

# Metlink performance report



January 2023

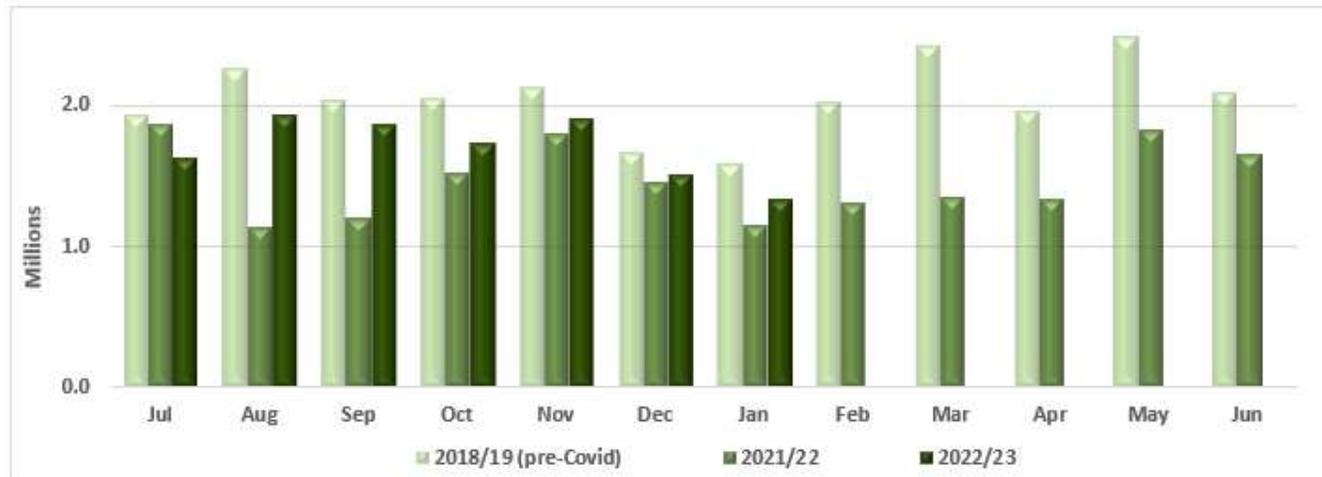
## Patronage

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

### Bus passenger boardings

January bus passenger boardings were 16.0% higher than the same month last year, and 17.6% higher for the year to date - in January 2022 NZ was under Orange and Red of the Covid-19 Protection Framework.



Boardings by area - current month

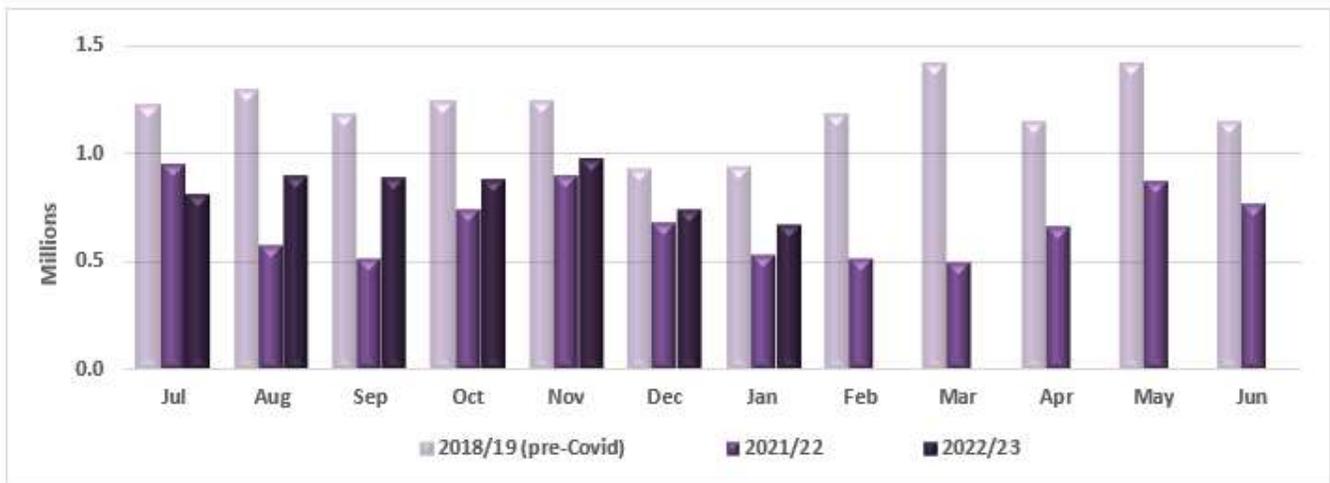
	Jan-23	Jan-22	% Change
Wellington	1,002,809	859,489	16.7%
Hutt Valley	258,397	223,114	15.8%
Porirua	36,517	40,256	-9.3%
Kapiti	30,885	23,419	31.9%
Wairarapa	7,860	5,519	42.4%
<b>Total</b>	<b>1,336,468</b>	<b>1,151,797</b>	<b>16.0%</b>

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

	2022/23	2021/22	% Change
Wellington	8,817,565	7,476,038	17.9%
Hutt Valley	2,316,275	1,978,396	17.1%
Porirua	432,963	397,782	8.8%
Kapiti	309,197	247,984	24.7%
Wairarapa	82,718	66,814	23.8%
<b>Total</b>	<b>11,958,718</b>	<b>10,167,014</b>	<b>17.6%</b>

## Rail passenger boardings

January rail passenger boardings were 27.1% higher than the same month last year, and 20.0% higher for the year to date - in January 2022 NZ was under Orange and Red of the Covid-19 Protection Framework.



