



Performance report

October 2023



Contents

- Partner Performance.....3**
 - Bus operators 3**
 - Ferry operator 5**
 - Te Hunga Whaikaha Total Mobility 6**
 - Rail operator 7**
 - Rail network owner 9**

- Operational Performance10**
 - Patronage 10**
 - Customer Contact 13**
 - Complaints 13**

- Financial Performance.....15**
 - Fare revenue 15**

Partner Performance

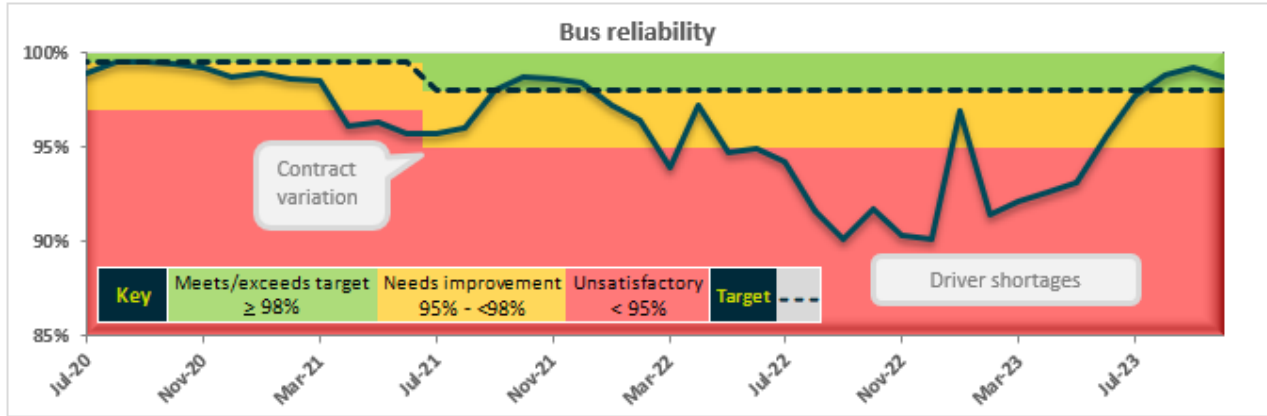


Bus operators

Reliability

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

In October, 98.7% of bus services were delivered, and 98.6% for the year to date. Reliability this month continues to reflect stabilizing driver numbers.

