

# Metlink performance report



March 2023

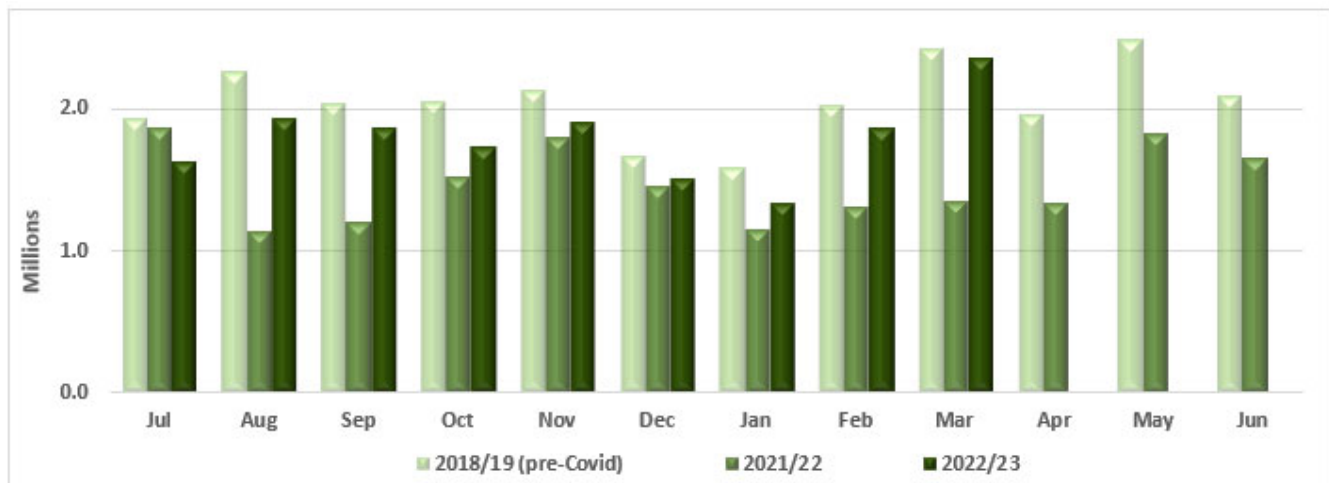
## Patronage

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

### Bus passenger boardings

March bus passenger boardings were 74.8% higher than the same month last year, and 26.3% higher for the year to date - in March 2022 NZ was under Red of the Covid-19 Protection Framework. Boardings were 97.2% of March 2019 numbers (pre-Covid).



### Boardings by area - current month

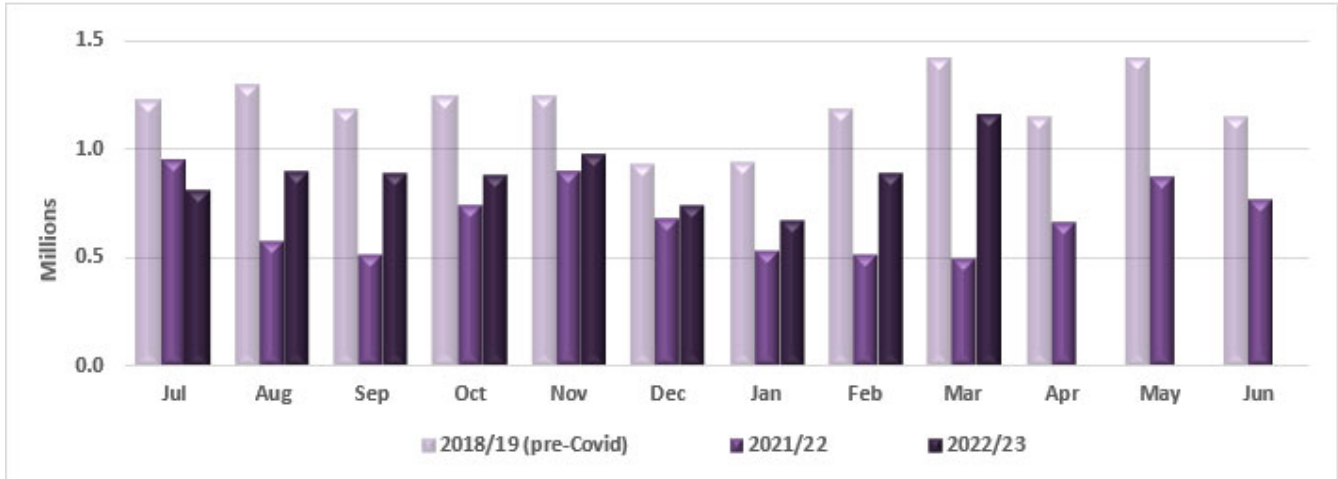
	Mar-23	Mar-22	% Change
Wellington	1,760,252	937,265	87.8%
Hutt Valley	433,719	292,448	48.3%
Porirua	86,554	62,943	37.5%
Kapiti	65,698	46,369	41.7%
Wairarapa	17,576	12,952	35.7%
<b>Total</b>	<b>2,363,799</b>	<b>1,351,977</b>	<b>74.8%</b>

### Boardings by area - year to date (Jul - Mar)

	2022/23	2021/22	% Change
Wellington	11,948,149	9,316,665	28.2%
Hutt Valley	3,109,937	2,557,519	21.6%
Porirua	591,905	522,990	13.2%
Kapiti	431,235	337,462	27.8%
Wairarapa	115,169	91,540	25.8%
<b>Total</b>	<b>16,196,395</b>	<b>12,826,176</b>	<b>26.3%</b>

## Rail passenger boardings

March rail passenger boardings were 131.5% higher than the same month last year, and 34.2% higher for the year to date - in March 2022 NZ was under Red of the Covid-19 Protection Framework. Boardings were 81.0% of March 2019 numbers (pre-Covid).



