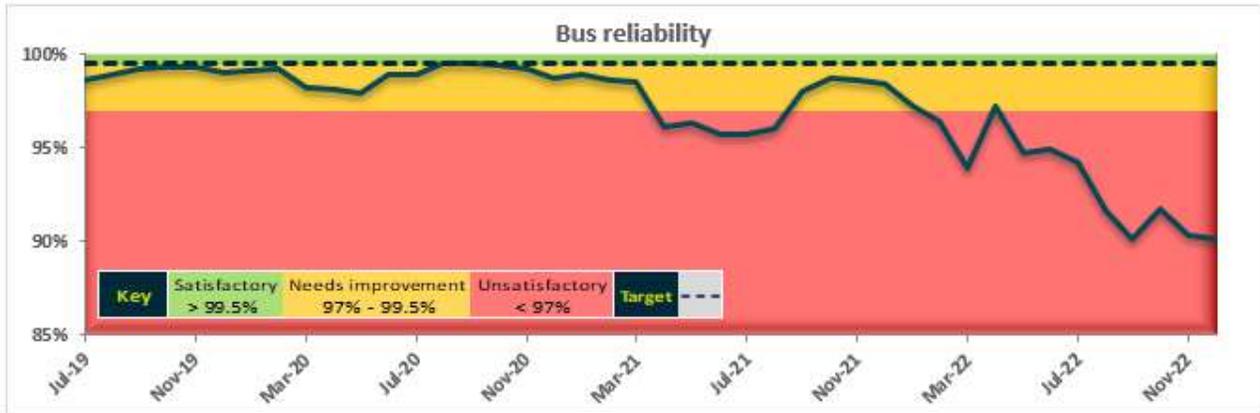


Bus service delivery

Reliability

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

In December, 90.1% of bus services were delivered, and 91.4% for the year to date. Reliability continued to be significantly impacted by increased cancellations, due to driver shortages and unplanned absenteeism.



Reliability - current month

	Dec-22	Dec-21	% Change
Wellington City			
Newlands & Tawa	98.5%	99.5%	-1.0%
East, West & City	88.1%	98.2%	-10.1%
North, South, Khandallah & Brooklyn	84.4%	98.2%	-13.8%
Hutt Valley	94.3%	98.5%	-4.1%
Porirua	87.3%	98.3%	-11.0%
Kapiti	98.5%	99.5%	-0.9%
Wairarapa	97.8%	97.1%	0.7%
Total	90.1%	98.4%	-8.3%

Reliability - year to date (Jul - Dec)

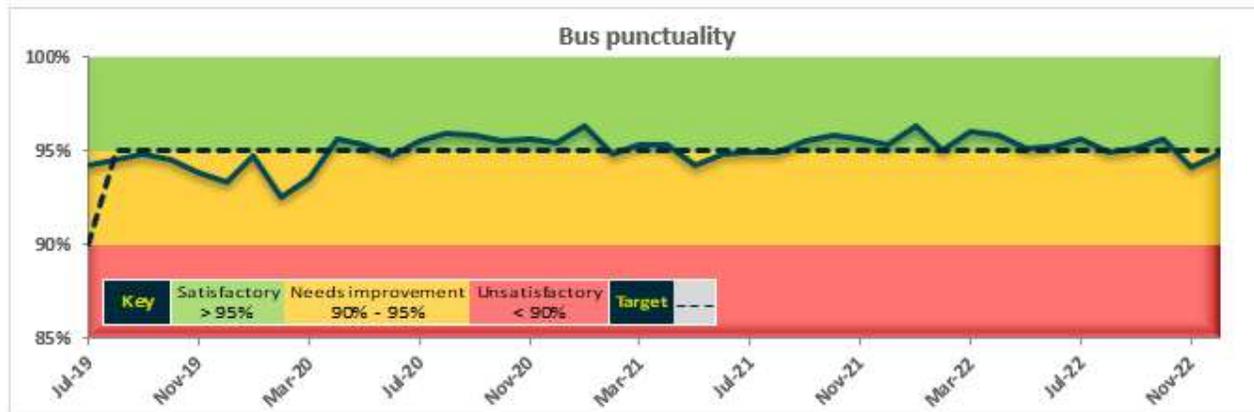
	2022/23	2021/22	% Change
Wellington City			
Newlands & Tawa	98.9%	99.6%	-0.7%
East, West & City	87.6%	97.7%	-10.1%
North, South, Khandallah & Brooklyn	87.7%	96.8%	-9.1%
Hutt Valley	95.7%	97.4%	-1.7%
Porirua	90.1%	97.8%	-7.7%
Kapiti	99.4%	99.8%	-0.4%
Wairarapa	98.7%	99.0%	-0.3%
Total	91.4%	97.7%	-6.3%