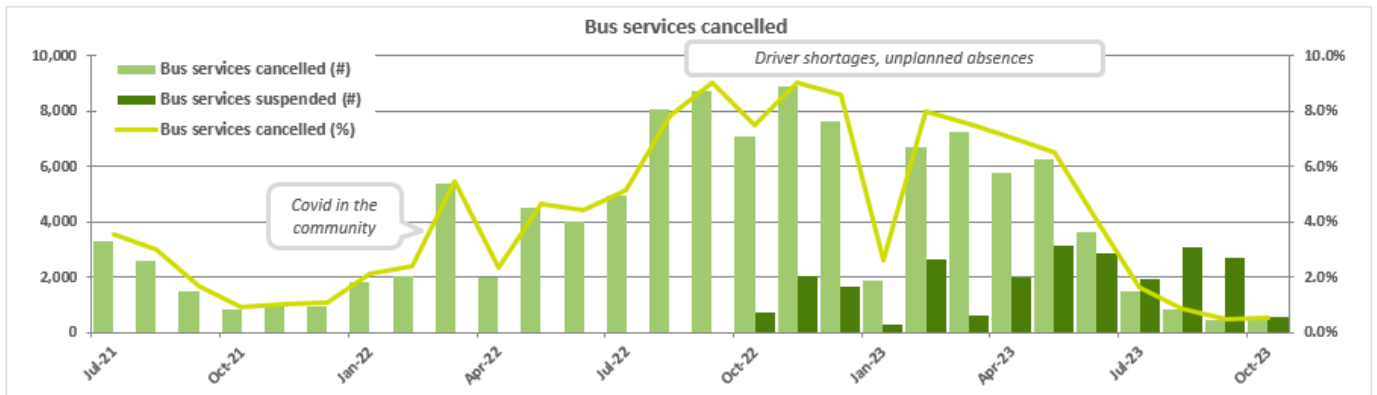


Reliability - current month

| | Oct-23 | Oct-22 | % Change |
|-------------------------------------|--------------|--------------|-------------|
| Wellington City | | | |
| Newlands & Tawa | 99.4% | 99.2% | 0.2% |
| East, West & City | 99.7% | 87.1% | 12.7% |
| North, South, Khandallah & Brooklyn | 96.6% | 89.1% | 7.5% |
| Hutt Valley | 98.9% | 96.7% | 2.2% |
| Porirua | 98.0% | 89.8% | 8.3% |
| Kapiti | 100.0% | 99.5% | 0.5% |
| Wairarapa | 98.4% | 97.5% | 0.9% |
| Total | 98.7% | 91.7% | 7.1% |

Reliability - year to date (Jul - Oct)

| | 2023/24 | 2022/23 | % Change |
|-------------------------------------|--------------|--------------|-------------|
| Wellington City | | | |
| Newlands & Tawa | 99.2% | 98.9% | 0.3% |
| East, West & City | 99.7% | 87.3% | 12.4% |
| North, South, Khandallah & Brooklyn | 96.7% | 89.5% | 7.2% |
| Hutt Valley | 99.2% | 96.2% | 3.0% |
| Porirua | 96.8% | 91.7% | 5.1% |
| Kapiti | 99.0% | 99.6% | -0.6% |
| Wairarapa | 98.3% | 98.9% | -0.6% |
| Total | 98.6% | 91.9% | 6.7% |

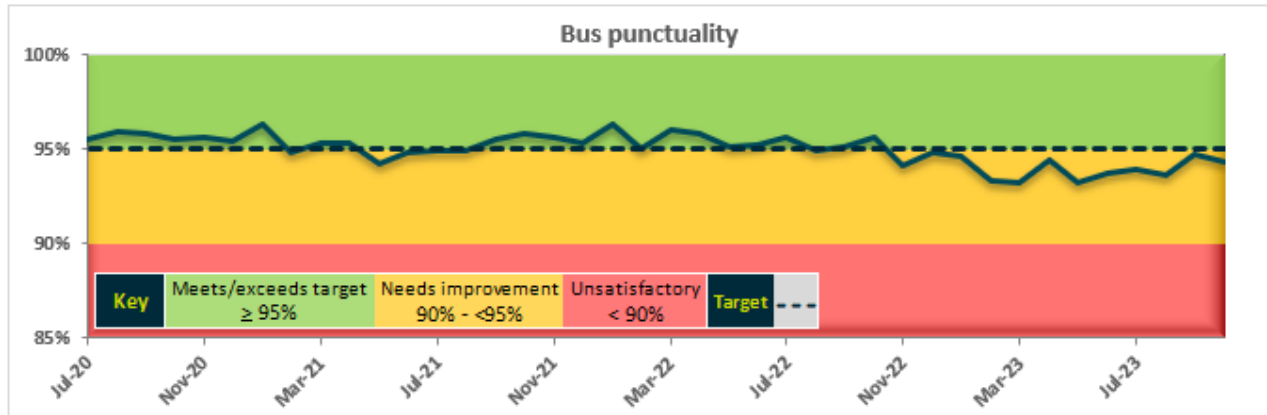


In October, there were 97,000 bus trips run, carrying 2.2 million passengers.

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 94.3% in October and 94.2% for the year to date. Punctuality this month continues to reflect traffic congestion and disruption in the usual places particularly: Wellington City, Masterton due to SH2 roadworks and late arriving buses replacing trains, and Paraparaumu stormwater renewal works.