Boardings by line - current month

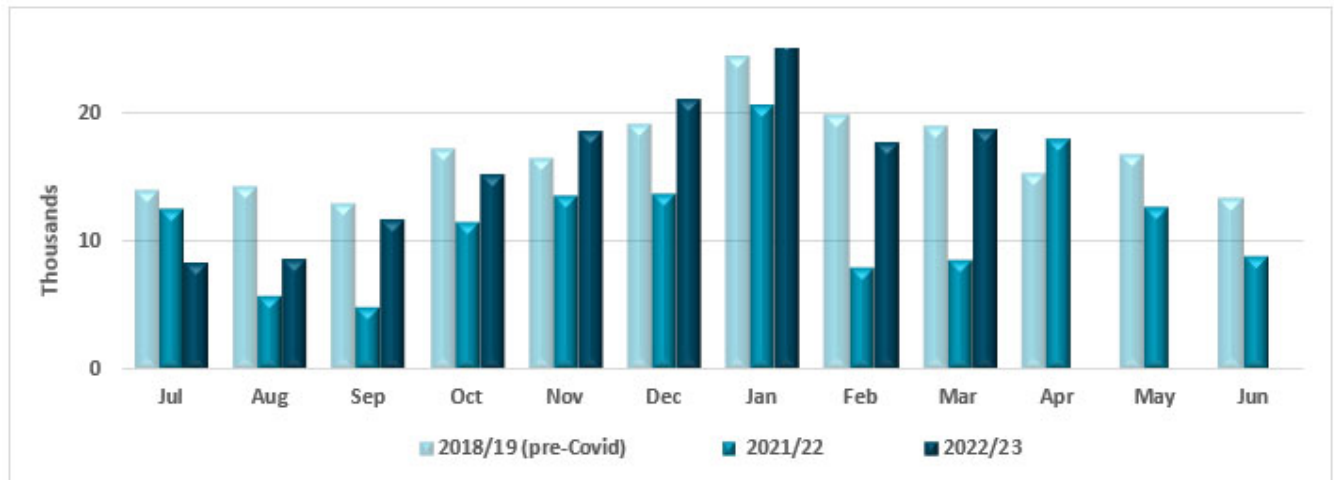
	Mar-23	Mar-22	% Change
Hutt Valley	496,409	209,229	137.3%
Kapiti	456,674	197,488	131.2%
Johnsonville	136,468	63,064	116.4%
Wairarapa	58,414	26,131	123.5%
<b>Total</b>	<b>1,147,965</b>	<b>495,912</b>	<b>131.5%</b>

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

	2022/23	2021/22	% Change
Hutt Valley	3,371,678	2,539,824	32.8%
Kapiti	3,134,817	2,358,487	32.9%
Johnsonville	913,194	631,632	44.6%
Wairarapa	431,534	321,281	34.3%
<b>Total</b>	<b>7,851,223</b>	<b>5,851,224</b>	<b>34.2%</b>

## Ferry passenger boardings

Ferry boardings show an increase of 121.3% on the same month last year, and a 48.7% increase for the year to date - in March 2022 NZ was under Red of the Covid-19 Protection Framework. Boardings were 98.8% of March 2019 numbers (pre-Covid).



Boardings - current month

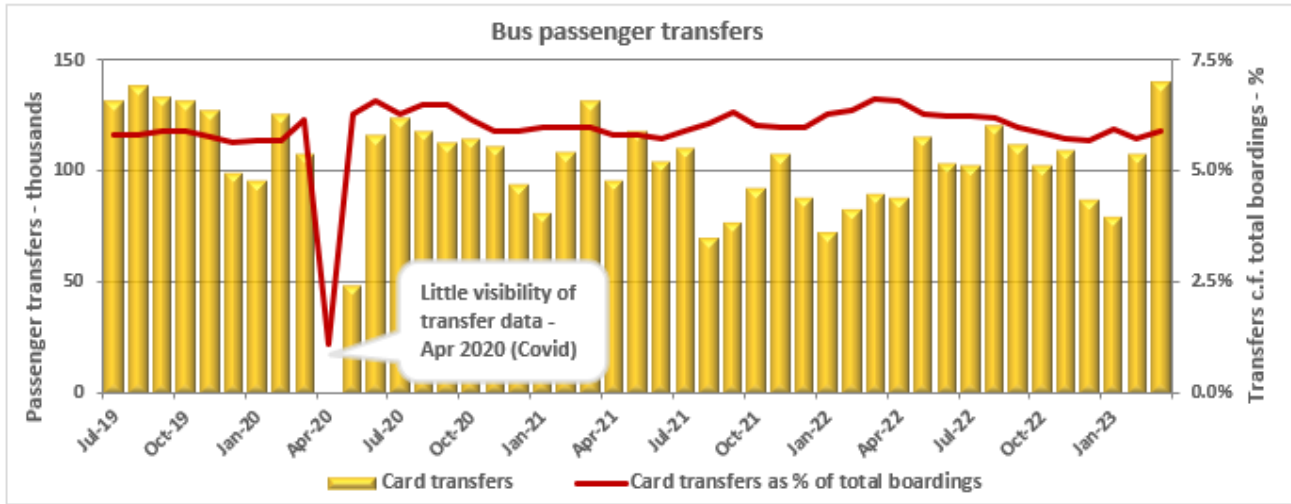
	Mar-23	Mar-22	% Change
<b>Total</b>	<b>18,731</b>	<b>8,465</b>	<b>121.3%</b>

Boardings - year to date (Jul - Mar)

	2022/23	2021/22	% Change
<b>Total</b>	<b>145,901</b>	<b>98,104</b>	<b>48.7%</b>

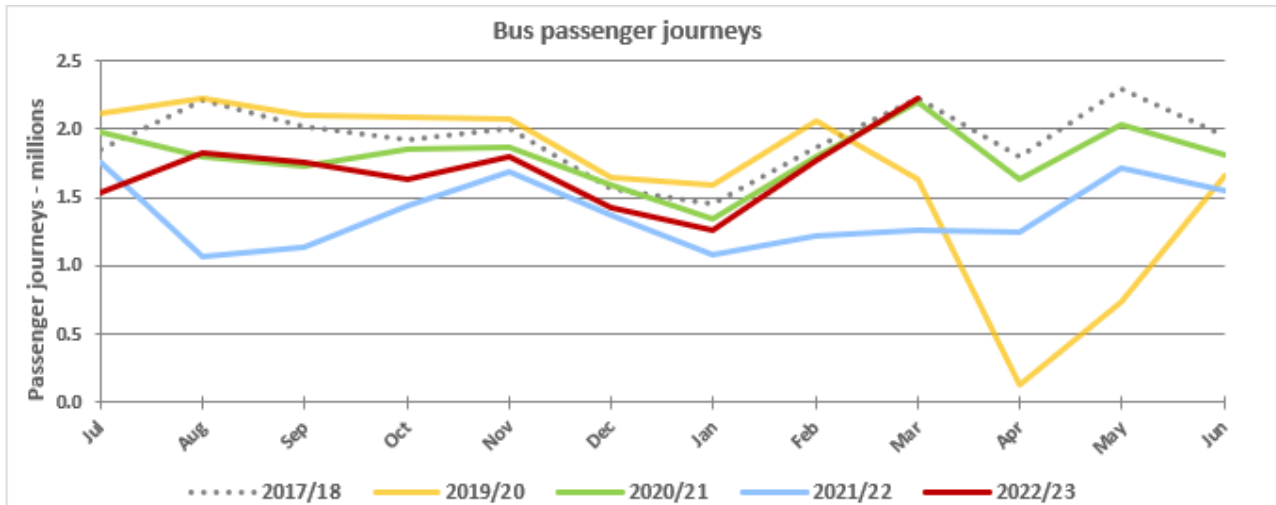
## Bus passenger transfers and journeys

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 March.