Boardings by line - current month

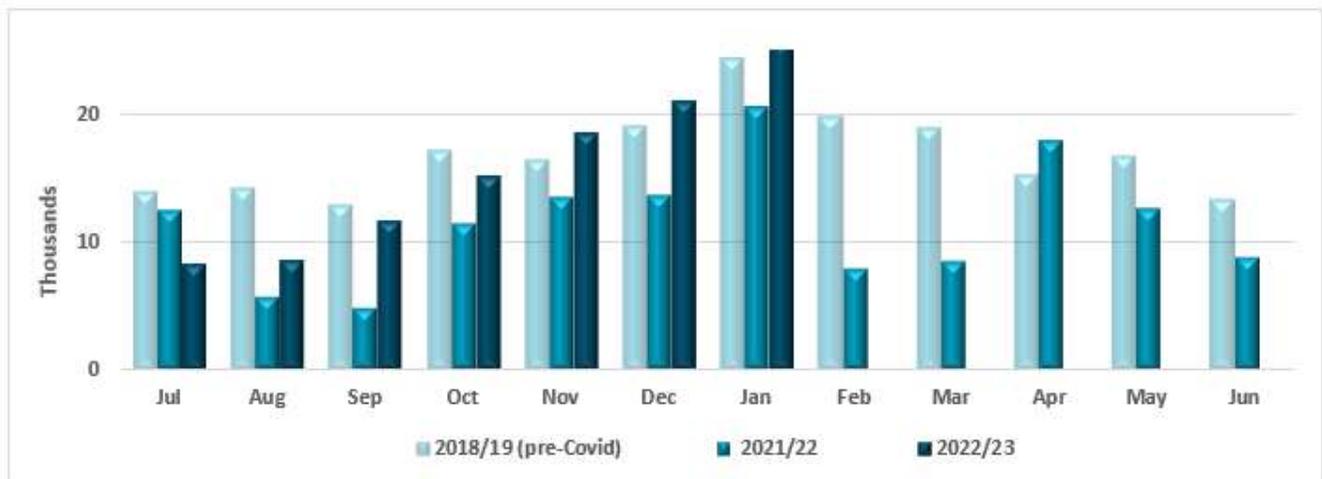
	Jan-23	Jan-22	% Change
Hutt Valley	289,844	231,379	25.3%
Kapiti	265,174	208,789	27.0%
Johnsonville	70,577	54,371	29.8%
Wairarapa	41,728	30,341	37.5%
<b>Total</b>	<b>667,323</b>	<b>524,880</b>	<b>27.1%</b>

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

	2022/23	2021/22	% Change
Hutt Valley	2,500,435	2,119,973	17.9%
Kapiti	2,326,757	1,950,890	19.3%
Johnsonville	667,714	510,342	30.8%
Wairarapa	326,096	269,309	21.1%
<b>Total</b>	<b>5,821,002</b>	<b>4,850,514</b>	<b>20.0%</b>

## Ferry passenger boardings

Ferry boardings show an increase of 26.0% on the same month last year, and a 33.7% increase for the year to date - in January 2022 NZ was under Orange and Red of the Covid-19 Protection Framework.



Boardings - current month

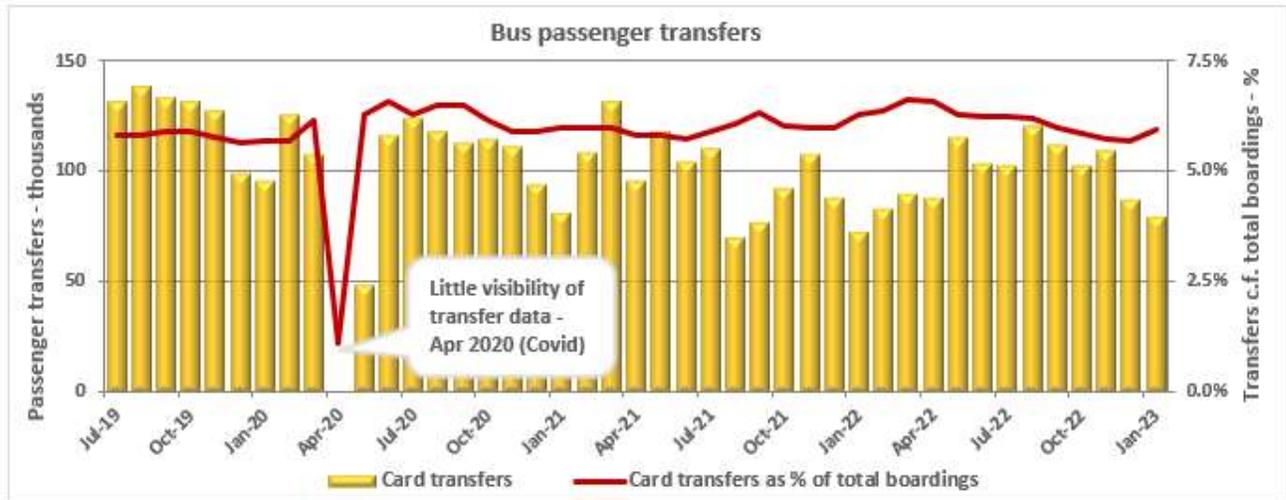
	Jan-23	Jan-22	% Change
<b>Total</b>	<b>25,817</b>	<b>20,484</b>	<b>26.0%</b>

Boardings - year to date (Jul - Jan)

