

Metlink performance report



February 2023

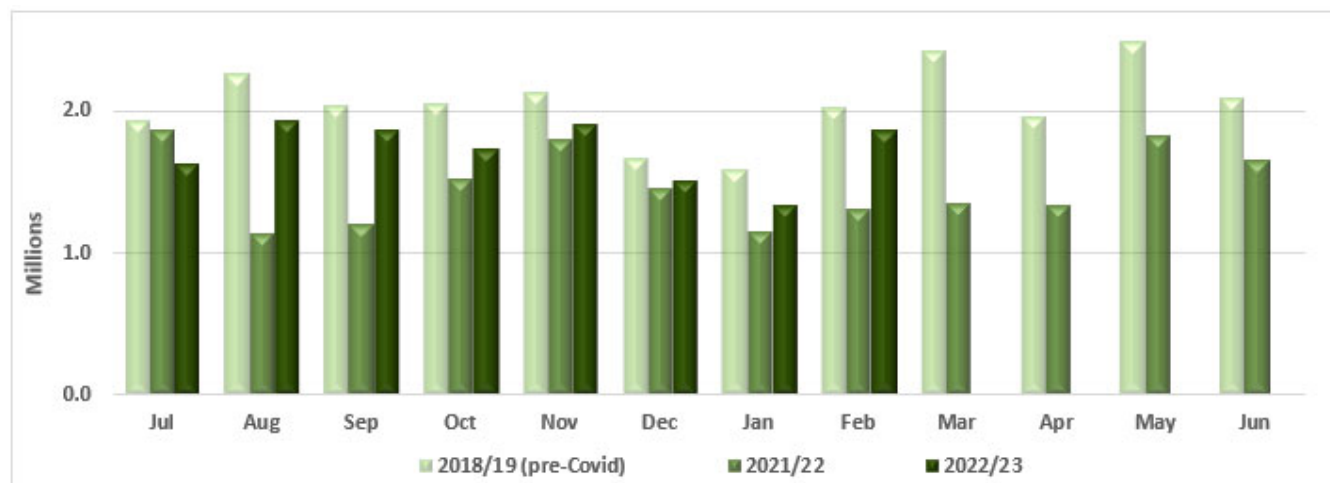
Patronage

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

Bus passenger boardings

February bus passenger boardings were 43.3% higher than the same month last year, and 20.6% higher for the year to date - in February 2022 NZ was under Red of the Covid-19 Protection Framework. Boardings were 92.1% of February 2019 numbers (pre-Covid).



Boardings by area - current month

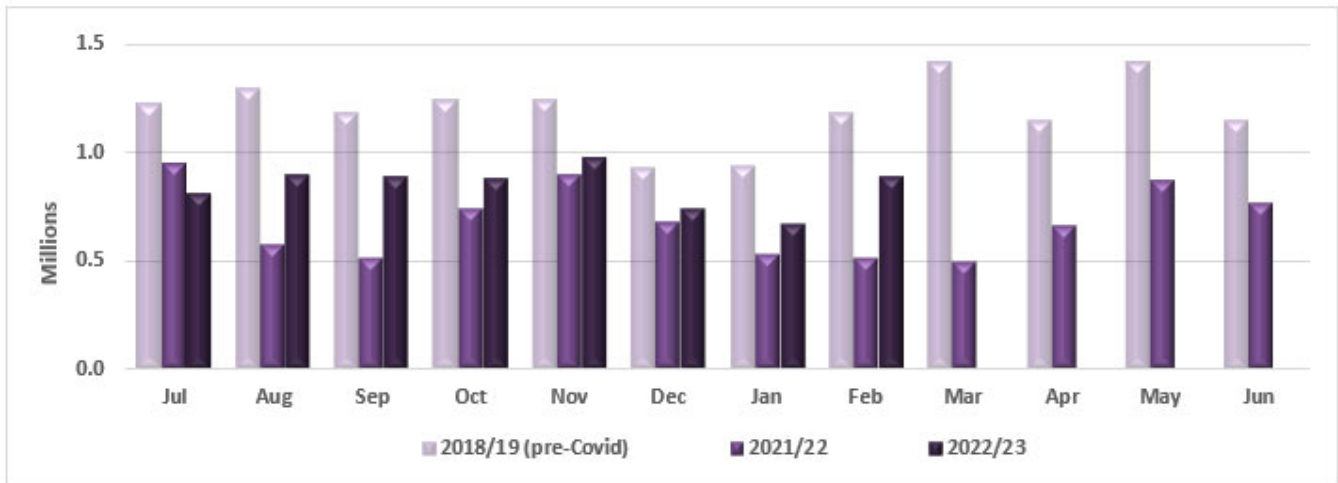
| | Feb-23 | Feb-22 | % Change |
|--------------|------------------|------------------|--------------|
| Wellington | 1,370,332 | 903,362 | 51.7% |
| Hutt Valley | 359,943 | 286,675 | 25.6% |
| Porirua | 72,388 | 62,265 | 16.3% |
| Kapiti | 56,340 | 43,109 | 30.7% |
| Wairarapa | 14,440 | 11,774 | 22.6% |
| Total | 1,873,443 | 1,307,185 | 43.3% |

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

| | 2022/23 | 2021/22 | % Change |
|--------------|-------------------|-------------------|--------------|
| Wellington | 10,187,897 | 8,379,400 | 21.6% |
| Hutt Valley | 2,676,218 | 2,265,071 | 18.2% |
| Porirua | 505,351 | 460,047 | 9.8% |
| Kapiti | 365,537 | 291,093 | 25.6% |
| Wairarapa | 97,158 | 78,588 | 23.6% |
| Total | 13,832,161 | 11,474,199 | 20.6% |

Rail passenger boardings

February rail passenger boardings were 74.8% higher than the same month last year, and 25.2% higher for the year to date - in February 2022 NZ was under Red of the Covid-19 Protection Framework. Boardings were 75.1% of February 2019 numbers (pre-Covid).