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 March 2023 show an increase of 76.2% on the same month last year - in March 2022 NZ was under Red of the Covid-19 Protection Framework.



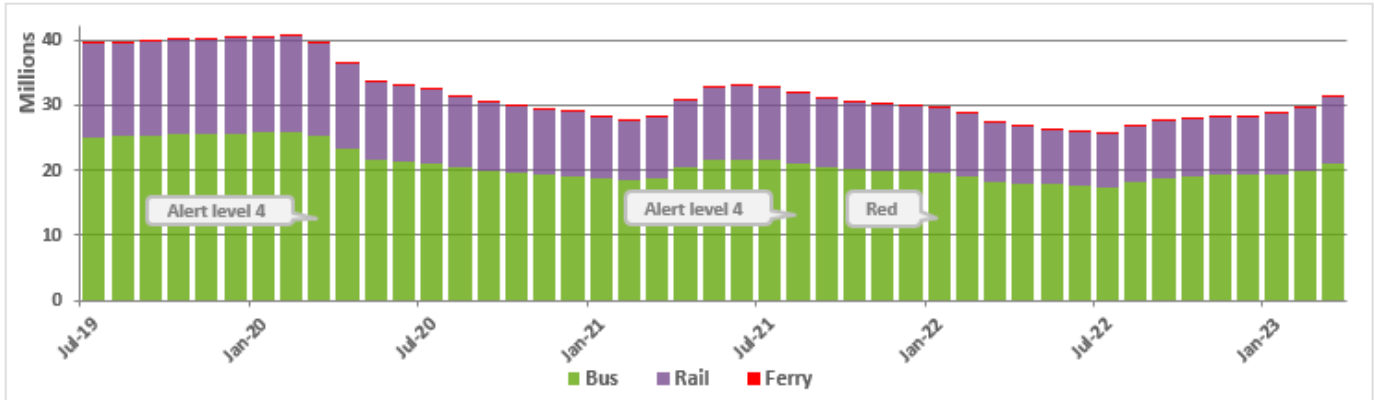
<sup>1</sup> Prior to the new Network, transfers accounted for c. 2.6% based on 2014/15 data available to Metlink. This transfer rate has been assumed up until the new contracts were implemented between April and July 2018.

## Passenger boardings trend

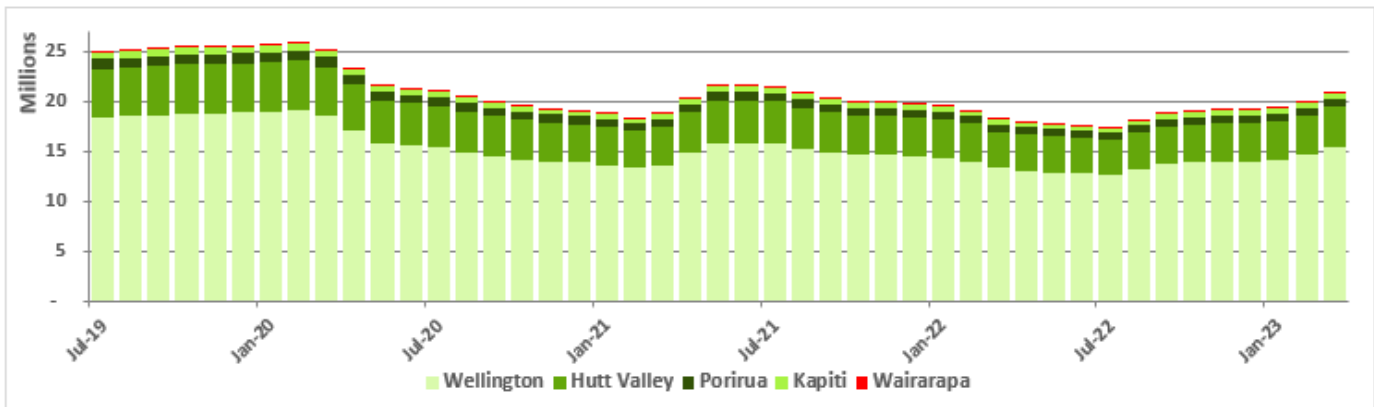
The following graphs show the number of passenger boardings using a 12-month rolling total.

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 now see trending growth again for all modes, but growth has not yet reached pre-Covid levels.