	2022/23	2021/22	% Change
<b>Total</b>	<b>109,390</b>	<b>81,831</b>	<b>33.7%</b>

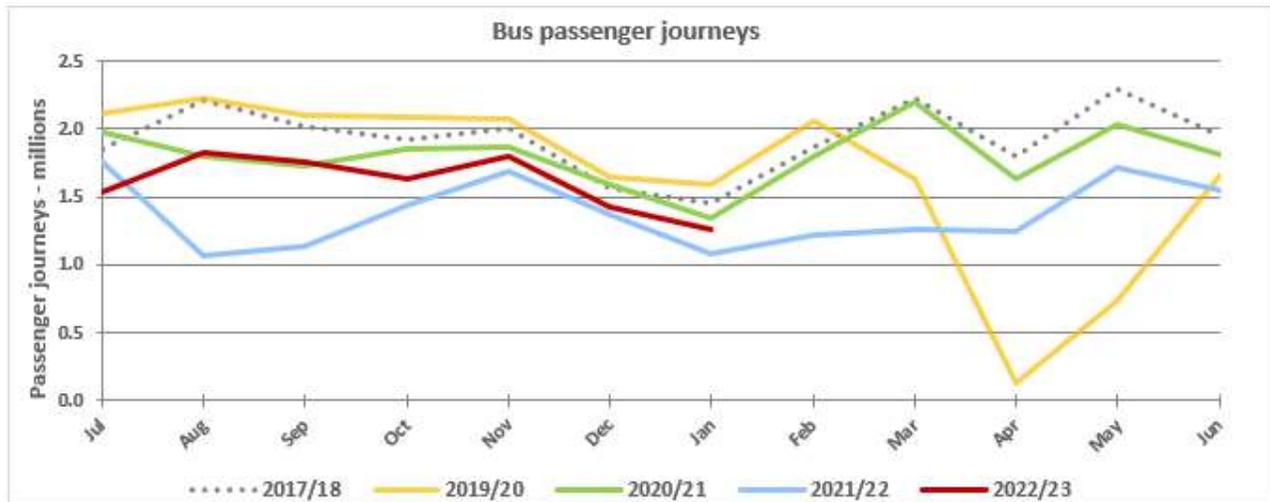
## Bus passenger transfers and journeys

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 January.



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 January 2023 show an increase of 16.4% on the same month last year - in January 2022 NZ was under Orange and Red of the Covid-19 Protection Framework.



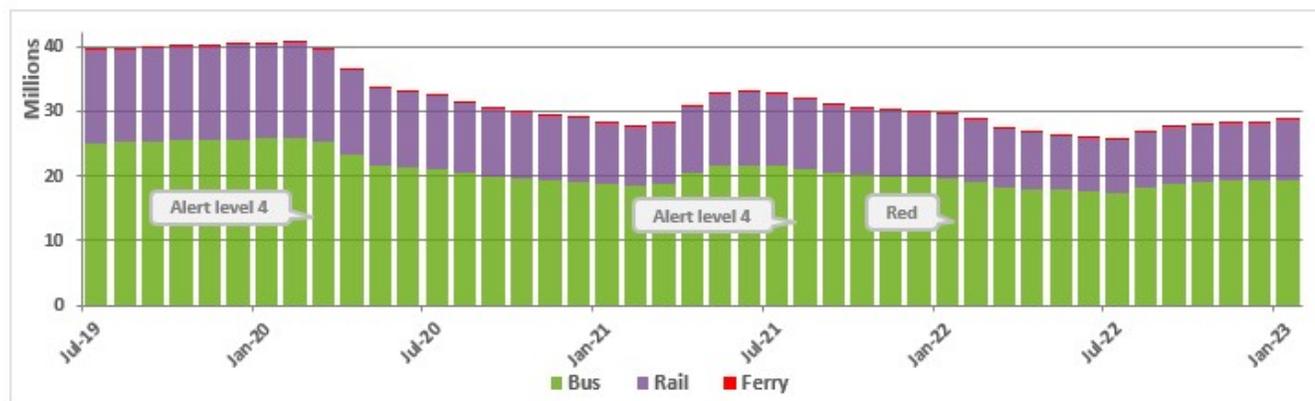
<sup>1</sup> Prior to the new Network, transfers accounted for c. 2.6 % based on 2014/15 data available to Metlink. This transfer rate has been assumed up until the new contracts were implemented between April and July 2018.

# Passenger boardings trend

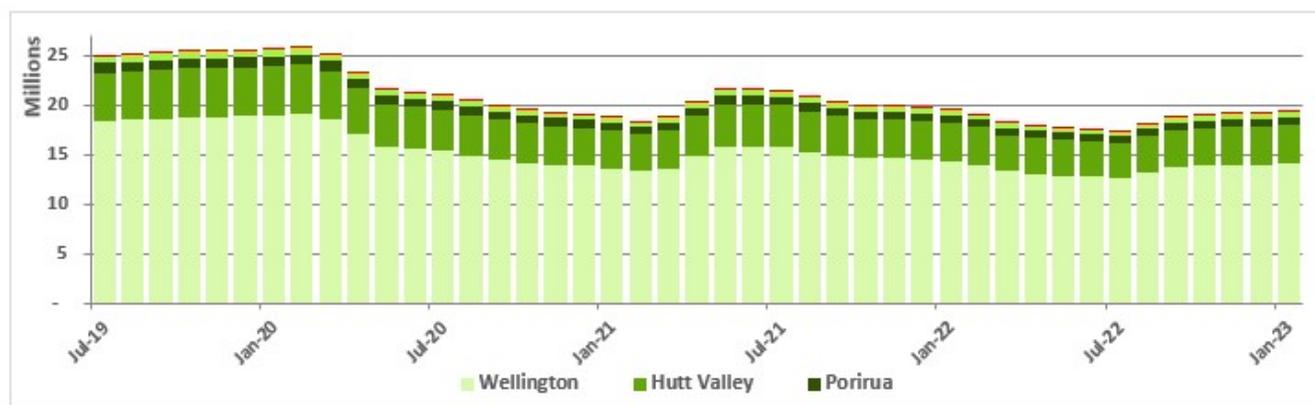
The following graphs show the number of passenger boardings using a 12-month rolling total.

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.