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 94.8% in December, and 95.0% for the year to date. Punctuality this month has been impacted by some network disruptions, and traffic congestion. Some lateness can also be attributed anecdotally to cancellations of other services.



Punctuality - current month

	Dec-22	Dec-21	% Change
Wellington City			
Newlands & Tawa	96.8%	94.6%	2.2%
East, West & City	97.0%	97.3%	-0.4%
North, South, Khandallah & Brooklyn	90.2%	92.3%	-2.1%
Hutt Valley	95.1%	95.4%	-0.3%
Porirua	96.3%	94.5%	1.8%
Kapiti	93.9%	97.2%	-3.3%
Wairarapa	93.0%	90.5%	2.5%
Total	94.8%	95.4%	-0.6%

Punctuality - year to date (Jul - Dec)

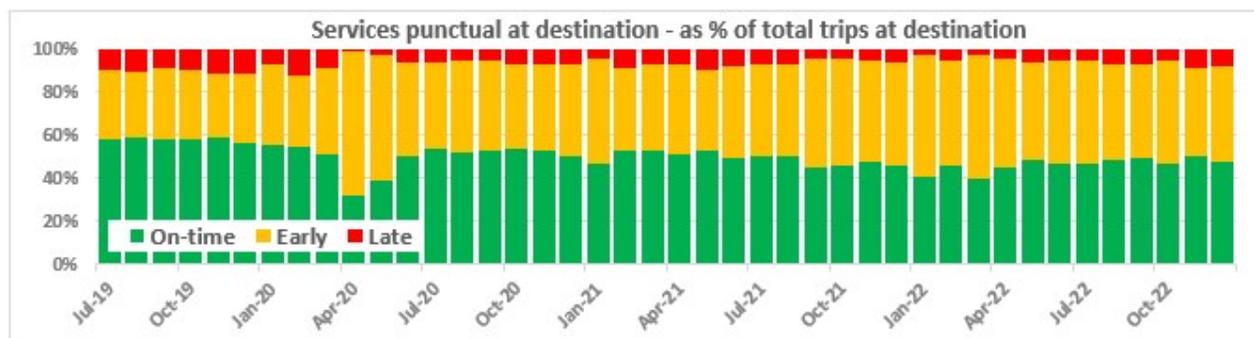
	2022/23	2021/22	% Change
Wellington City			
Newlands & Tawa	96.8%	94.7%	2.1%
East, West & City	96.5%	96.5%	0.0%
North, South, Khandallah & Brooklyn	90.8%	92.6%	-1.8%
Hutt Valley	95.5%	95.8%	-0.3%
Porirua	95.7%	95.2%	0.5%
Kapiti	96.6%	98.2%	-1.6%
Wairarapa	93.7%	91.7%	2.0%
Total	95.0%	95.4%	-0.4%

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 December, 48.1% of bus services recorded at destination arrived on time, with a further 44.5% arriving more than one minute early, while 7.4% of services arrived more than five minutes late.