Boardings by line - current month

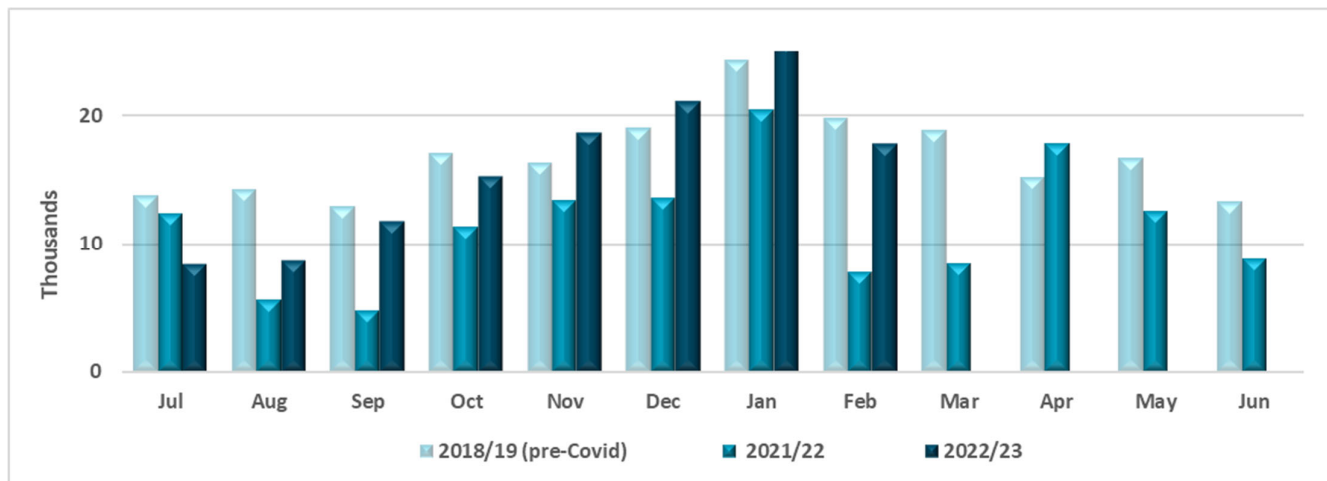
| | Feb-23 | Feb-22 | % Change |
|--------------|----------------|----------------|--------------|
| Hutt Valley | 374,834 | 210,622 | 78.0% |
| Kapiti | 351,386 | 210,109 | 67.2% |
| Johnsonville | 109,012 | 58,226 | 87.2% |
| Wairarapa | 47,024 | 25,841 | 82.0% |
| Total | 882,256 | 504,798 | 74.8% |

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

| | 2022/23 | 2021/22 | % Change |
|--------------|------------------|------------------|--------------|
| Hutt Valley | 2,875,269 | 2,330,595 | 23.4% |
| Kapiti | 2,678,143 | 2,160,999 | 23.9% |
| Johnsonville | 776,726 | 568,568 | 36.6% |
| Wairarapa | 373,120 | 295,150 | 26.4% |
| Total | 6,703,258 | 5,355,312 | 25.2% |

Ferry passenger boardings

Ferry boardings show an increase of 127.7% on the same month last year, and a 41.9% increase for the year to date - in February 2022 NZ was under Red of the Covid-19 Protection Framework. Boardings were 89.6% of February 2019 numbers (pre-Covid).



Boardings - current month

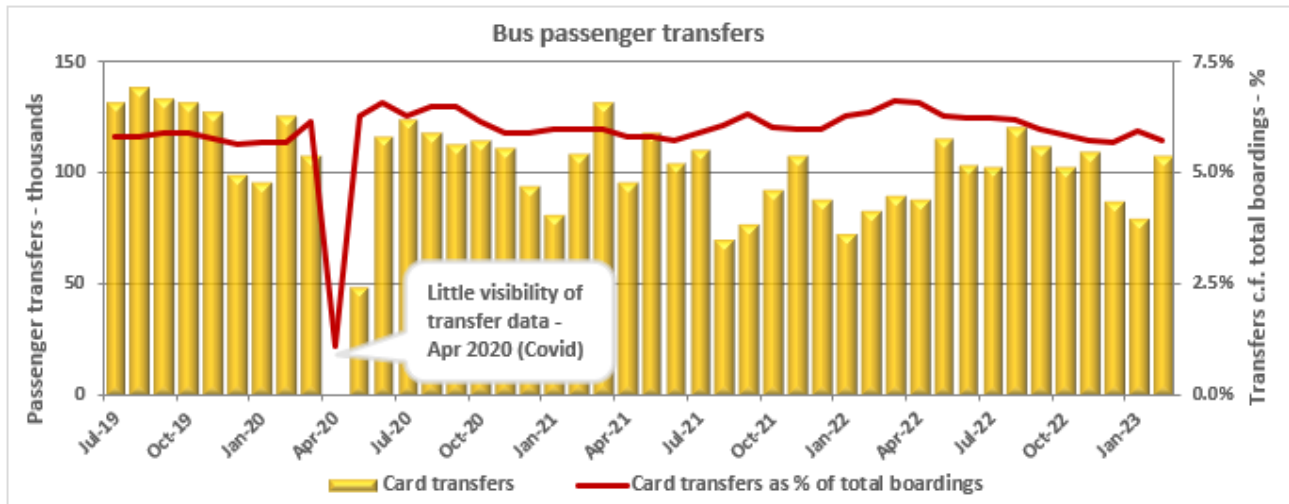
| | Feb-23 | Feb-22 | % Change |
|--------------|---------------|--------------|---------------|
| Total | 17,780 | 7,808 | 127.7% |

Boardings - year to date (Jul - Feb)

| | 2022/23 | 2021/22 | % Change |
|--------------|----------------|---------------|--------------|
| Total | 127,170 | 89,639 | 41.9% |

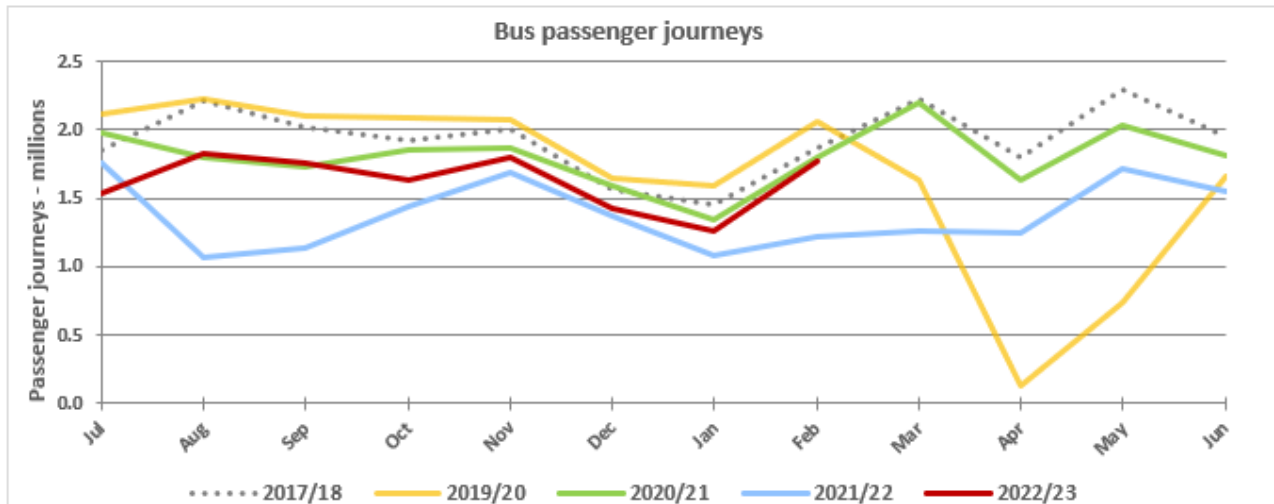
Bus passenger transfers and journeys

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 February.