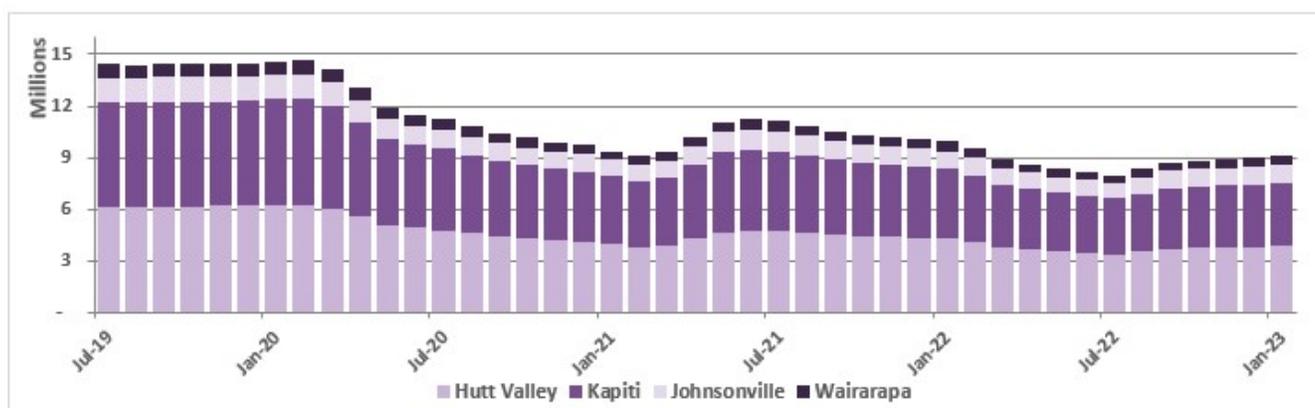
## All modes



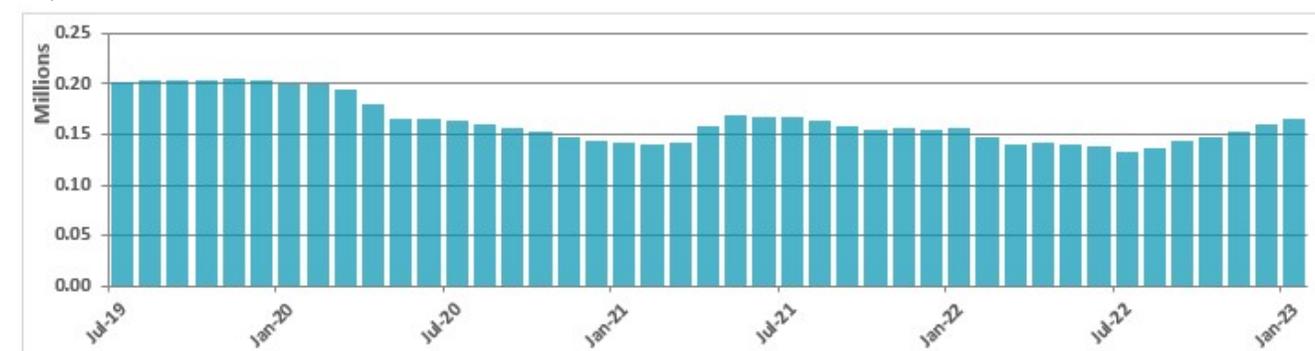
## Bus



## Rail



## Ferry



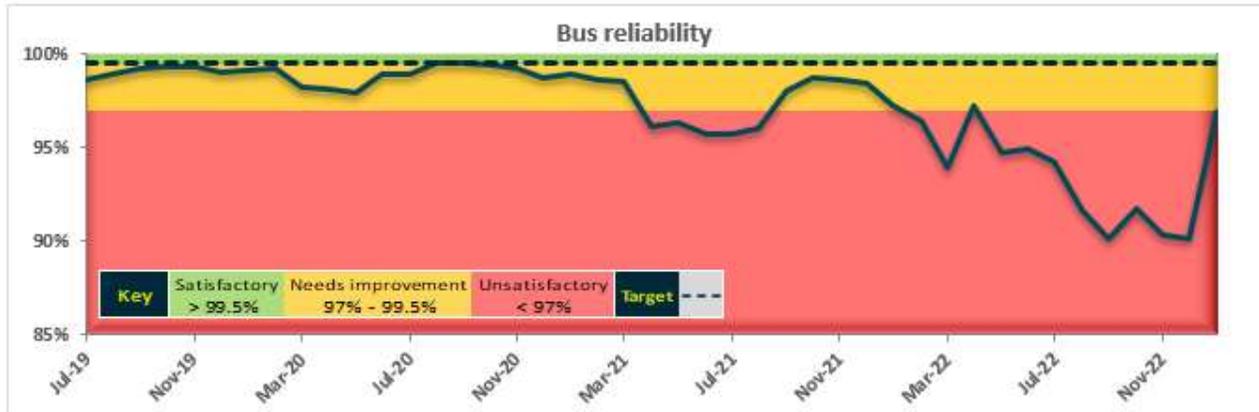


# Bus service delivery

## Reliability

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

In January, 96.9% of bus services were delivered, and 92.0% for the year to date. Reliability improved significantly this month, due to the reduction in driver numbers required to operate the Saturday 'Plus' timetable being offered.



Reliability - current month

	Jan-23	Jan-22	% Change
Wellington City			
Newlands & Tawa	98.1%	99.8%	-1.7%
East, West & City	96.6%	96.1%	0.5%
North, South, Khandallah & Brooklyn	95.7%	95.8%	-0.1%
Hutt Valley	97.4%	98.6%	-1.3%
Porirua	94.6%	97.6%	-3.0%
Kapiti	99.7%	99.8%	-0.1%
Wairarapa	98.8%	98.9%	-0.1%
<b>Total</b>	<b>96.9%</b>	<b>97.2%</b>	<b>-0.3%</b>

Reliability - year to date (Jul - Jan)

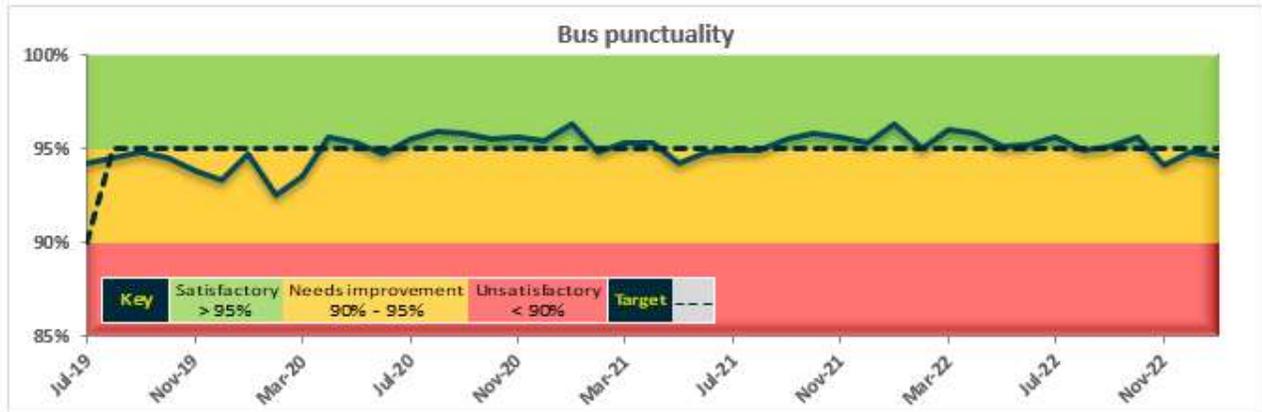
	2022/23	2021/22	% Change
Wellington City			
Newlands & Tawa	98.8%	99.6%	-0.8%
East, West & City	88.6%	97.5%	-8.9%
North, South, Khandallah & Brooklyn	88.6%	96.6%	-8.0%
Hutt Valley	96.0%	97.5%	-1.5%
Porirua	90.6%	97.8%	-7.2%
Kapiti	99.4%	99.8%	-0.4%
Wairarapa	98.7%	99.0%	-0.3%
<b>Total</b>	<b>92.0%</b>	<b>97.6%</b>	<b>-5.6%</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 94.6% in January, and 95.0% for the year to date. Punctuality this month appears to have been impacted by traffic congestion later in the month.