Punctuality at destination - current month

	Dec-22	Dec-21	% Change
On-time	48.1%	45.9%	2.2%
Early	44.5%	48.2%	-3.6%
Late	7.4%	5.9%	1.5%

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

	2022/23	2021/22	% Change
On-time	48.2%	47.6%	0.6%
Early	45.2%	46.8%	-1.6%
Late	6.6%	5.6%	1.0%

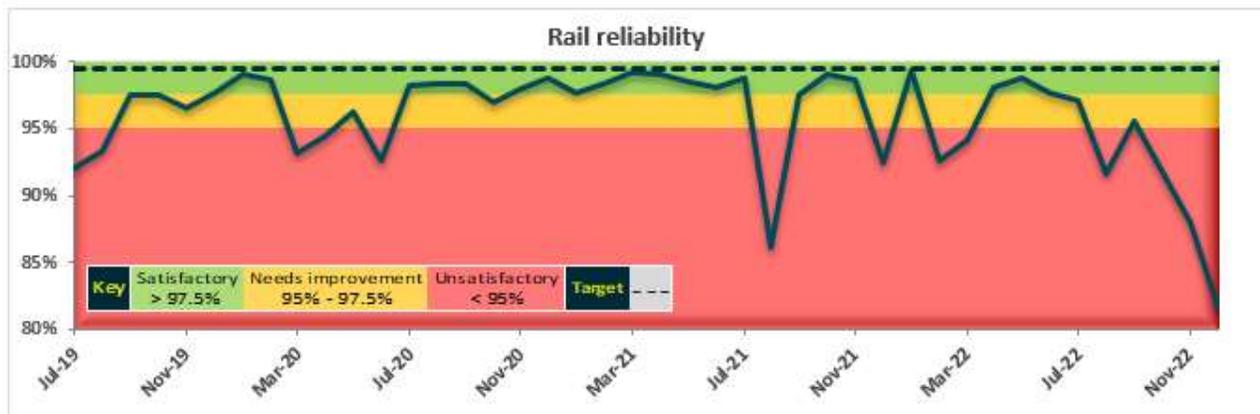
Rail service delivery

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 81.6% in December, and 91.0% 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 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 – some services were cancelled on a daily basis, and this is due to continue until 29th January.



Reliability - current month

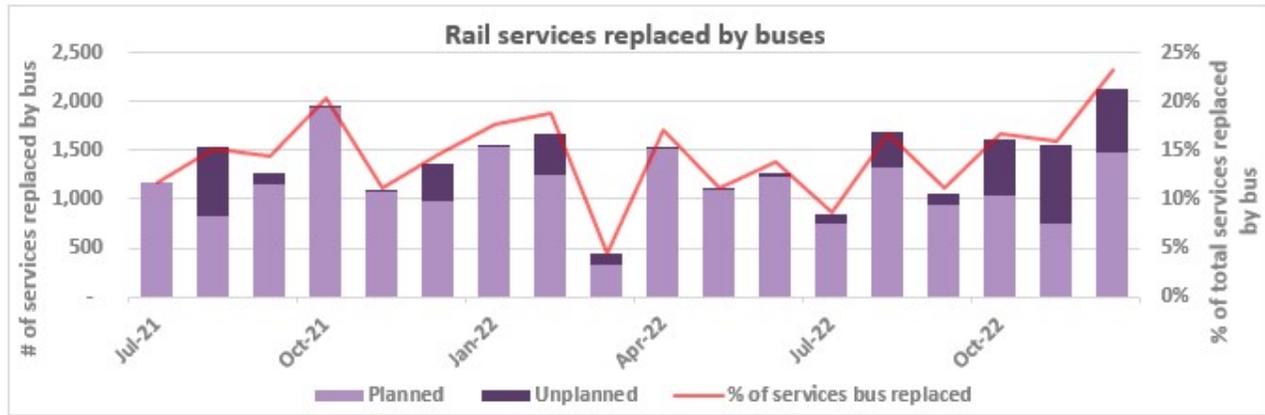
	Dec-22	Dec-21	% Change
Hutt Valley	84.9%	95.9%	-11.0%
Johnsonville	74.3%	88.4%	-14.1%
Kapiti	82.6%	91.3%	-8.7%
Wairarapa	91.5%	99.6%	-8.1%
Total	81.6%	92.4%	-10.8%

Reliability - year to date (Jul - Dec)

	2022/23	2021/22	% Change
Hutt Valley	93.4%	97.0%	-3.6%
Johnsonville	90.0%	95.2%	-5.2%
Kapiti	88.2%	94.9%	-6.7%
Wairarapa	96.7%	91.6%	5.1%
Total	91.0%	95.7%	-4.7%



In December, 23.3% of rail services were replaced by buses, compared to 15.9% the month before.