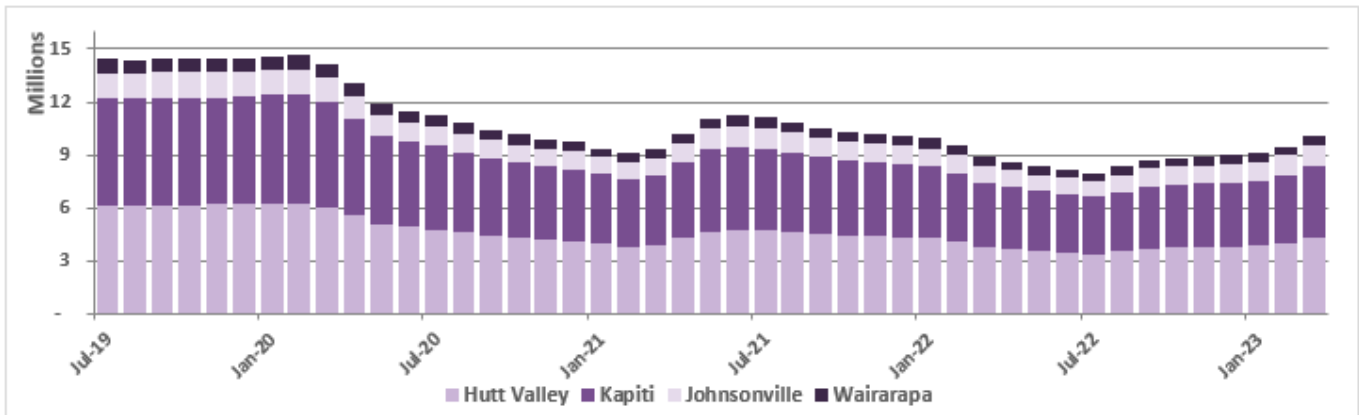
### All modes



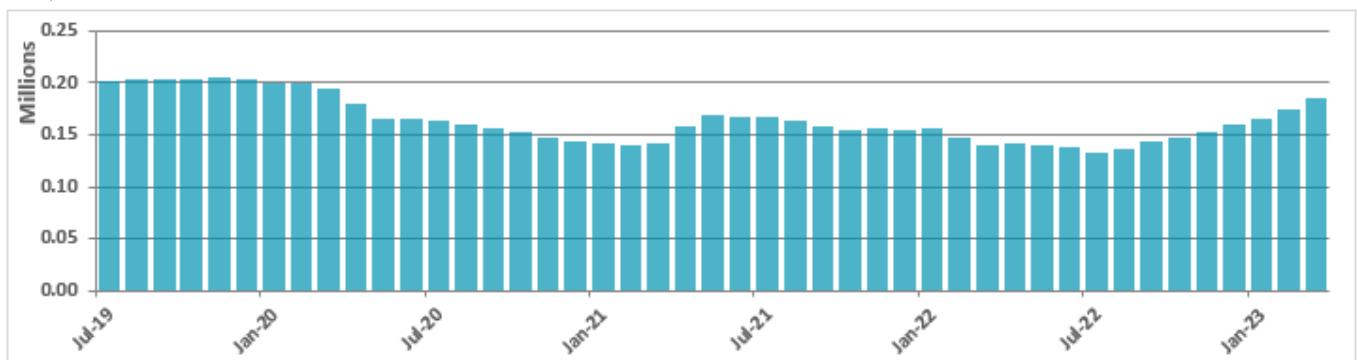
### Bus



### Rail



### Ferry

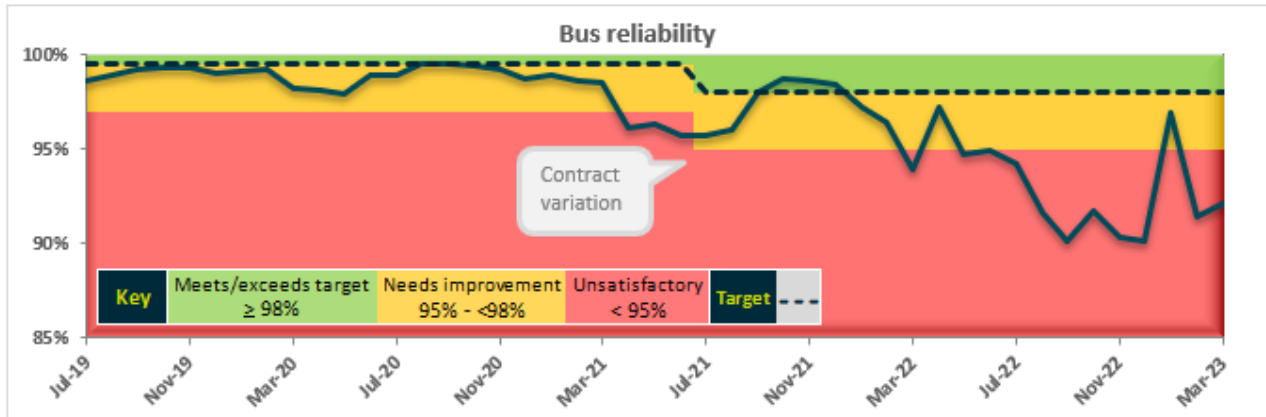




# Bus service delivery

## Reliability

The bus reliability measure shows the percentage of scheduled services that actually ran, as tracked by RTI and Snapper systems. In March, 92.1% of bus services were delivered, and 91.9% for the year to date. Reliability this month reflects again the underlying shortage of drivers.

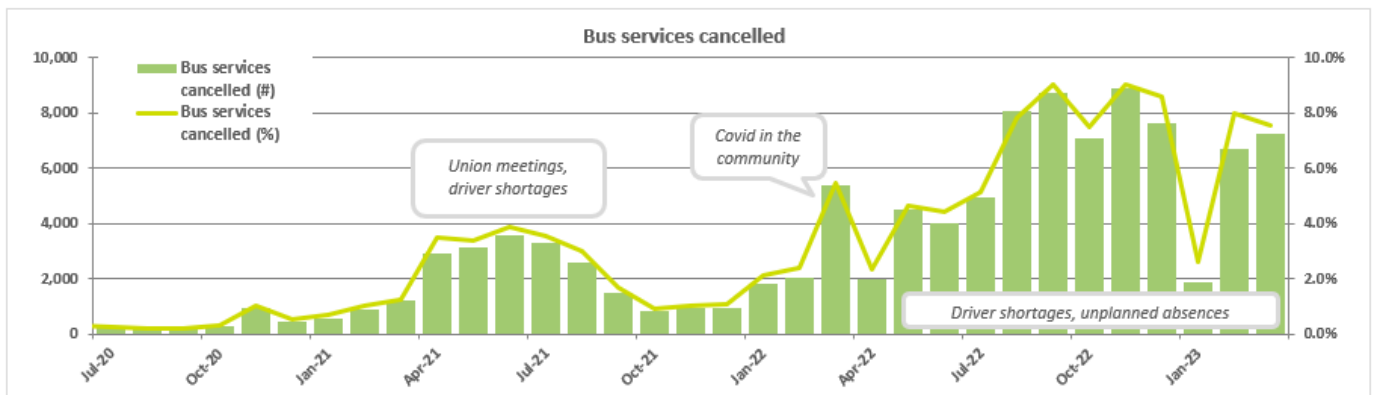


Reliability - current month

	Mar-23	Mar-22	% Change
Wellington City			
Newlands & Tawa	98.1%	99.1%	-1.0%
East, West & City	94.6%	92.6%	2.0%
North, South, Khandallah & Brooklyn	83.4%	92.3%	-8.9%
Hutt Valley	94.2%	94.1%	0.1%
Porirua	86.7%	94.4%	-7.7%
Kapiti	99.6%	99.1%	0.6%
Wairarapa	99.1%	99.1%	-0.1%
<b>Total</b>	<b>92.1%</b>	<b>93.9%</b>	<b>-1.8%</b>

Reliability - year to date (Jul - Mar)