Punctuality - current month

	Jan-23	Jan-22	% Change
Wellington City			
Newlands & Tawa	95.5%	96.0%	-0.5%
East, West & City	96.1%	97.7%	-1.6%
North, South, Khandallah & Brooklyn	88.4%	92.9%	-4.5%
Hutt Valley	96.6%	96.7%	-0.1%
Porirua	94.4%	95.7%	-1.3%
Kapiti	94.2%	98.8%	-4.6%
Wairarapa	94.4%	93.4%	1.0%
<b>Total</b>	<b>94.6%</b>	<b>96.3%</b>	<b>-1.7%</b>

Punctuality - year to date (Jul - Jan)

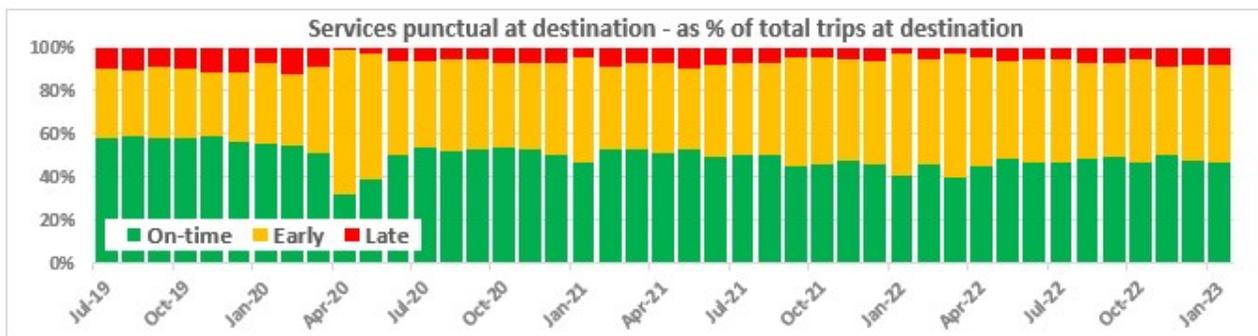
	2022/23	2021/22	% Change
Wellington City			
Newlands & Tawa	96.7%	94.9%	1.8%
East, West & City	96.5%	96.7%	-0.2%
North, South, Khandallah & Brooklyn	90.6%	92.6%	-2.0%
Hutt Valley	95.6%	95.9%	-0.3%
Porirua	95.6%	95.3%	0.3%
Kapiti	96.3%	98.2%	-1.9%
Wairarapa	93.8%	91.9%	1.9%
<b>Total</b>	<b>95.0%</b>	<b>95.5%</b>	<b>-0.5%</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 January, 46.8% of bus services recorded at destination arrived on time, with a further 45.3% arriving more than one minute early, while 8.0% of services arrived more than five minutes late.



Punctuality at destination - current month

	Jan-23	Jan-22	% Change
On-time	46.8%	40.9%	5.8%
Early	45.3%	56.3%	-11.1%
Late	8.0%	2.7%	5.2%

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

	2022/23	2021/22	% Change
On-time	48.1%	46.6%	1.4%
Early	45.2%	48.2%	-3.0%
Late	6.7%	5.2%	1.5%

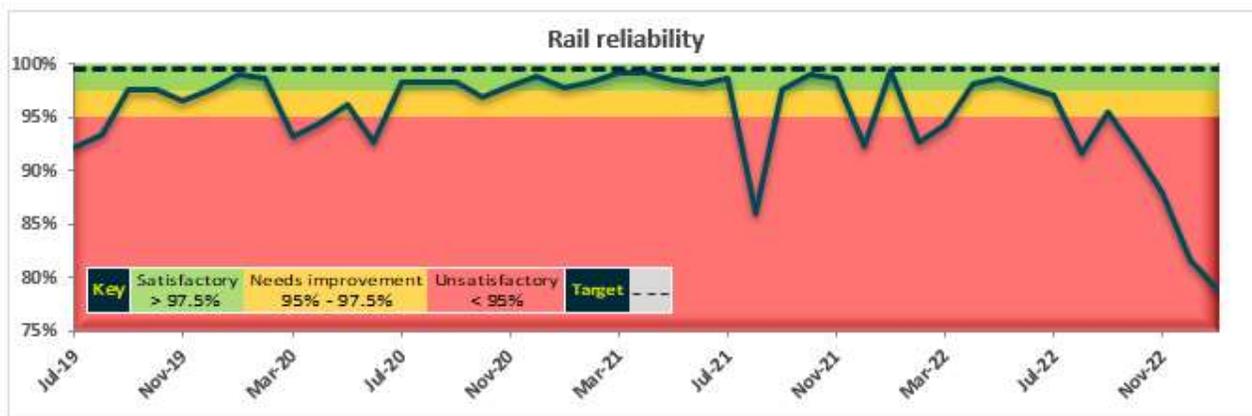
## Rail service delivery

### 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 78.8% in January, and 89.3% 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.