Punctuality - current month

| | Oct-23 | Oct-22 | % Change |
|-------------------------------------|--------------|--------------|--------------|
| Wellington City | | | |
| Newlands & Tawa | 95.1% | 97.5% | -2.5% |
| East, West & City | 95.8% | 97.0% | -1.2% |
| North, South, Khandallah & Brooklyn | 91.2% | 91.7% | -0.5% |
| Hutt Valley | 94.8% | 96.6% | -1.8% |
| Porirua | 95.8% | 96.0% | -0.2% |
| Kapiti | 92.7% | 95.9% | -3.2% |
| Wairarapa | 92.9% | 93.8% | -0.8% |
| Total | 94.3% | 95.7% | -1.3% |

Punctuality - year to date (Jul - Oct)

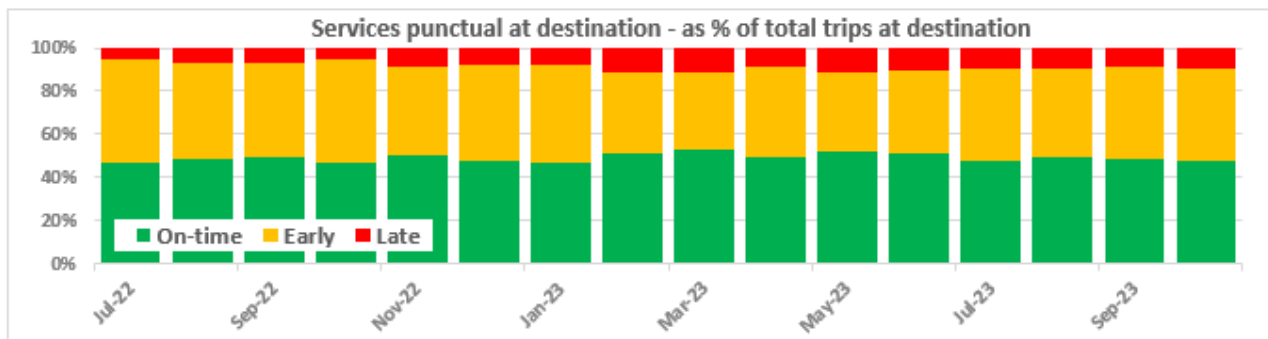
| | 2023/24 | 2022/23 | % Change |
|-------------------------------------|--------------|--------------|--------------|
| Wellington City | | | |
| Newlands & Tawa | 95.3% | 97.5% | -2.2% |
| East, West & City | 95.8% | 96.6% | -0.8% |
| North, South, Khandallah & Brooklyn | 90.1% | 91.2% | -1.1% |
| Hutt Valley | 95.0% | 95.7% | -0.7% |
| Porirua | 94.8% | 95.8% | -1.0% |
| Kapiti | 93.9% | 97.7% | -3.8% |
| Wairarapa | 91.5% | 93.4% | -1.9% |
| Total | 94.2% | 95.3% | -1.1% |

Punctuality at destination

Bus punctuality at destination is not a contractual measure and 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 October, 48.0% of bus services recorded at destination arrived on time, with a further 42.7% arriving more than one minute early, while 9.3% of services arrived more than five minutes late.