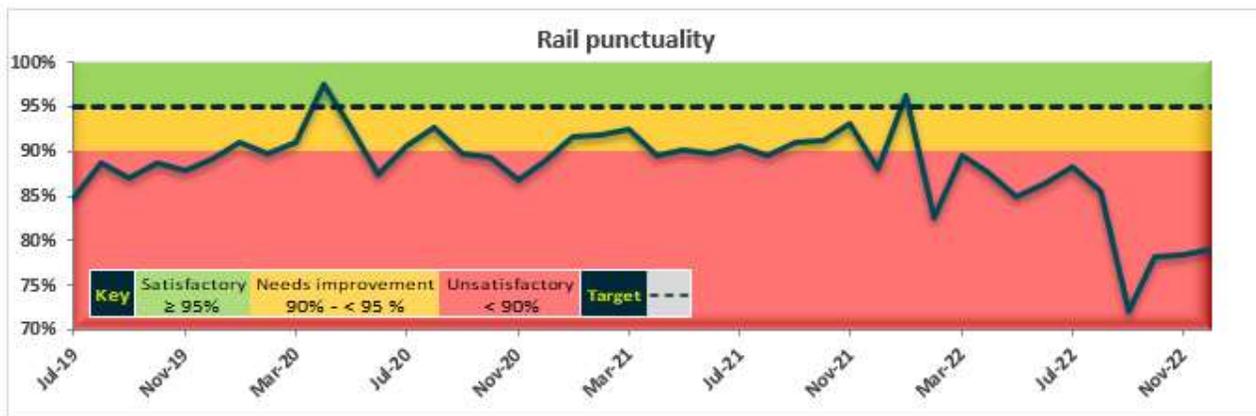


Punctuality

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 December was 79.1%, and 80.3% 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.



Punctuality - current month

	Dec-22	Dec-21	% Change
Hutt Valley	88.8%	90.4%	-1.6%
Johnsonville	97.4%	95.5%	1.9%
Kapiti	55.4%	81.4%	-26.0%
Wairarapa	43.2%	52.3%	-9.1%
Total	79.1%	88.0%	-8.9%

Punctuality - year to date (Jul - Dec)

	2022/23	2021/22	% Change
Hutt Valley	90.1%	92.4%	-2.3%
Johnsonville	90.3%	97.5%	-7.2%
Kapiti	62.4%	85.6%	-23.2%
Wairarapa	50.6%	57.4%	-6.8%
Total	80.3%	90.7%	-10.4%

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 \$7.8m (-78%) in December, and a shortfall of \$42.4m (-71%) for the year to date – of the \$42.4m shortfall, \$17.5m is attributable to the half-price fares scheme and \$24.9m to lower patronage post Covid-19.

Fare revenue - current month

	Dec-22	Budget	Excess/Shortfall
Bus	1,193,778	5,627,121	- 4,433,343
Rail	953,421	4,357,420	- 3,403,999
Total	\$ 2,147,199	\$ 9,984,541	-\$ 7,837,342