Reliability - current month

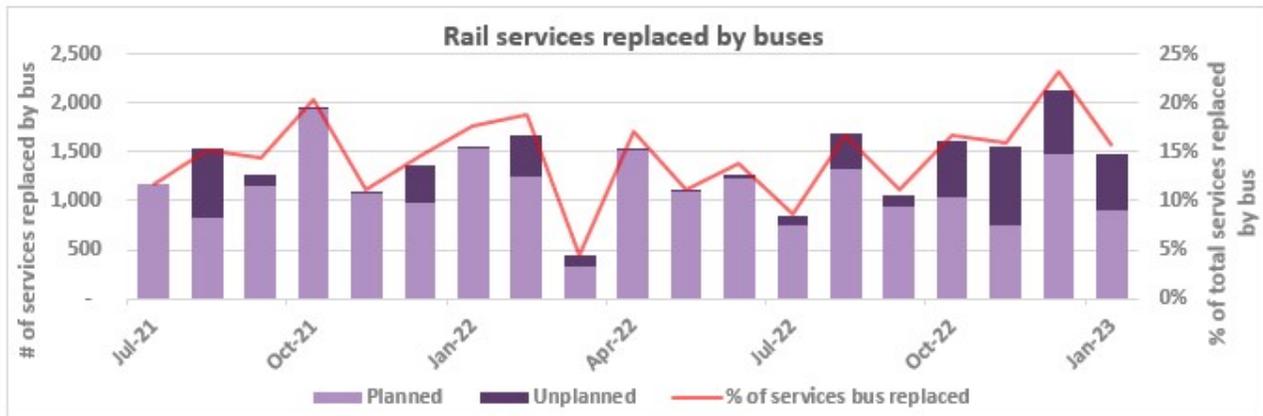
	Jan-23	Jan-22	% Change
Hutt Valley	84.3%	99.1%	-14.8%
Johnsonville	65.1%	99.6%	-34.5%
Kapiti	82.6%	99.3%	-16.7%
Wairarapa	85.4%	98.7%	-13.3%
<b>Total</b>	<b>78.8%</b>	<b>99.3%</b>	<b>-20.5%</b>

Reliability - year to date (Jul - Jan)

	2022/23	2021/22	% Change
Hutt Valley	92.2%	97.2%	-5.0%
Johnsonville	86.5%	95.8%	-9.3%
Kapiti	87.4%	95.5%	-8.1%
Wairarapa	95.1%	92.5%	2.6%
<b>Total</b>	<b>89.3%</b>	<b>96.2%</b>	<b>-6.9%</b>



In January, 15.8% of rail services were replaced by buses, compared to 23.3% the month before.

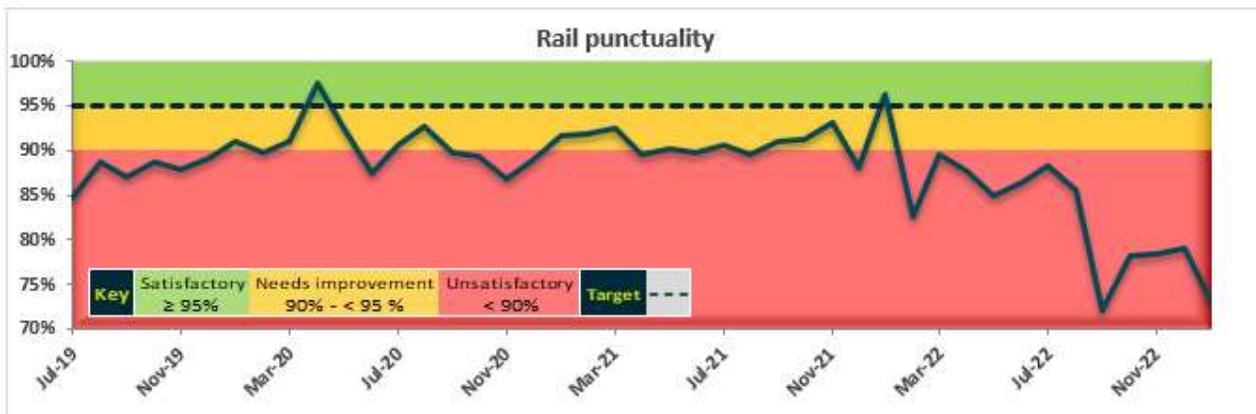


## Punctuality

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 January was 73.1%, and 79.4% 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

	Jan-23	Jan-22	% Change
Hutt Valley	87.0%	96.6%	-9.6%
Johnsonville	98.4%	95.5%	2.9%
Kapiti	37.6%	97.9%	-60.3%
Wairarapa	63.6%	79.9%	-16.3%
<b>Total</b>	<b>73.1%</b>	<b>96.3%</b>	<b>-23.2%</b>

Punctuality - year to date (Jul - Jan)

	2022/23	2021/22	% Change
Hutt Valley	89.7%	93.0%	-3.3%
Johnsonville	91.3%	97.3%	-6.0%
Kapiti	59.0%	87.3%	-28.3%
Wairarapa	52.4%	60.4%	-8.0%
<b>Total</b>	<b>79.4%</b>	<b>91.4%</b>	<b>-12.0%</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 \$5.9m (-70%) in January, and a shortfall of \$38.5m (-65%) for the year to date – of the \$38.5 shortfall, \$20.6 is attributable to the half-price fares scheme and \$17.9m to lower patronage post Covid-19.

Fare revenue - current month

	Jan-23	Budget	Excess/Shortfall
Bus	1,334,515	4,095,194	- 2,760,679
Rail	1,230,816	4,357,420	- 3,126,605
<b>Total</b>	<b>\$ 2,565,330</b>	<b>\$ 8,452,614</b>	<b>-\$ 5,887,284</b>