Punctuality at destination - current month

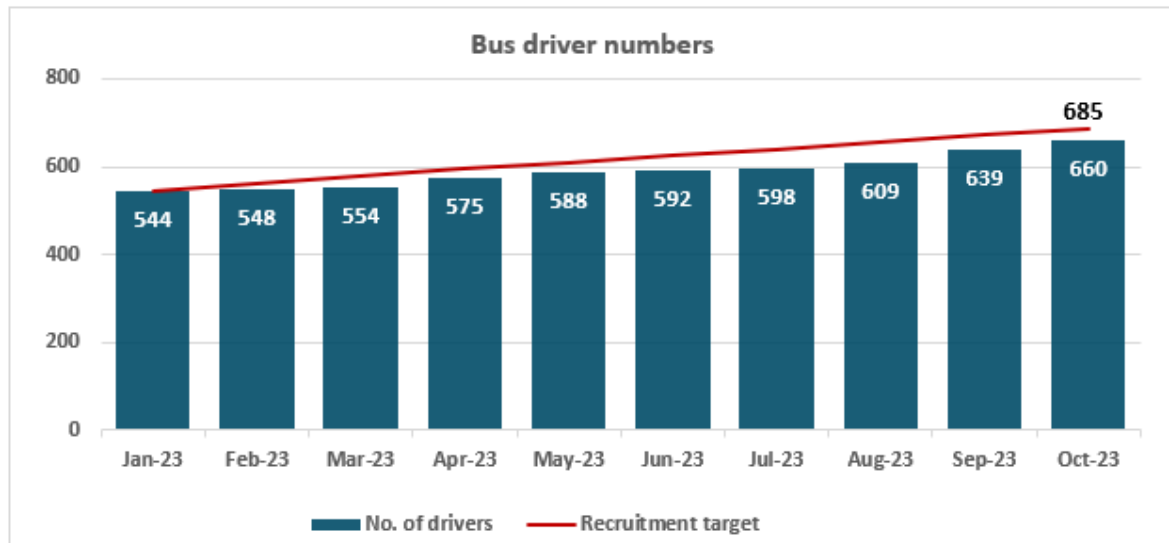
| | Oct-23 | Oct-22 | % Change |
|---------|--------|--------|----------|
| On-time | 48.0% | 46.5% | 1.5% |
| Early | 42.7% | 48.3% | -5.6% |
| Late | 9.3% | 5.2% | 4.1% |

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

| | 2023/24 | 2022/23 | % Change |
|---------|---------|---------|----------|
| On-time | 48.4% | 47.9% | 0.6% |
| Early | 42.5% | 46.2% | -3.7% |
| Late | 9.1% | 5.9% | 3.2% |

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 685 drivers by October 2023.



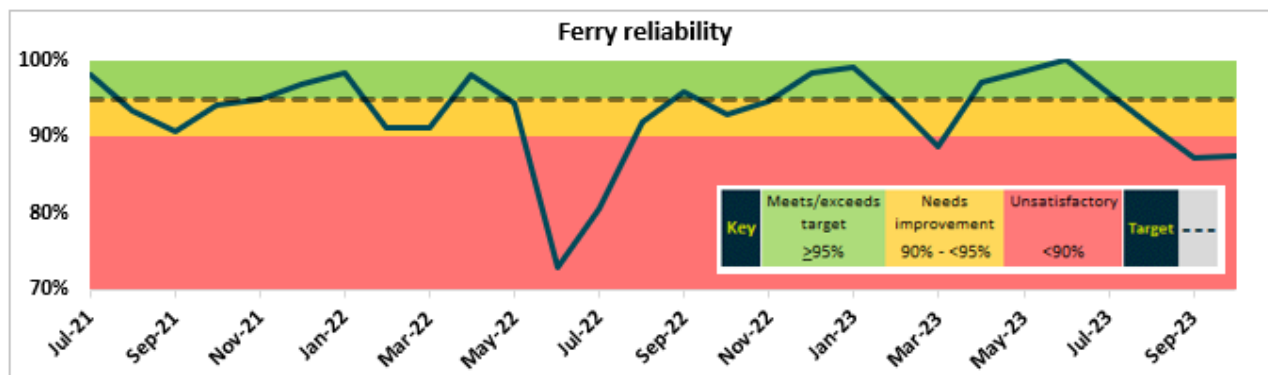
Ferry operator

Reliability

Ferry reliability is a measure of the number of scheduled services that ran.

Reliability for October was 87.4%, compared to 92.8% for the same month last year.

There were 107 trips cancelled due to weather this month, and 7 trips were impacted by maintenance issues.