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 February 2023 show an increase of 44.3% on the same month last year - in February 2022 NZ was under Red of the Covid-19 Protection Framework.



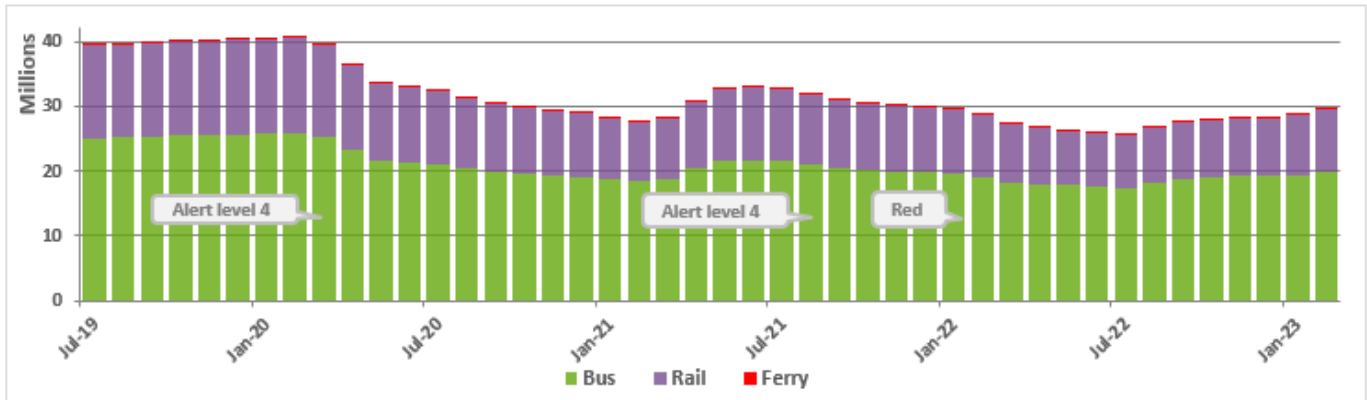
¹ Prior to the new Network, transfers accounted for c. 2.6 % based on 2014/15 data available to Metlink. This transfer rate has been assumed up until the new contracts were implemented between April and July 2018.

Passenger boardings trend

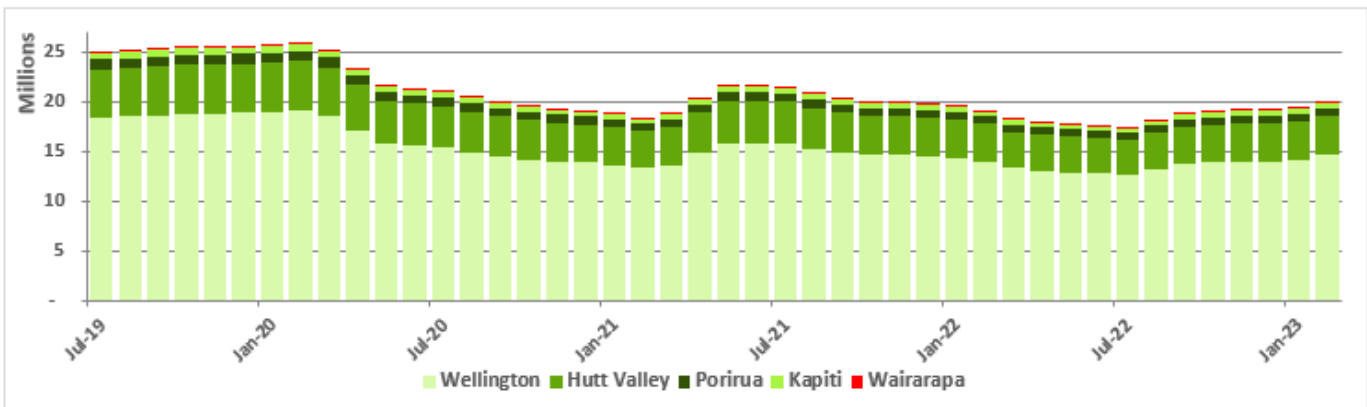
The following graphs show the number of passenger boardings using a 12-month rolling total.

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.