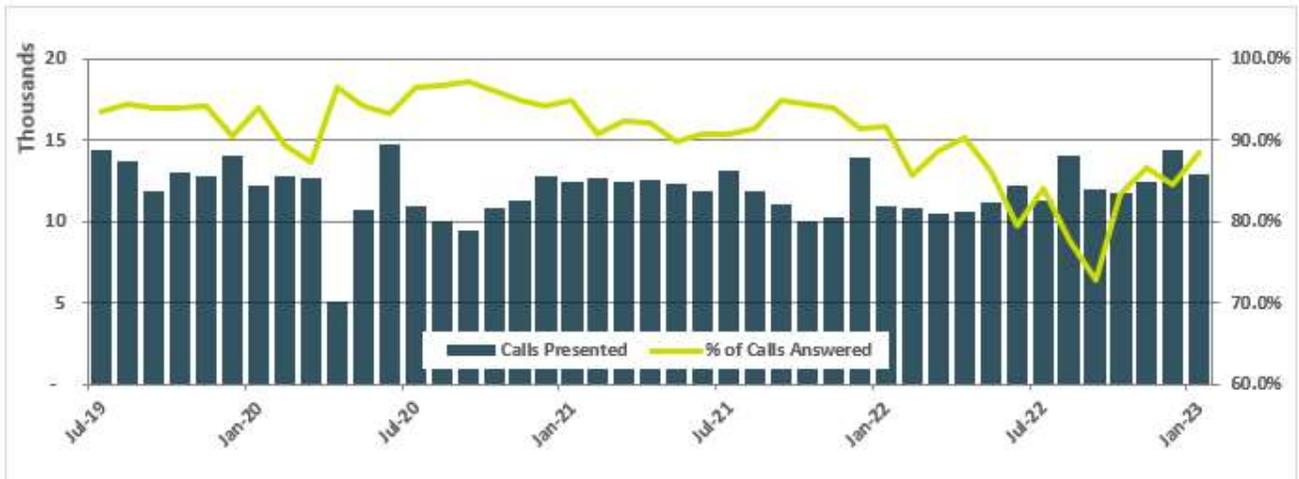
Fare revenue - year to date (Jul - Jan)

	2022/23	Budget	Excess/Shortfall
Bus	10,666,631	28,666,355	- 17,999,724
Rail	9,979,757	30,501,942	- 20,522,186
<b>Total</b>	<b>\$20,646,387</b>	<b>\$59,168,298</b>	<b>-\$ 38,521,910</b>

# Customer Contact

## Call centre incoming calls

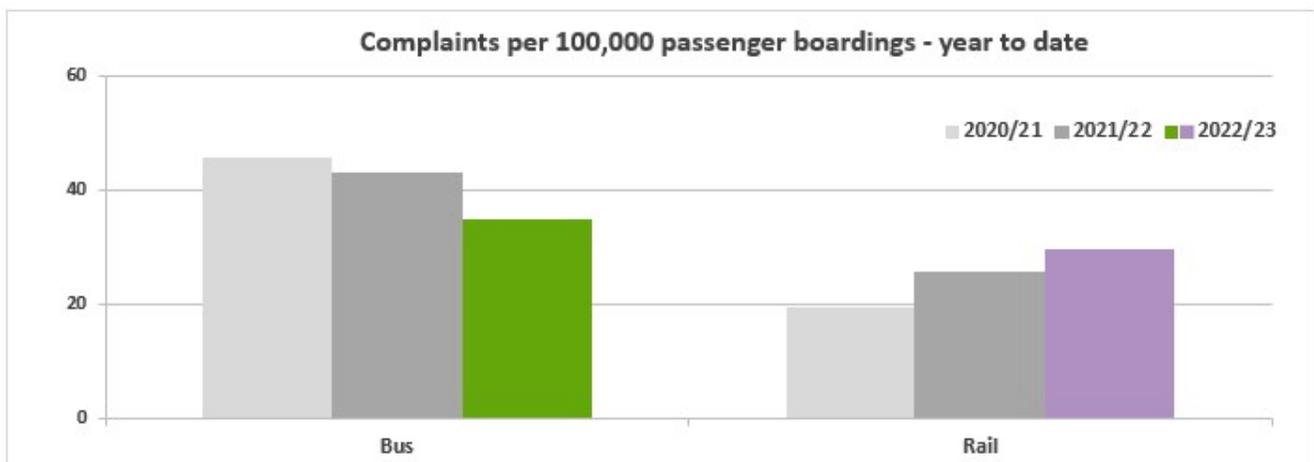
Metlink answered 88.6% of the 11,000 calls received in January.