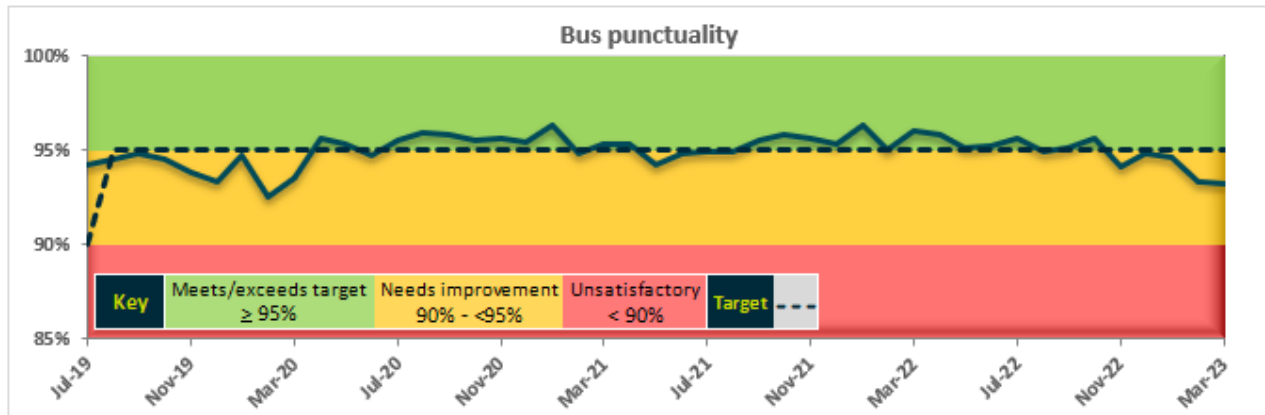
	2022/23	2021/22	% Change
Wellington City			
Newlands & Tawa	98.7%	99.4%	-0.7%
East, West & City	89.5%	96.6%	-7.1%
North, South, Khandallah & Brooklyn	87.8%	95.7%	-7.9%
Hutt Valley	95.5%	97.2%	-1.7%
Porirua	90.1%	97.3%	-7.2%
Kapiti	99.5%	99.7%	-0.2%
Wairarapa	98.8%	98.9%	-0.1%
<b>Total</b>	<b>91.9%</b>	<b>97.0%</b>	<b>-5.1%</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 93.3% in March, and 94.6% for the year to date. Punctuality this month appears to reflect the effect of cancellations on the network, some network disruption due to road works, events, and weather.



**Punctuality - current month**

	Mar-23	Mar-22	% Change
Wellington City			
Newlands & Tawa	92.4%	96.1%	-3.8%
East, West & City	95.2%	97.1%	-2.0%
North, South, Khandallah & Brooklyn	88.1%	91.6%	-3.5%
Hutt Valley	94.0%	97.0%	-3.0%
Porirua	95.2%	95.9%	-0.7%
Kapiti	94.4%	98.3%	-3.9%
Wairarapa	88.9%	94.7%	-5.8%
<b>Total</b>	<b>93.3%</b>	<b>96.0%</b>	<b>-2.7%</b>

**Punctuality - year to date (Jul - Mar)**

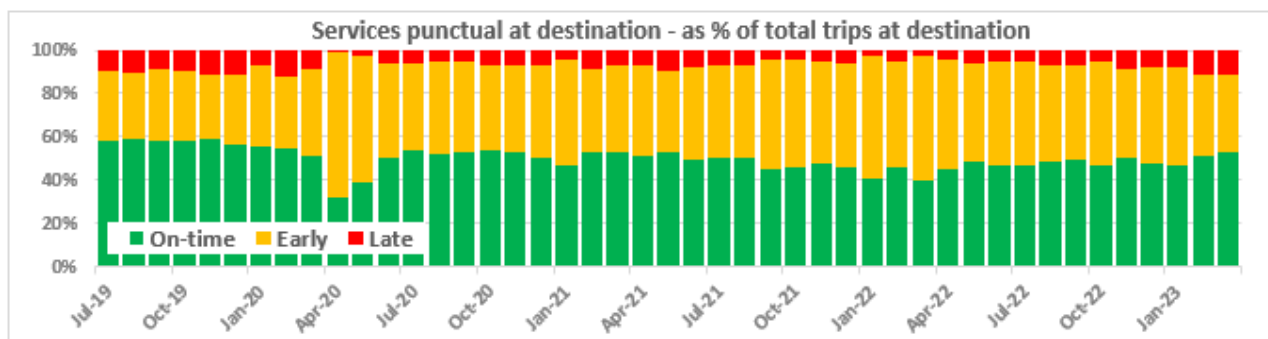
	2022/23	2021/22	% Change
Wellington City			
Newlands & Tawa	95.7%	95.1%	0.6%
East, West & City	96.2%	96.7%	-0.5%
North, South, Khandallah & Brooklyn	90.2%	92.3%	-2.1%
Hutt Valley	95.3%	96.1%	-0.8%
Porirua	95.6%	95.4%	0.2%
Kapiti	95.8%	98.2%	-2.4%
Wairarapa	93.0%	92.3%	0.7%
<b>Total</b>	<b>94.6%</b>	<b>95.5%</b>	<b>-0.9%</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 March, 52.7% of bus services recorded at destination arrived on time, with a further 35.8% arriving more than one minute early, while 11.6% of services arrived more than five minutes late.



**Punctuality at destination - current month**

	Mar-23	Mar-22	% Change
On-time	52.7%	39.8%	12.9%
Early	35.8%	57.5%	-21.7%
Late	11.6%	2.7%	8.8%

**Punctuality at destination - year to date (Jul - Mar)**

	2022/23	2021/22	% Change
On-time	49.0%	45.7%	3.3%
Early	43.3%	49.4%	-6.1%
Late	7.8%	4.9%	2.8%

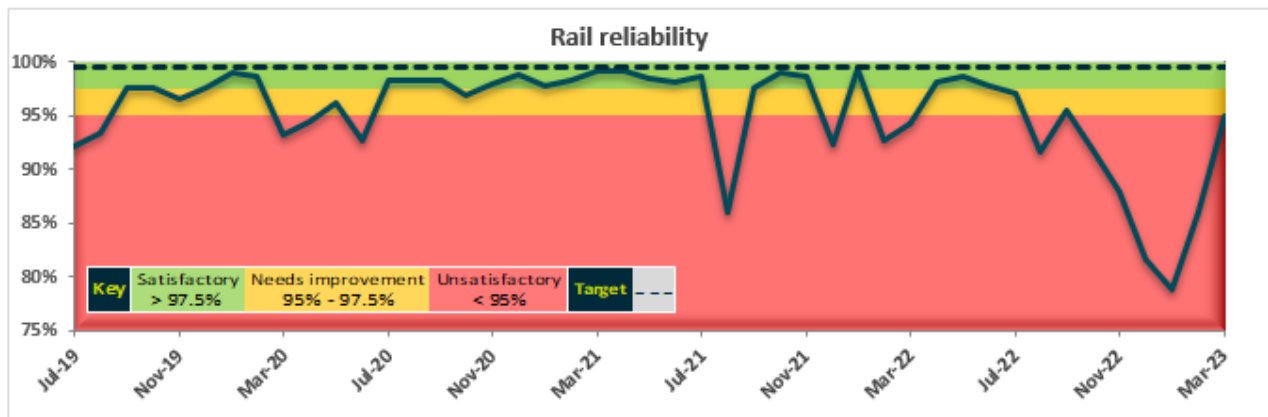
# Rail service delivery

## 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 95.0% in March, and 89.6% for the year to date.

Seasonal illness and absence issues have continued to affect services, but at much lower levels than in previous months - in March 3% of services were affected by staff shortages. A number of speed restrictions on the Kapiti line were removed at the end of February, this meant that the bus-replaced services between Paekakariki and Waikanae were removed.