Reliability - current month

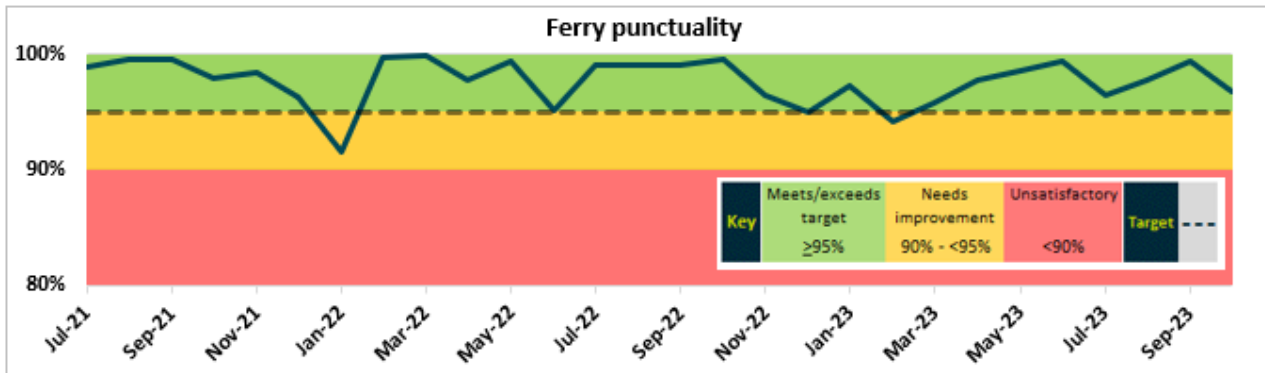
| | Oct-23 | Oct-22 | % Change |
|-------|--------|--------|----------|
| Total | 87.4% | 92.8% | -5.4% |

Punctuality

Ferry punctuality is a measure of ferries leaving the origin wharf no earlier than 4 minutes 59 seconds before schedule.

Punctuality for October was 96.7%, compared to 99.6% for the same month last year.

Timetable changes have improved punctuality, better reflecting actual run times across the harbour.



Punctuality - current month

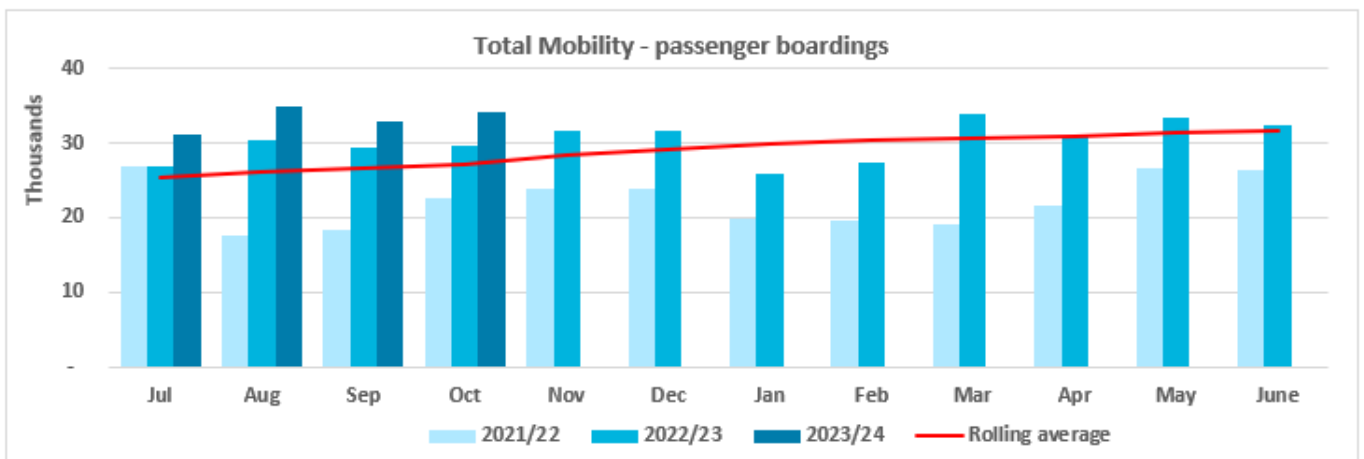
| | Oct-23 | Oct-22 | % Change |
|-------|--------|--------|----------|
| Total | 96.7% | 99.6% | -2.9% |



Te Hunga Whaikaha Total Mobility

Te Hunga Whaikaha Total Mobility

In October there were 34,000 Te Hunga Whaikaha Total Mobility trips, an increase of 15.0% compared to the same month in the previous year. This shows a continuance of strong levels of usage of Te Hunga Whaikaha Total Mobility reflective of the now permanent half price fares initiative.