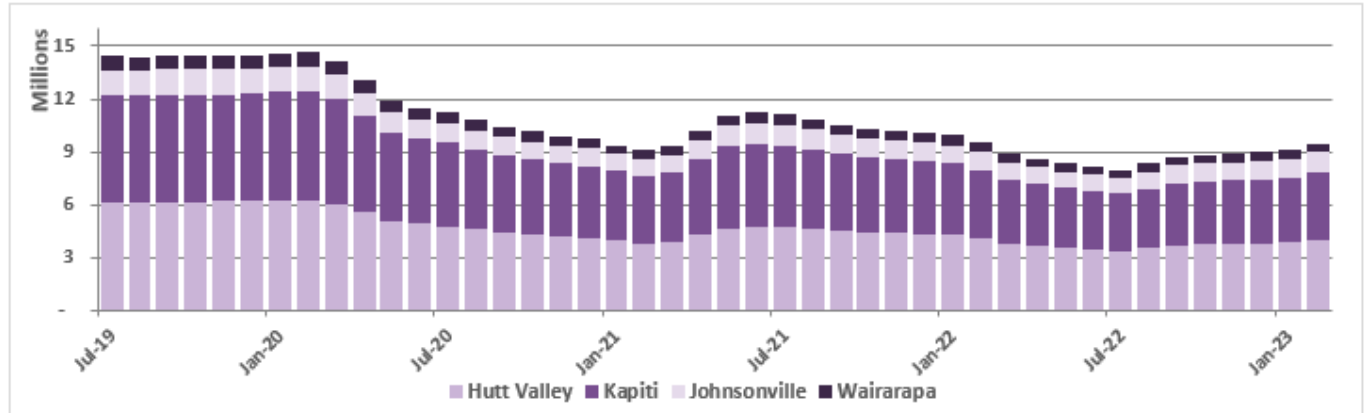
All modes



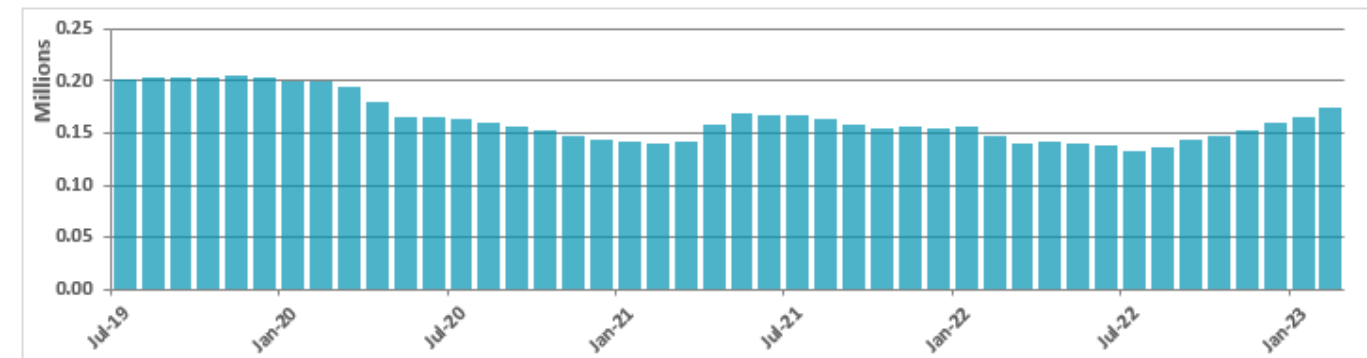
Bus



Rail



Ferry



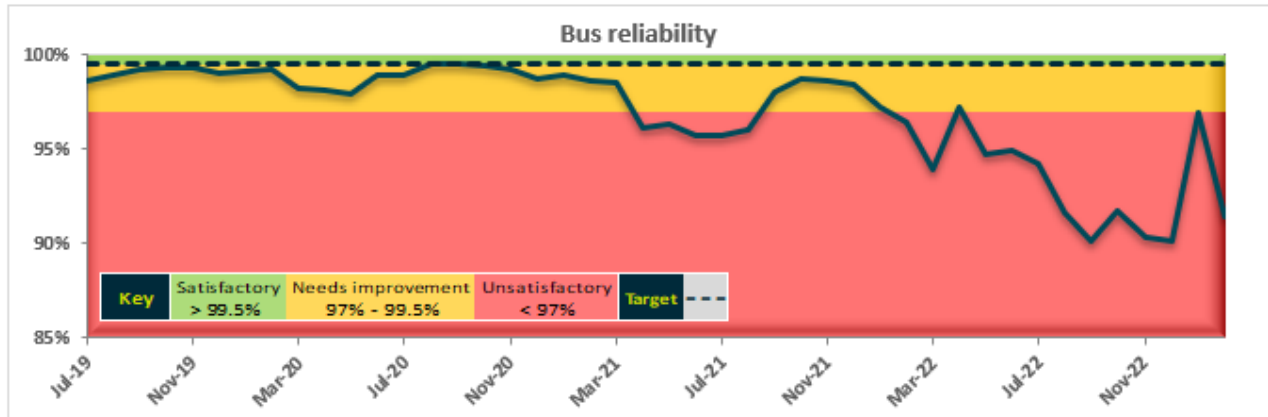


Bus service delivery

Reliability

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

In February, 91.4% of bus services were delivered, and 91.9% for the year to date. Reliability this month reflects again the underlying shortage of drivers.

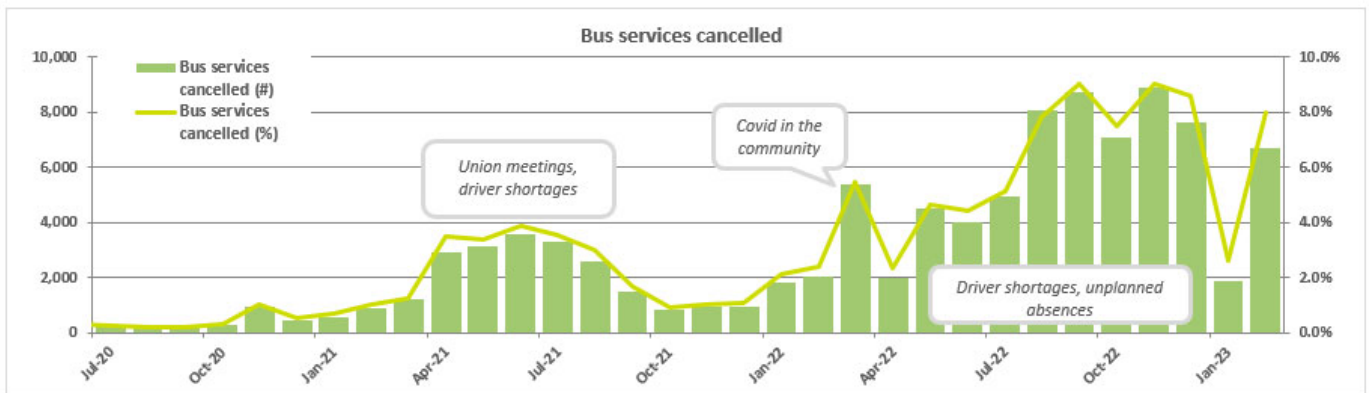


Reliability - current month

| | Feb-23 | Feb-22 | % Change |
|-------------------------------------|--------------|--------------|--------------|
| Wellington City | | | |
| Newlands & Tawa | 98.4% | 98.7% | -0.3% |
| East, West & City | 90.1% | 95.4% | -5.3% |
| North, South, Khandallah & Brooklyn | 86.7% | 93.7% | -7.0% |
| Hutt Valley | 93.4% | 98.3% | -4.9% |
| Porirua | 89.9% | 97.6% | -7.7% |
| Kapiti | 99.8% | 99.9% | -0.1% |
| Wairarapa | 98.7% | 97.9% | 0.8% |
| Total | 91.4% | 96.4% | -5.0% |

Reliability - year to date (Jul - Feb)