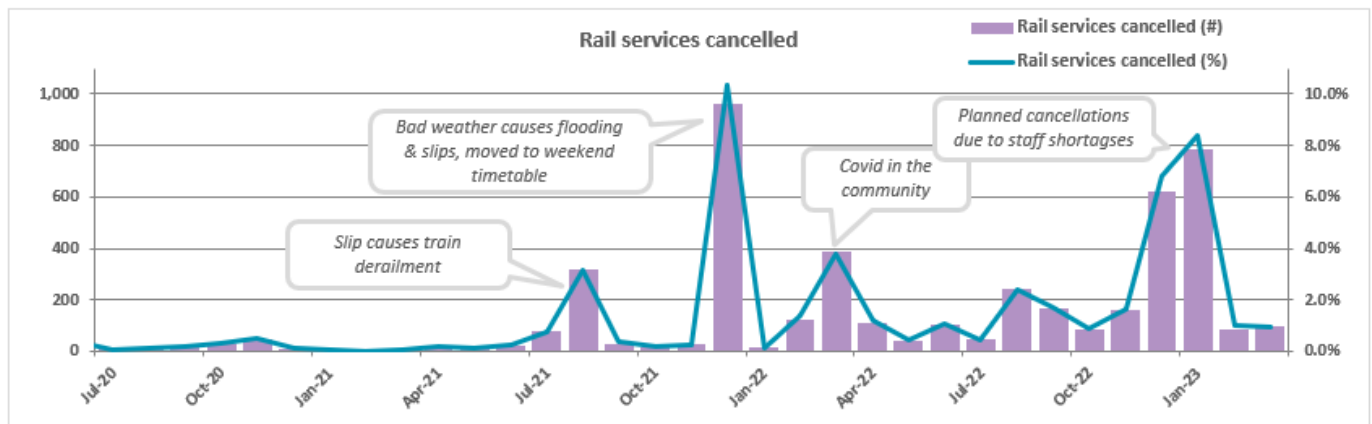


**Reliability - current month**

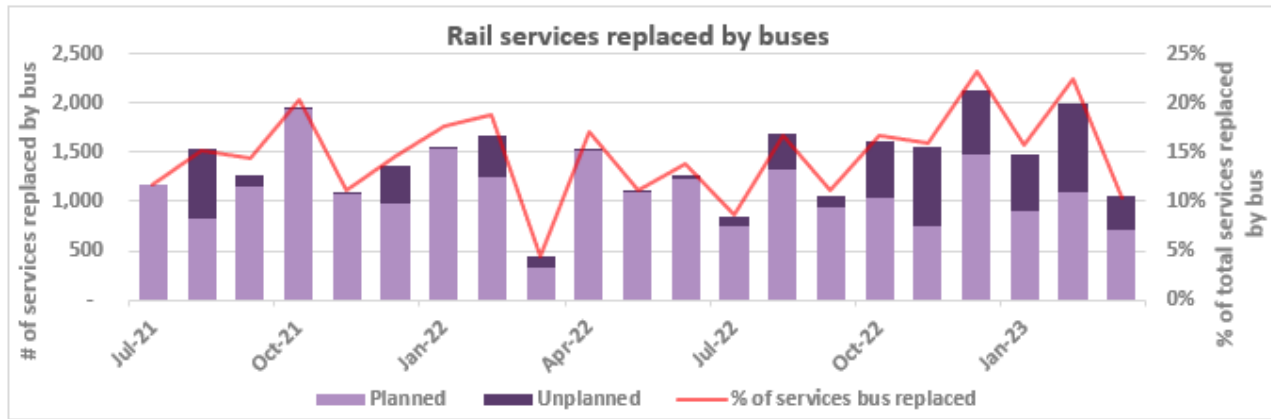
	Mar-23	Mar-22	% Change
Hutt Valley	97.4%	94.5%	2.9%
Johnsonville	91.0%	92.2%	-1.2%
Kapiti	94.9%	95.5%	-0.6%
Wairarapa	96.3%	91.5%	4.8%
<b>Total</b>	<b>95.0%</b>	<b>94.2%</b>	<b>0.8%</b>

**Reliability - year to date (Jul - Mar)**

	2022/23	2021/22	% Change
Hutt Valley	92.4%	97.1%	-4.7%
Johnsonville	86.3%	94.7%	-8.4%
Kapiti	88.3%	94.5%	-6.2%
Wairarapa	95.6%	92.9%	2.7%
<b>Total</b>	<b>89.6%</b>	<b>95.6%</b>	<b>-6.0%</b>



In March, 10.4% of rail services were replaced by buses, compared to 22.5% the month before.

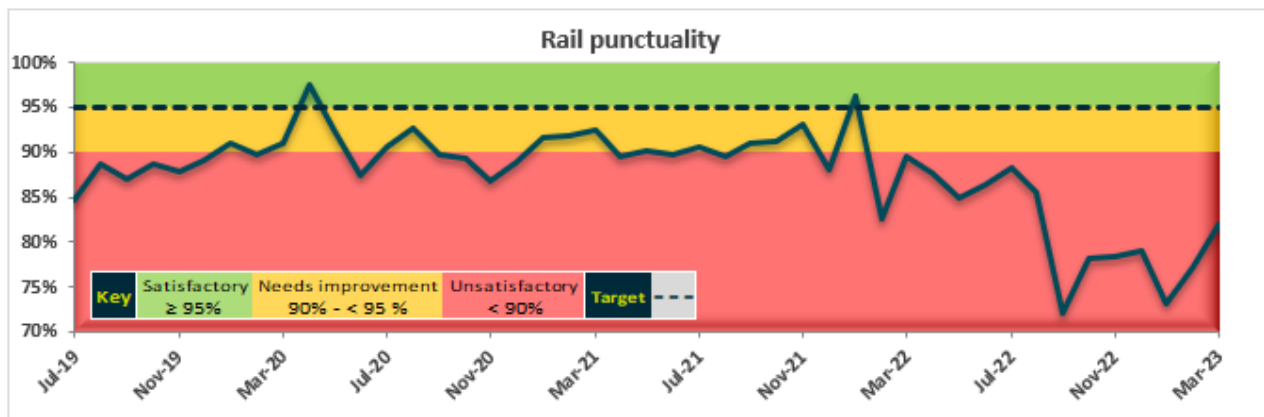


## Punctuality

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 March was 81.9%, and 79.4% for the year to date.