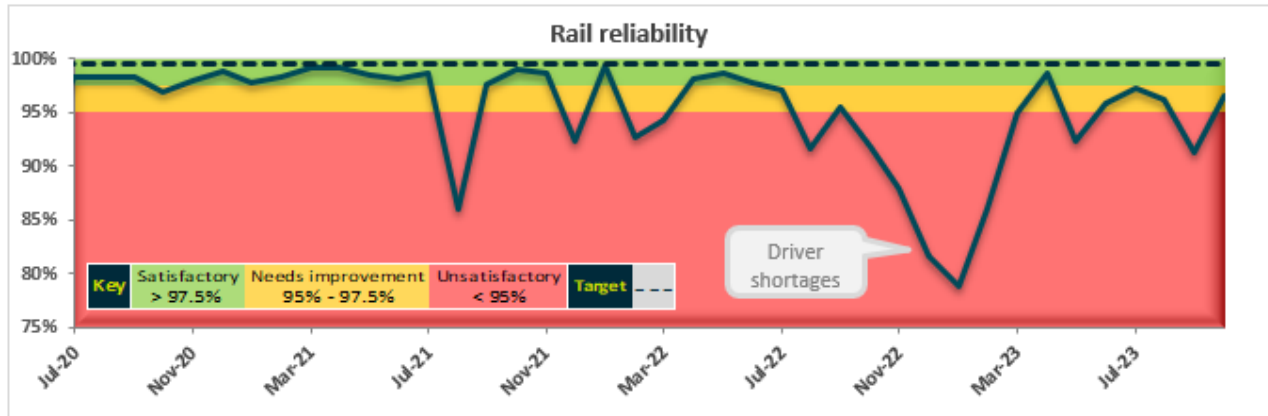


Reliability

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 96.5% in October, and 96.3% for the year to date.

There were a number of issues that affected reliability in October, including a branch coming down on the overhead on the Johnsonville line, and also signal and points outages. Services continue to be affected by staff shortages.



Reliability - current month

| | Oct-23 | Oct-22 | % Change |
|--------------|--------------|--------------|-------------|
| Hutt Valley | 97.2% | 94.6% | 2.6% |
| Johnsonville | 95.3% | 93.4% | 1.9% |
| Kapiti | 96.9% | 86.4% | 10.5% |
| Wairarapa | 94.8% | 96.8% | -2.0% |
| Total | 96.5% | 91.8% | 4.7% |

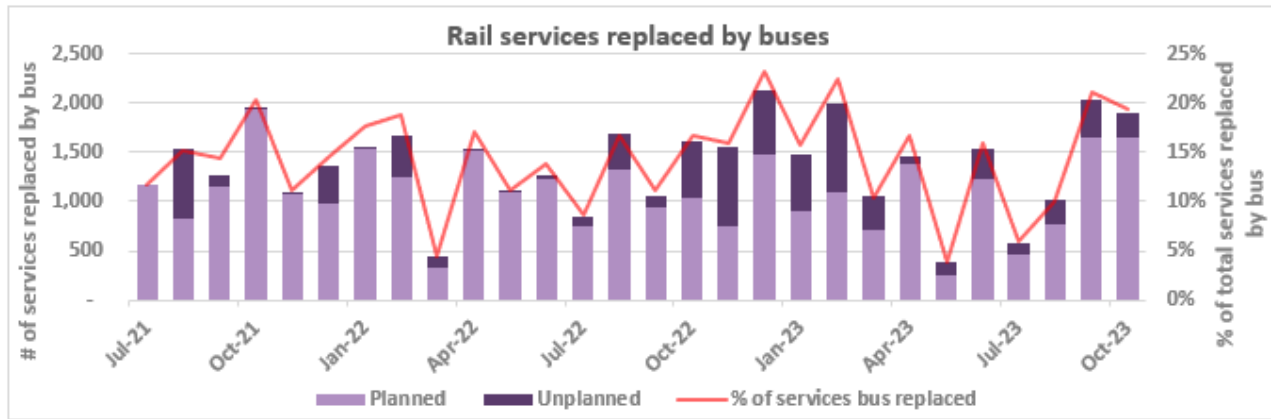
Reliability - year to date (Jul - Oct)