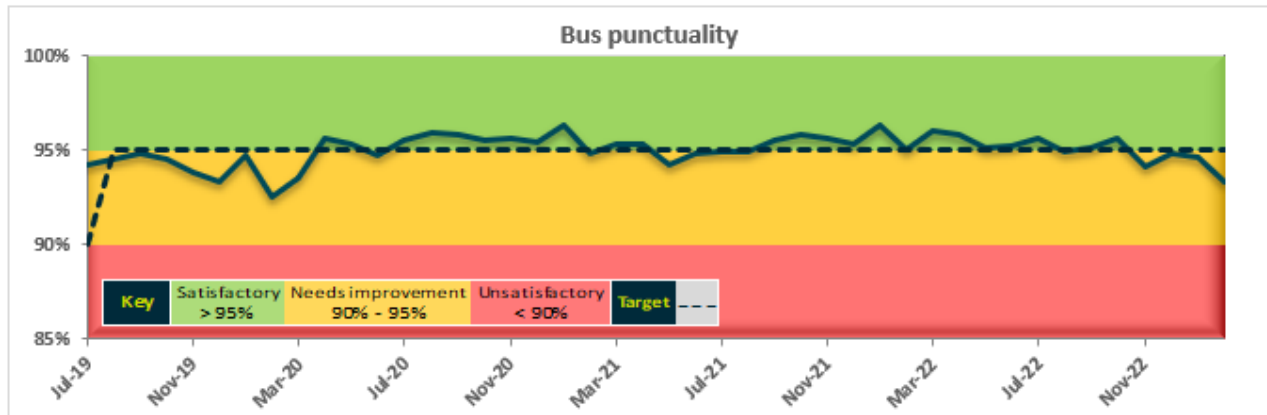
| | 2022/23 | 2021/22 | % Change |
|-------------------------------------|--------------|--------------|--------------|
| Wellington City | | | |
| Newlands & Tawa | 98.8% | 99.5% | -0.7% |
| East, West & City | 88.8% | 97.2% | -8.4% |
| North, South, Khandallah & Brooklyn | 88.3% | 96.3% | -8.0% |
| Hutt Valley | 95.7% | 97.6% | -1.9% |
| Porirua | 90.5% | 97.8% | -7.3% |
| Kapiti | 99.5% | 99.8% | -0.3% |
| Wairarapa | 98.7% | 98.9% | -0.2% |
| Total | 91.9% | 97.5% | -5.6% |



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 93.3% in February, and 94.8% for the year to date. Punctuality this month appears to reflect a return to the school term, and some network disruption due to road works and events.



Punctuality - current month

| | Feb-23 | Feb-22 | % Change |
|-------------------------------------|--------------|--------------|--------------|
| Wellington City | | | |
| Newlands & Tawa | 91.8% | 95.6% | -3.8% |
| East, West & City | 95.4% | 96.0% | -0.6% |
| North, South, Khandallah & Brooklyn | 88.8% | 90.1% | -1.4% |
| Hutt Valley | 93.7% | 96.0% | -2.3% |
| Porirua | 95.9% | 95.6% | 0.2% |
| Kapiti | 93.9% | 97.7% | -3.7% |
| Wairarapa | 92.5% | 91.7% | 0.7% |
| Total | 93.3% | 95.0% | -1.7% |

Punctuality - year to date (Jul - Feb)

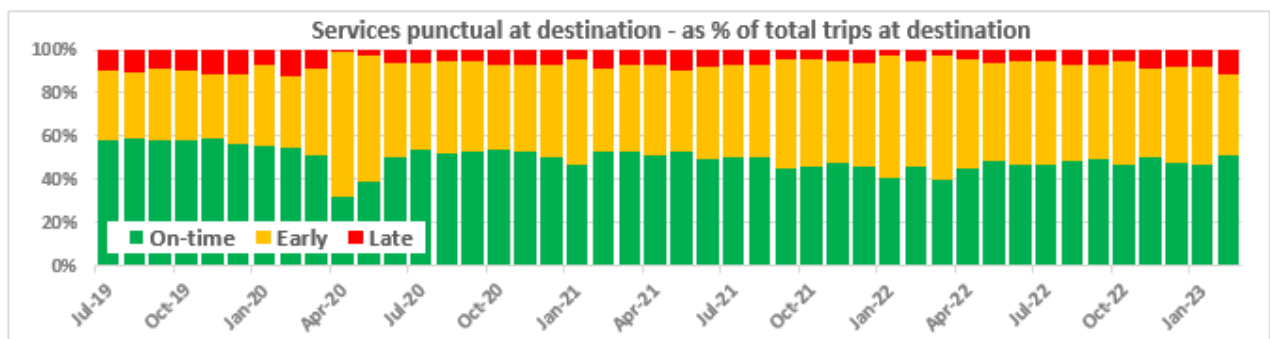
| | 2022/23 | 2021/22 | % Change |
|-------------------------------------|--------------|--------------|--------------|
| Wellington City | | | |
| Newlands & Tawa | 96.1% | 95.0% | 1.1% |
| East, West & City | 96.4% | 96.6% | -0.2% |
| North, South, Khandallah & Brooklyn | 90.4% | 92.4% | -2.0% |
| Hutt Valley | 95.4% | 95.9% | -0.5% |
| Porirua | 95.6% | 95.3% | 0.3% |
| Kapiti | 96.0% | 98.2% | -2.2% |
| Wairarapa | 93.6% | 91.9% | 1.7% |
| Total | 94.8% | 95.5% | -0.7% |

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 February, 51.4% of bus services recorded at destination arrived on time, with a further 37.6% arriving more than one minute early, while 11.0% of services arrived more than five minutes late.



Punctuality at destination - current month

| | Feb-23 | Feb-22 | % Change |
|---------|--------|--------|----------|
| On-time | 51.4% | 45.6% | 5.8% |
| Early | 37.6% | 48.9% | -11.3% |
| Late | 11.0% | 5.5% | 5.5% |

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

| | 2022/23 | 2021/22 | % Change |
|---------|---------|---------|----------|
| On-time | 48.5% | 46.5% | 2.0% |
| Early | 44.3% | 48.2% | -4.0% |
| Late | 7.2% | 5.2% | 2.0% |