A number of speed restrictions were removed between Plimmerton and Pukerua Bay at the end of February - although performance has improved, the remaining speed restrictions are still impacting punctuality on the Kapiti line. 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

	Mar-23	Mar-22	% Change
Hutt Valley	82.3%	93.7%	-11.4%
Johnsonville	95.3%	90.4%	4.9%
Kapiti	72.6%	96.3%	-23.7%
Wairarapa	56.9%	60.7%	-3.8%
<b>Total</b>	<b>81.9%</b>	<b>89.6%</b>	<b>-7.7%</b>

Punctuality - year to date (Jul - Mar)

	2022/23	2021/22	% Change
Hutt Valley	88.4%	93.2%	-4.8%
Johnsonville	92.3%	95.8%	-3.5%
Kapiti	60.0%	84.4%	-24.4%
Wairarapa	53.4%	61.7%	-8.3%
<b>Total</b>	<b>79.4%</b>	<b>90.3%</b>	<b>-10.9%</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. Funding for half price fares is claimed through Waka Kotahi within grants and subsidies.

In March there was a budget shortfall of \$4.6m - \$3.8 million is attributable to the half price fares scheme and \$0.8 million is attributable to lower patronage post Covid-19.

For the year to date there is a shortfall of \$48.5m - \$27.6m is attributable to the half-price fares scheme and \$20.9m to lower patronage post Covid-19.

Fare revenue - current month

	Mar-23	Budget	Excess/Shortfall
Bus	2,230,378	4,095,194	- 1,864,816
Rail	1,576,277	4,357,420	- 2,781,143
<b>Total</b>	<b>\$ 3,806,655</b>	<b>\$ 8,452,614</b>	<b>-\$ 4,645,959</b>

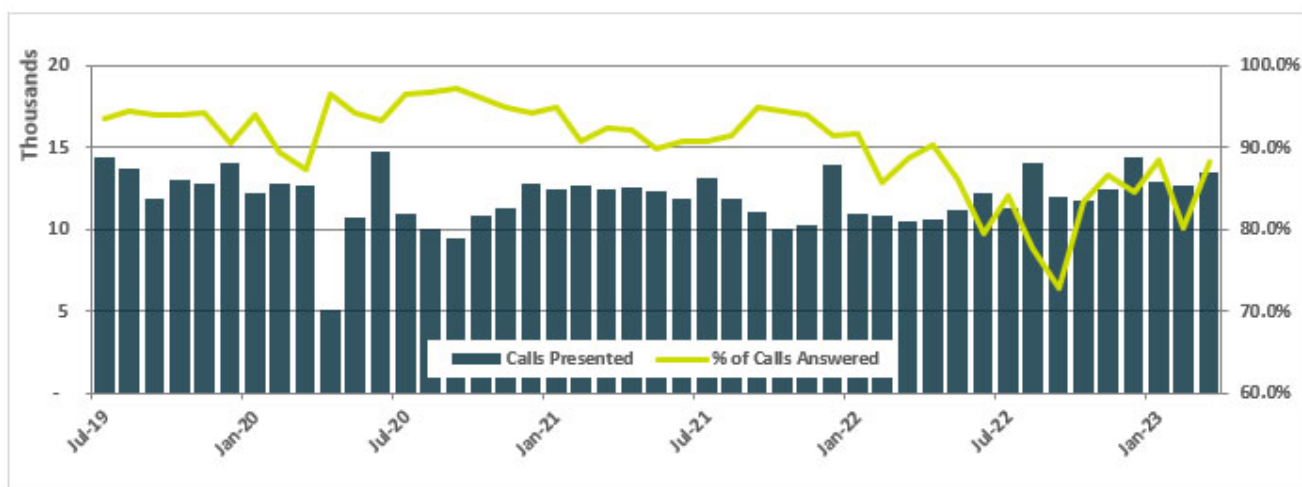
Fare revenue - year to date (Jul - Mar)

	2022/23	Budget	Excess/Shortfall
Bus	14,573,300	36,856,742	- 22,283,442
Rail	13,015,888	39,216,783	- 26,200,895
<b>Total</b>	<b>\$27,589,188</b>	<b>\$76,073,525</b>	<b>-\$ 48,484,337</b>

# Customer Contact

## Call centre incoming calls

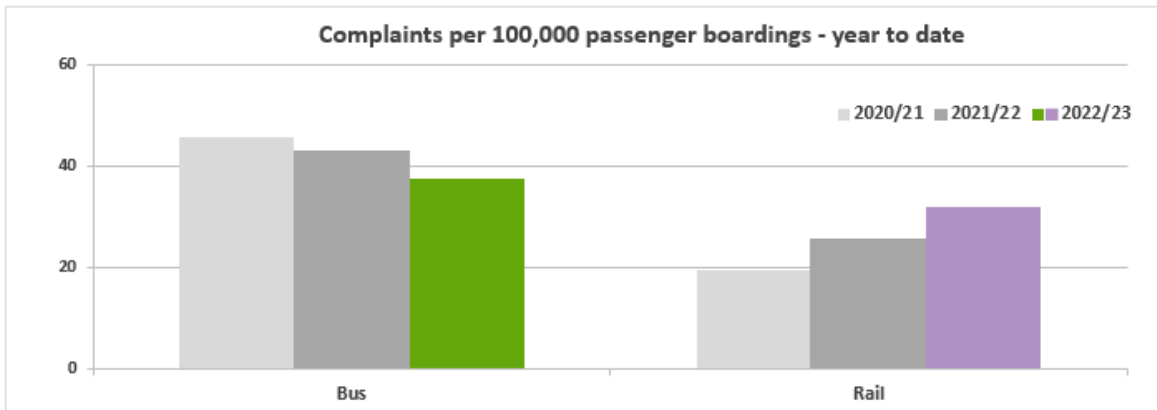
Metlink answered 88.3% of the 13,000 calls received in March.