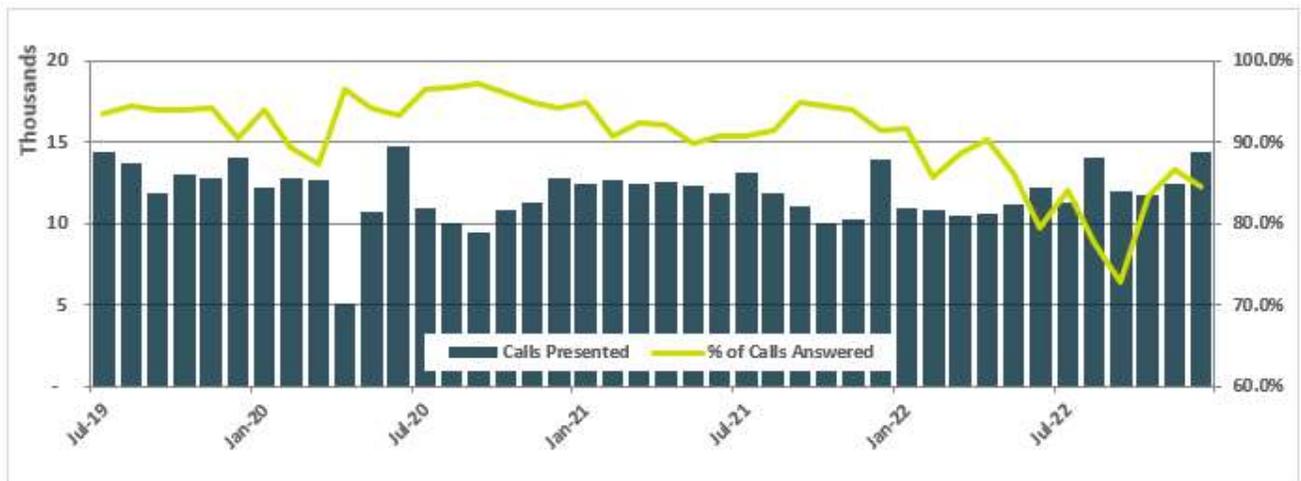
Fare revenue - year to date (Jul - Dec)

	2022/23	Budget	Excess/Shortfall
Bus	8,754,042	33,762,726	- 25,008,684
Rail	8,748,941	26,144,520	- 17,395,579
Total	\$17,502,983	\$59,907,246	-\$ 42,404,263

Customer Contact

Call centre incoming calls

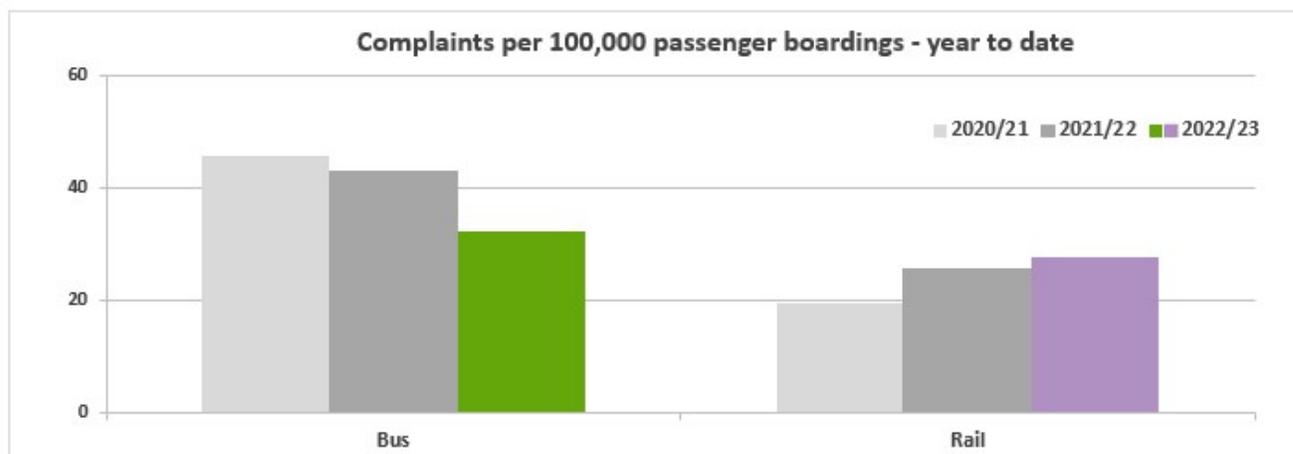
Metlink answered 84.5% of the 14,000 calls received in December.