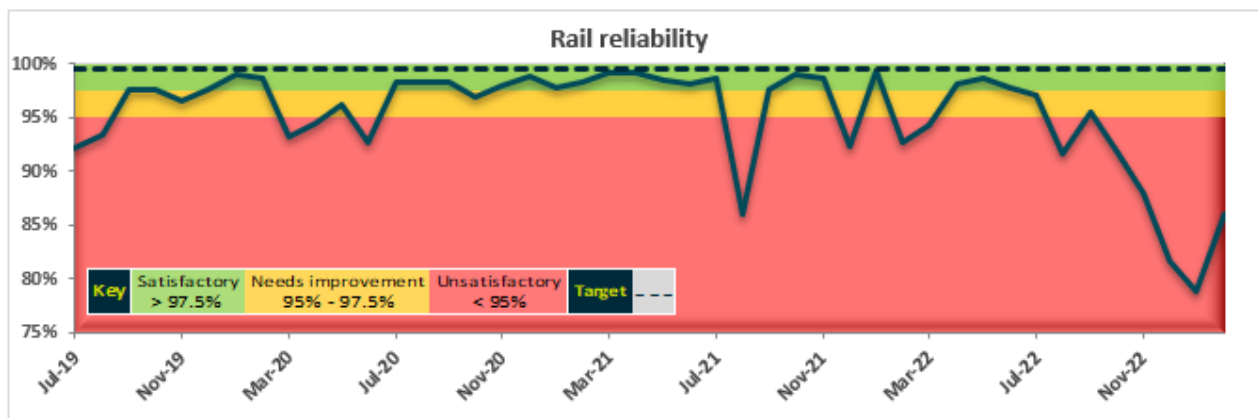
Rail service delivery

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 86.0% in February, and 88.9% 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 affecting services. A number of speed restrictions on KPL were removed at the end of February, the bus services between Paekakariki and Waikanae have now also been removed.



Reliability - current month

| | Feb-23 | Feb-22 | % Change |
|--------------|--------------|--------------|--------------|
| Hutt Valley | 88.4% | 99.2% | -10.8% |
| Johnsonville | 79.7% | 89.8% | -10.1% |
| Kapiti | 87.2% | 96.1% | -8.9% |
| Wairarapa | 98.7% | 97.4% | 1.3% |
| Total | 86.0% | 92.6% | -6.6% |

Reliability - year to date (Jul - Feb)

| | 2022/23 | 2021/22 | % Change |
|--------------|--------------|--------------|--------------|
| Hutt Valley | 91.8% | 97.5% | -5.7% |
| Johnsonville | 85.7% | 95.1% | -9.4% |
| Kapiti | 87.4% | 94.4% | -7.0% |
| Wairarapa | 95.5% | 93.1% | 2.4% |
| Total | 88.9% | 95.8% | -6.9% |



In February, 22.5% of rail services were replaced by buses, compared to 15.8% 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 February was 77.1%, and 79.1% for the year to date.

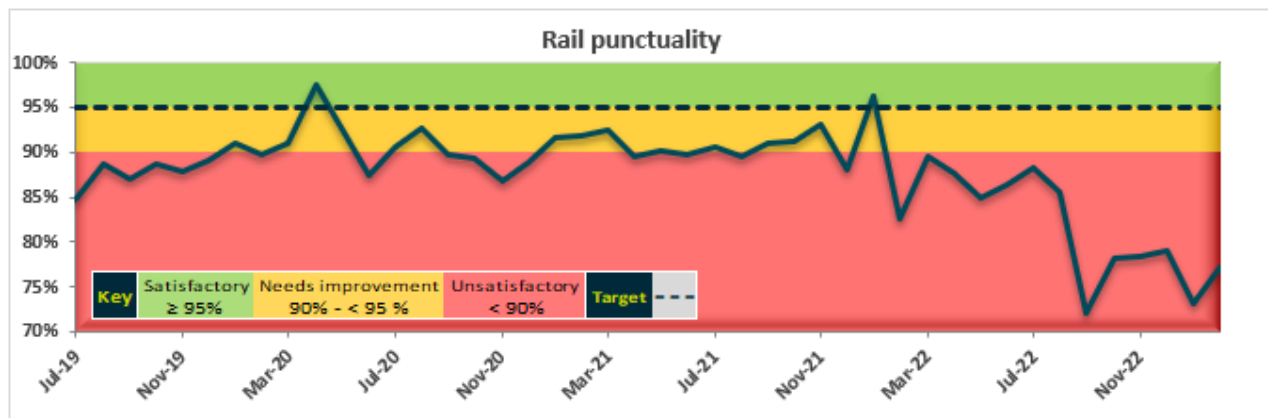
Speed restrictions, caused by slips on the Kapiti line, significantly affected punctuality again. The Wairarapa line continued to be significantly affected by worksite and speed restriction delays - the speed restrictions were in place for KiwiRail upgrade work.

Punctuality - current month

| | Feb-23 | Feb-22 | % Change |
|--------------|--------------|--------------|--------------|
| Hutt Valley | 85.5% | 94.6% | -9.1% |
| Johnsonville | 95.7% | 90.7% | 5.0% |
| Kapiti | 52.9% | 61.7% | -8.8% |
| Wairarapa | 57.1% | 72.1% | -15.0% |
| Total | 77.1% | 82.7% | -5.6% |

Punctuality - year to date (Jul - Feb)

| | 2022/23 | 2021/22 | % Change |
|--------------|--------------|--------------|---------------|
| Hutt Valley | 89.2% | 93.2% | -4.0% |
| Johnsonville | 91.9% | 96.5% | -4.6% |
| Kapiti | 58.3% | 84.2% | -25.9% |
| Wairarapa | 53.0% | 61.9% | -8.9% |
| Total | 79.1% | 90.4% | -11.3% |



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 \$5.3m (-63%) in February, and a shortfall of \$43.8m (-65%) for the year to date – of the \$43.8m shortfall, \$23.8 is attributable to the half-price fares scheme and \$20.0m to lower patronage post Covid-19.