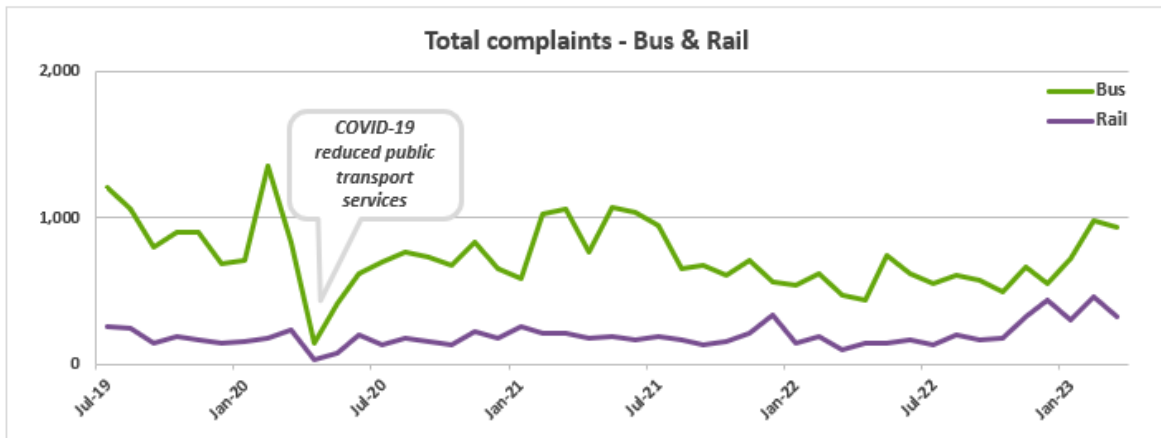
# Complaints

## 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.



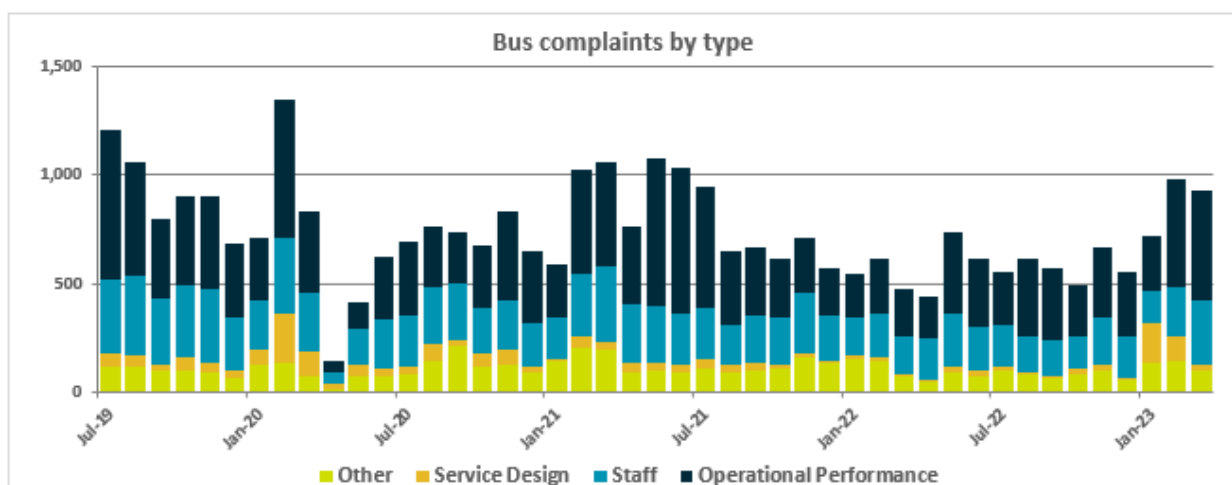
Complaints for both bus and rail have trended downwards overall, although they have increased in recent months during driver shortages & illness.



## Bus complaints

Bus complaints for the month were 96.0% higher than in March last year, and 4.8% higher for the year to date - in March 2022 NZ was under Red 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.



### Bus complaints - current month

	Mar-23	Mar-22	% Change
Wellington			
Newlands, Tawa	33	20	65.0%
East-West, City	248	154	61.0%
North-south, Khandallah, Brooklyn	369	130	183.8%
Hutt Valley	200	133	50.4%
Porirua	59	27	118.5%
Kapiti	15	10	50.0%
Wairarapa	7	1	600.0%
<b>Total</b>	<b>931</b>	<b>475</b>	<b>96.0%</b>

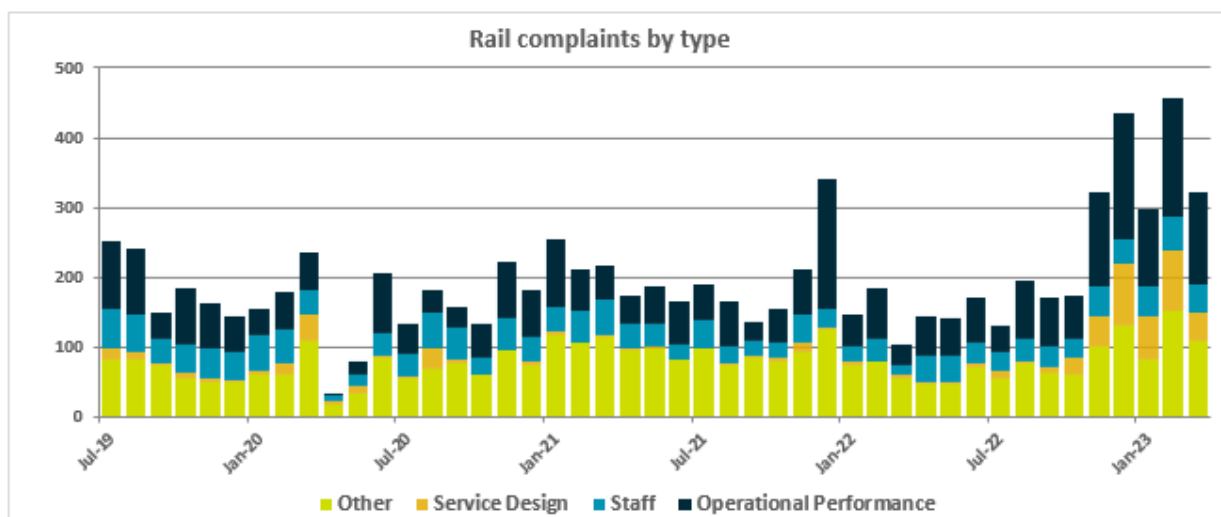
### Bus complaints - year to date (Jul - Mar)

	2022/23	2021/22	% Change
Wellington			
Newlands, Tawa	185	209	-11.5%
East-West, City	1,797	1,897	-5.3%
North-south, Khandallah, Brooklyn	2,241	1,785	25.5%
Hutt Valley	1,239	1,553	-20.2%
Porirua	401	244	64.3%
Kapiti	183	93	96.8%
Wairarapa	34	19	78.9%
<b>Total</b>	<b>6,080</b>	<b>5,800</b>	<b>4.8%</b>

## Rail complaints

Rail complaints for February were 212.6% higher than the same month last year, and 53.7% higher for the year to date - in March 2022 NZ was under Red of the Covid-19 Protection Framework and there were less people travelling.

Operational performance and staff related complaints were 54% 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. There was an increase of complaints on the Hutt line, mainly relating to weekday interpeak bus replacements for two weeks of March.



### Rail complaints - current month

	Mar-23	Mar-22	% Change
Hutt Valley	136	36	277.8%
Kapiti	81	33	145.5%
Johnsonville	29	12	141.7%
Wairarapa	16	5	220.0%
General	60	17	252.9%
<b>Total</b>	<b>322</b>	<b>103</b>	<b>212.6%</b>

### Rail complaints - year to date (Jul - Mar)

	2022/23	2021/22	% Change
Hutt Valley	763	461	65.5%
Kapiti	874	573	52.5%
Johnsonville	243	136	78.7%
Wairarapa	162	169	-4.1%
General	461	289	59.5%
<b>Total</b>	<b>2,503</b>	<b>1,628</b>	<b>53.7%</b>