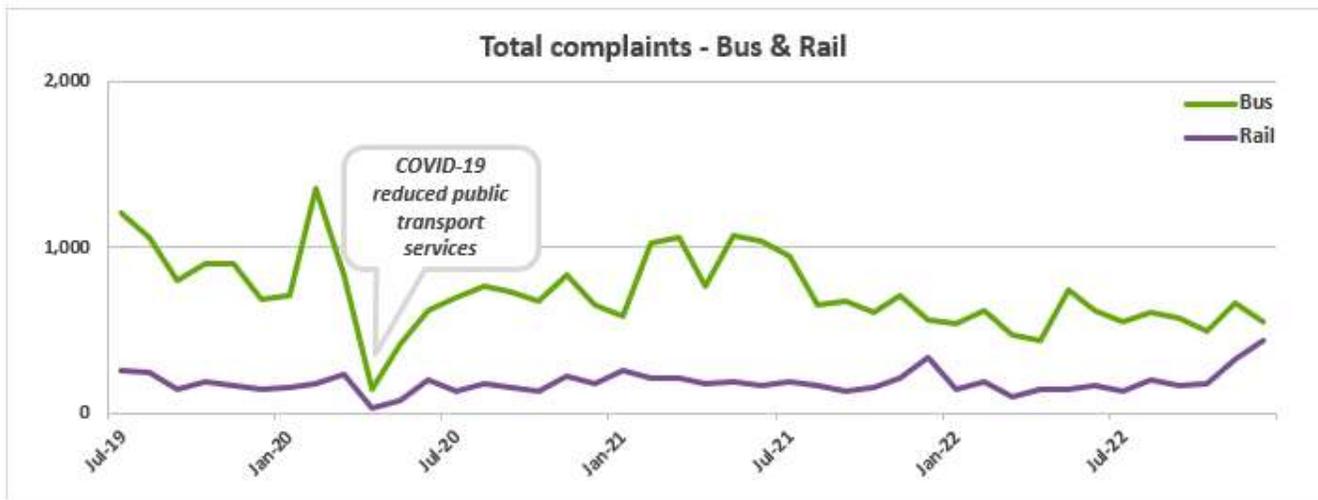
Complaints

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.

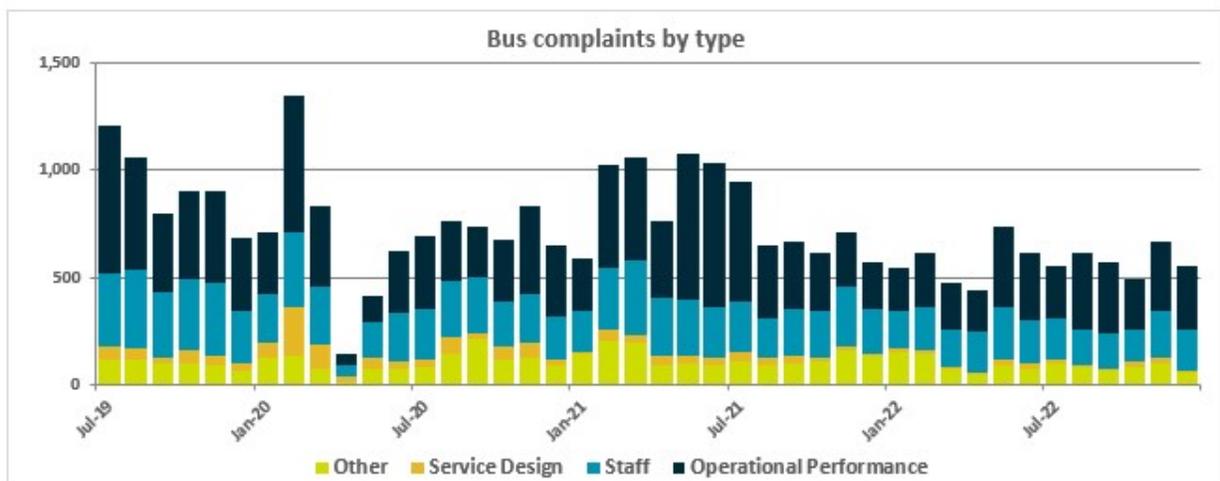


Complaints for both bus and rail have trended downwards overall.