Fare revenue - current month

| | Feb-23 | Budget | Excess/Shortfall |
|--------------|---------------------|---------------------|----------------------|
| Bus | 1,676,292 | 4,095,194 | - 2,418,902 |
| Rail | 1,459,854 | 4,357,420 | - 2,897,566 |
| Total | \$ 3,136,146 | \$ 8,452,614 | -\$ 5,316,468 |

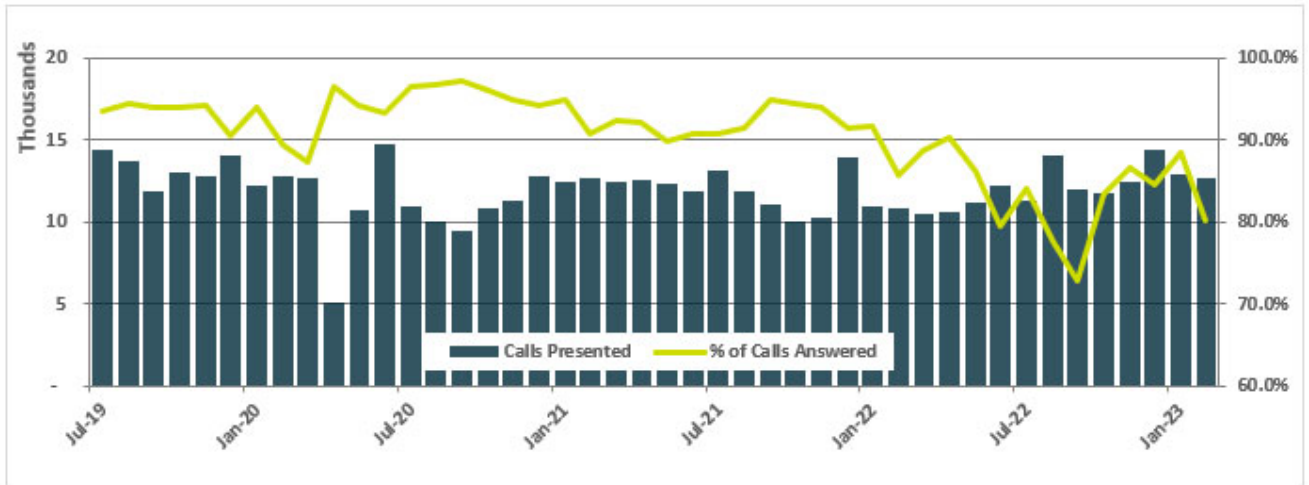
Fare revenue - year to date (Jul - Feb)

| | 2022/23 | Budget | Excess/Shortfall |
|--------------|----------------------|----------------------|-----------------------|
| Bus | 12,342,922 | 32,761,549 | - 20,418,626 |
| Rail | 11,439,611 | 34,859,363 | - 23,419,752 |
| Total | \$ 23,782,533 | \$ 67,620,912 | -\$ 43,838,378 |

Customer Contact

Call centre incoming calls

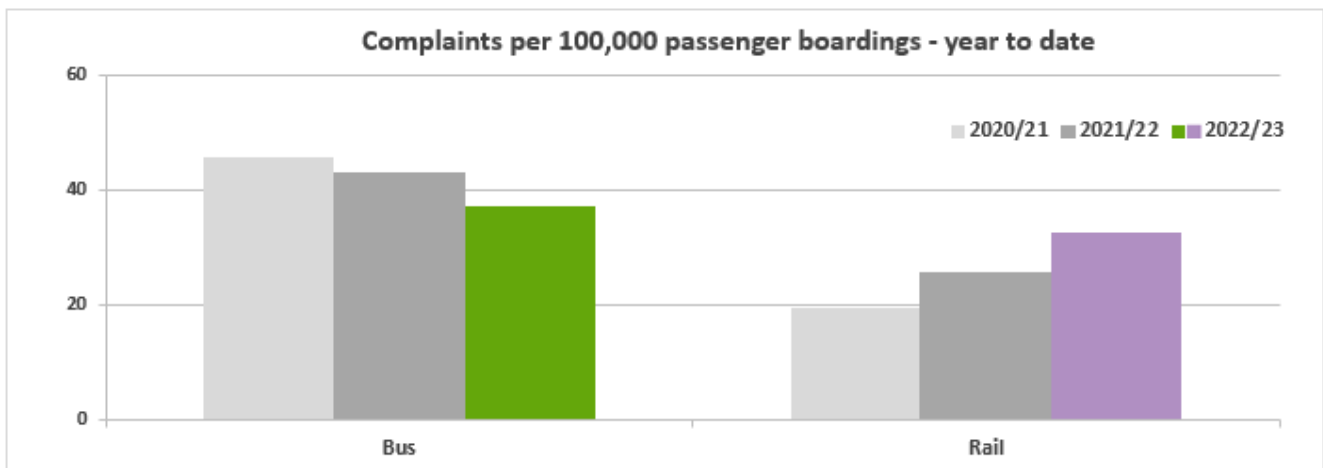
Metlink answered 80.1% of the 13,000 calls received in February.



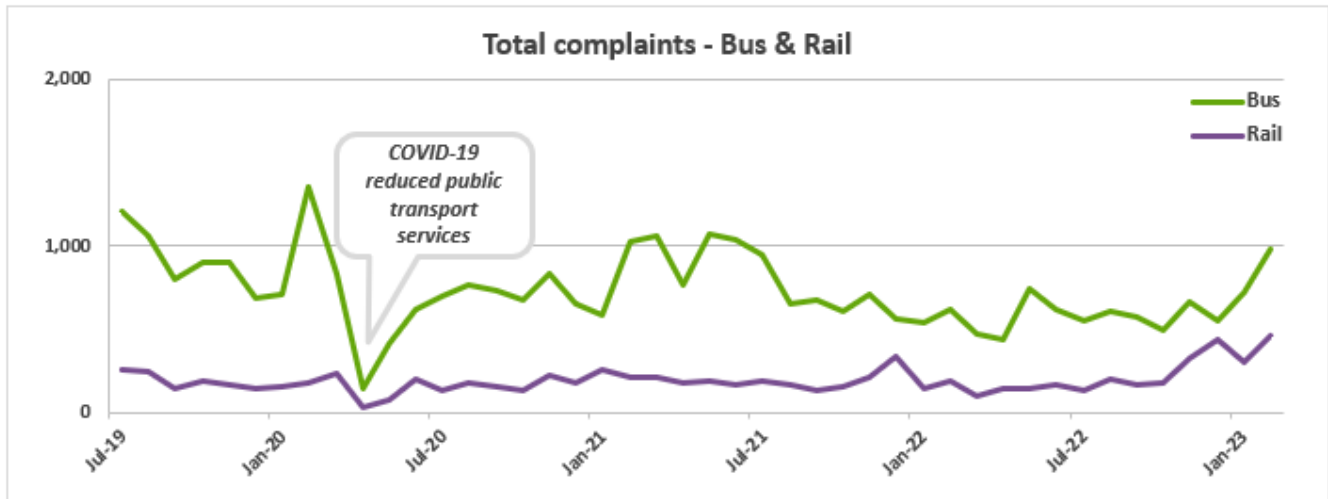
Complaints

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.