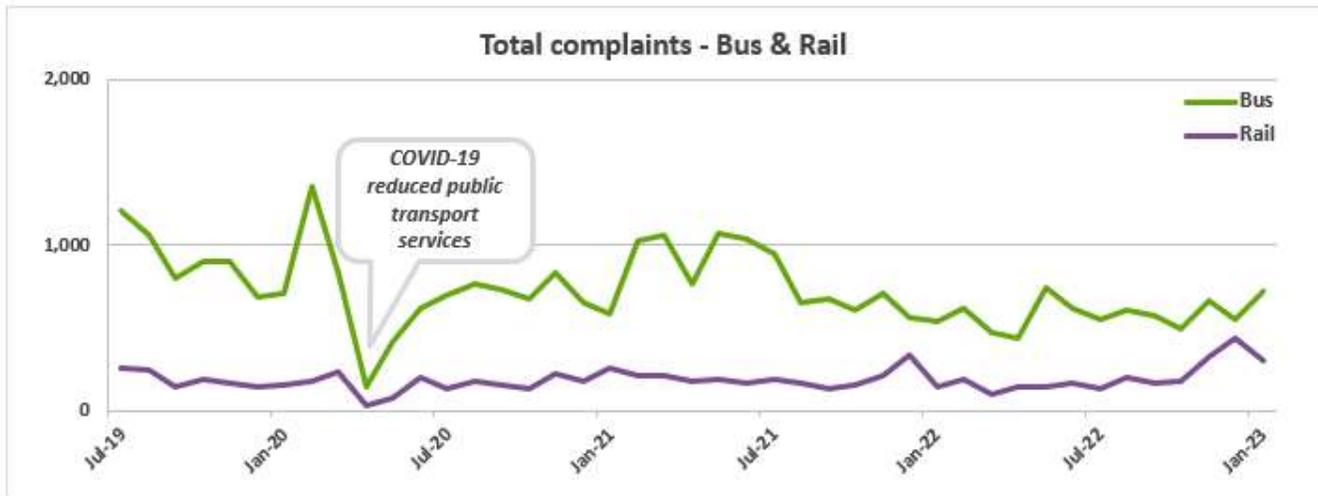
# Complaints

## 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.

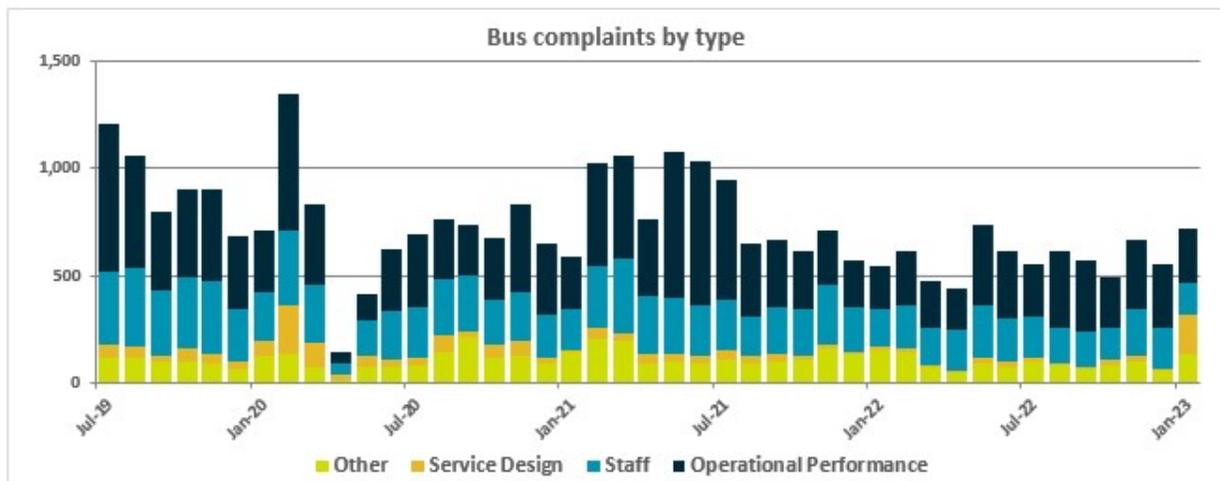


Complaints for both bus and rail have trended downwards overall.



### Bus complaints

Bus complaints for the month were 32.8% higher than in January last year, and 11.4% lower for the year to date. Operational performance and staff related complaints were 56% of bus complaints for the month – relating mainly to the impact of a reduced timetable and customer service.



#### Bus complaints - current month

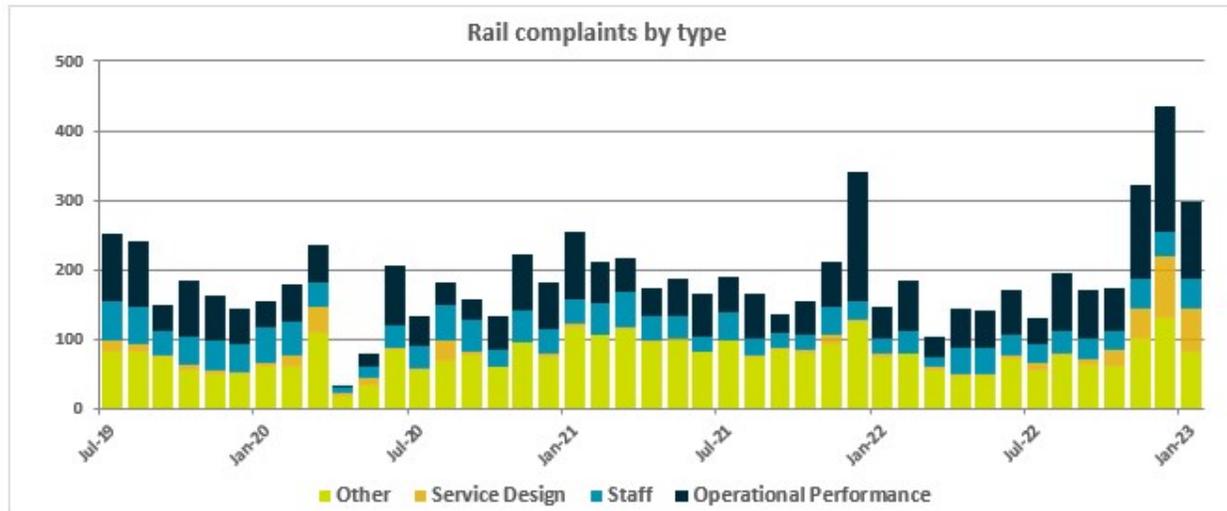
	Jan-23	Jan-22	% Change
Wellington			
Newlands, Tawa	12	22	-45.5%
East-West, City	193	158	22.2%
North-south, Khandallah, Brooklyn	340	171	98.8%
Hutt Valley	129	153	-15.7%
Porirua	40	26	53.8%
Kapiti	8	10	-20.0%
Wairarapa	2	5	-60.0%
<b>Total</b>	<b>724</b>	<b>545</b>	<b>32.8%</b>

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

	2022/23	2021/22	% Change
Wellington			
Newlands, Tawa	115	154	-25.3%
East-West, City	1,288	1,566	-17.8%
North-south, Khandallah, Brooklyn	1,486	1,446	2.8%
Hutt Valley	864	1,263	-31.6%
Porirua	250	191	30.9%
Kapiti	144	71	102.8%
Wairarapa	24	15	60.0%
<b>Total</b>	<b>4,171</b>	<b>4,706</b>	<b>-11.4%</b>

## Rail complaints

Rail complaints for January were 103.4% higher than the same month last year, and 28.6% higher for the year to date. Operational performance and staff related complaints were 52% 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**

	Jan-23	Jan-22	% Change
Hutt Valley	100	31	222.6%
Kapiti	91	58	56.9%
Johnsonville	28	14	100.0%
Wairarapa	19	17	11.8%
General	59	26	126.9%
<b>Total</b>	<b>297</b>	<b>146</b>	<b>103.4%</b>

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

	2022/23	2021/22	% Change
Hutt Valley	483	370	30.5%
Kapiti	646	467	38.3%
Johnsonville	154	110	40.0%
Wairarapa	130	153	-15.0%
General	311	241	29.0%
<b>Total</b>	<b>1,724</b>	<b>1,341</b>	<b>28.6%</b>