Bus complaints

Bus complaints for the month were 3.0% lower than in December last year, and 17.2% lower for the year to date. Operational performance and staff related complaints were 83% of bus complaints for the month.



Bus complaints - current month

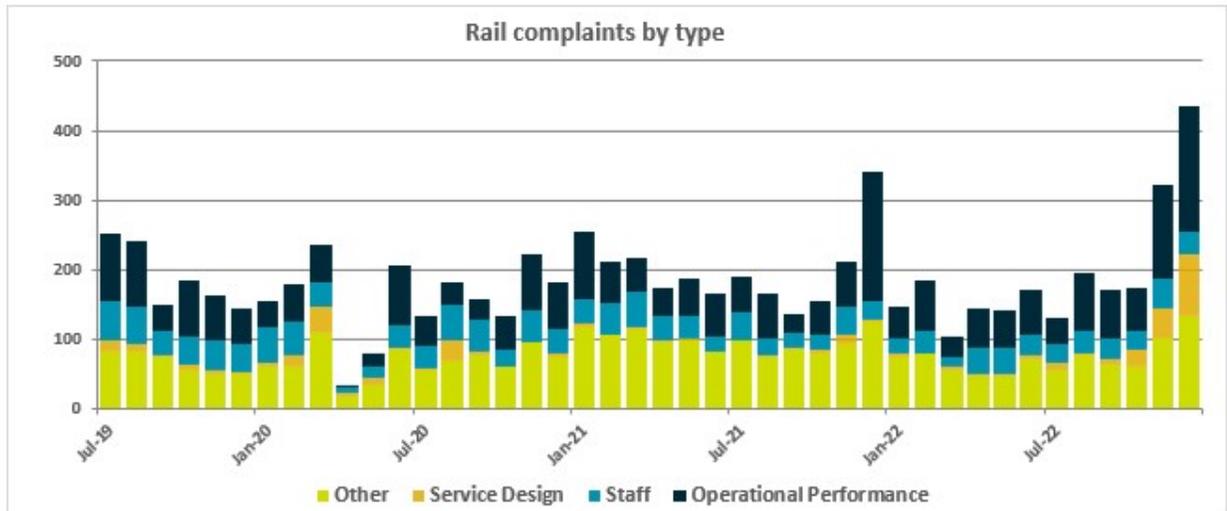
	Dec-22	Dec-21	% Change
Wellington			
Newlands, Tawa	21	24	-12.5%
East-West, City	153	194	-21.1%
North-south, Khandallah, Brooklyn	183	167	9.6%
Hutt Valley	127	153	-17.0%
Porirua	39	16	143.8%
Kapiti	24	13	84.6%
Wairarapa	3	-	0.0%
Total	550	567	-3.0%

Bus complaints - year to date (Jul - Dec)

	2022/23	2021/22	% Change
Wellington			
Newlands, Tawa	103	132	-22.0%
East-West, City	1,095	1,408	-22.2%
North-south, Khandallah, Brooklyn	1,145	1,275	-10.2%
Hutt Valley	735	1,110	-33.8%
Porirua	210	165	27.3%
Kapiti	136	61	123.0%
Wairarapa	22	10	120.0%
Total	3,446	4,161	-17.2%

Rail complaints

Rail complaints for December were 27.9% higher than the same month last year, and 19.5% higher for the year to date. Operational performance and staff related complaints were 53% of rail complaints for the month. With cancellations due to staff shortages, and speed restrictions due to slope issues, we have seen a higher number of complaints in recent months.



Rail complaints - current month

	Dec-22	Dec-21	% Change
Hutt Valley	121	103	17.5%
Kapiti	150	146	2.7%
Johnsonville	40	18	122.2%
Wairarapa	31	20	55.0%
General	93	53	75.5%
Total	435	340	27.9%

Rail complaints - year to date (Jul - Dec)

	2022/23	2021/22	% Change
Hutt Valley	383	339	13.0%
Kapiti	555	409	35.7%
Johnsonville	126	96	31.3%
Wairarapa	111	136	-18.4%
General	253	215	17.7%
Total	1,428	1,195	19.5%