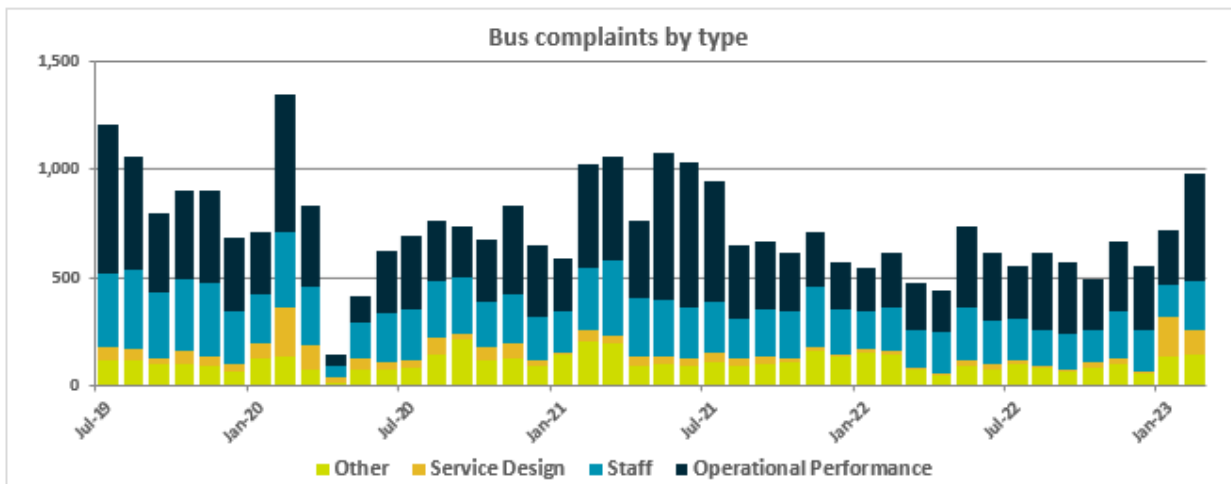


Complaints for both bus and rail have trended downwards overall, although they have increased in recent months during driver shortages & illness.



Bus complaints

Bus complaints for the month were 58.2% higher than in February last year, and 3.3% lower for the year to date. Operational performance and staff related complaints were 74% of bus complaints for the month – relating mainly to service cancellations and customer service.



Bus complaints - current month

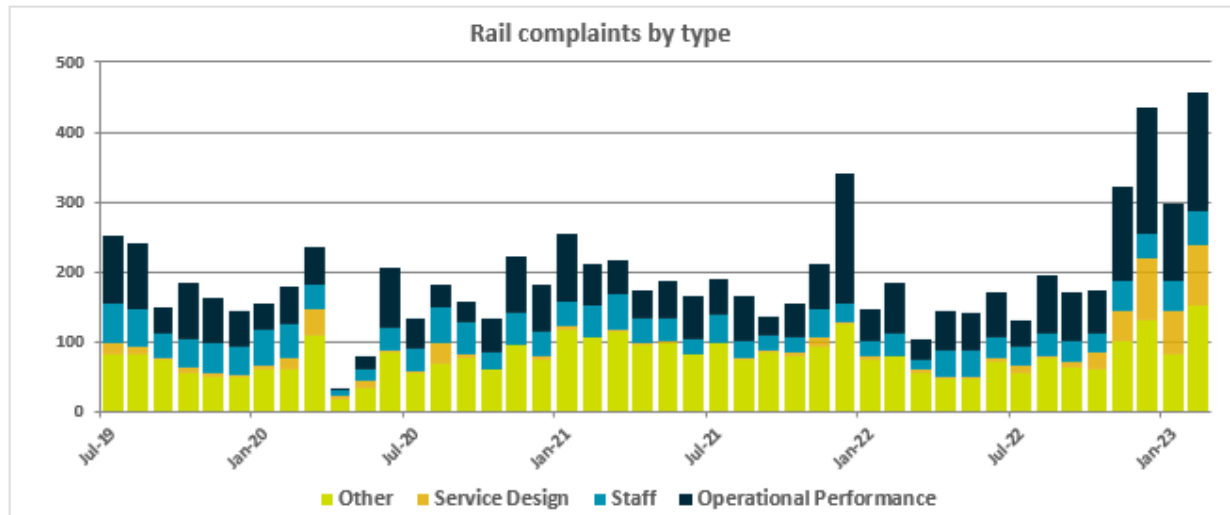
| | Feb-23 | Feb-22 | % Change |
|-----------------------------------|------------|------------|--------------|
| Wellington | | | |
| Newlands, Tawa | 37 | 35 | 5.7% |
| East-West, City | 261 | 177 | 47.5% |
| North-south, Khandallah, Brooklyn | 386 | 209 | 84.7% |
| Hutt Valley | 176 | 157 | 12.1% |
| Porirua | 92 | 26 | 253.8% |
| Kapiti | 24 | 12 | 100.0% |
| Wairarapa | 3 | 3 | 0.0% |
| Total | 979 | 619 | 58.2% |

Bus complaints - year to date (Jul - Feb)

| | 2022/23 | 2021/22 | % Change |
|-----------------------------------|--------------|--------------|--------------|
| Wellington | | | |
| Newlands, Tawa | 152 | 189 | -19.6% |
| East-West, City | 1,549 | 1,743 | -11.1% |
| North-south, Khandallah, Brooklyn | 1,872 | 1,655 | 13.1% |
| Hutt Valley | 1,040 | 1,420 | -26.8% |
| Porirua | 342 | 217 | 57.6% |
| Kapiti | 168 | 83 | 102.4% |
| Wairarapa | 27 | 18 | 50.0% |
| Total | 5,150 | 5,325 | -3.3% |

Rail complaints

Rail complaints for February were 148.4% higher than the same month last year, and 43.0% higher for the year to date. Operational performance and staff related complaints were 48% 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

| | Feb-23 | Feb-22 | % Change |
|--------------|------------|------------|---------------|
| Hutt Valley | 144 | 55 | 161.8% |
| Kapiti | 147 | 73 | 101.4% |
| Johnsonville | 60 | 14 | 328.6% |
| Wairarapa | 16 | 11 | 45.5% |
| General | 90 | 31 | 190.3% |
| Total | 457 | 184 | 148.4% |

Rail complaints - year to date (Jul - Feb)

| | 2022/23 | 2021/22 | % Change |
|--------------|--------------|--------------|--------------|
| Hutt Valley | 627 | 425 | 47.5% |
| Kapiti | 793 | 540 | 46.9% |
| Johnsonville | 214 | 124 | 72.6% |
| Wairarapa | 146 | 164 | -11.0% |
| General | 401 | 272 | 47.4% |
| Total | 2,181 | 1,525 | 43.0% |