| | 2023/24 | 2022/23 | % Change |
|--------------|--------------|--------------|-------------|
| Hutt Valley | 97.0% | 95.8% | 1.2% |
| Johnsonville | 94.8% | 94.6% | 0.2% |
| Kapiti | 96.9% | 90.7% | 6.2% |
| Wairarapa | 91.0% | 98.0% | -7.0% |
| Total | 96.3% | 94.0% | 2.3% |



In October, there were 9,800 rail trips run, carrying 0.98 million passengers.

In October, 19.4% of rail services were replaced by buses, compared to 21.1% the previous month.

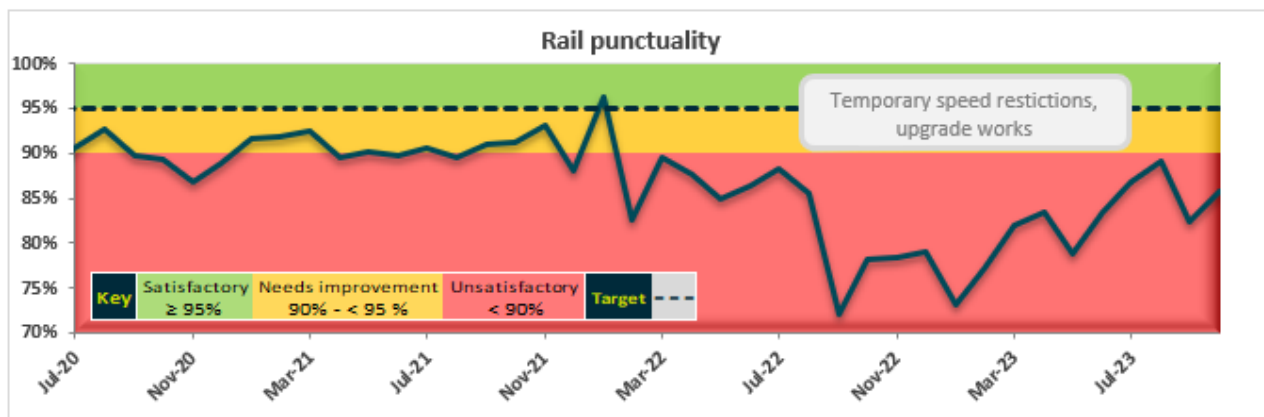


Punctuality

The rail punctuality measure records the percentage of services arriving at key interchange stations and at the final destination within five minutes of the scheduled time.

Punctuality for October was 85.8%, and 88.0% for the year to date.

Punctuality was mainly affected by a high level of speed restrictions across the network, in particular on the Wairarapa Line. An extra speed restriction was added at Petone due to work taking place at the subway at the station, this severely impacted Hutt Valley line services.



Punctuality - current month

| | Oct-23 | Oct-22 | % Change |
|--------------|--------------|--------------|-------------|
| Hutt Valley | 82.0% | 91.4% | -9.4% |
| Johnsonville | 97.8% | 97.4% | 0.4% |
| Kapiti | 85.1% | 47.6% | 37.5% |
| Wairarapa | 34.0% | 52.0% | -18.0% |
| Total | 85.8% | 78.1% | 7.7% |

Punctuality - year to date (Jul - Oct)

| | 2023/24 | 2022/23 | % Change |
|--------------|--------------|--------------|-------------|
| Hutt Valley | 87.3% | 90.2% | -2.9% |
| Johnsonville | 94.4% | 87.3% | 7.1% |
| Kapiti | 88.7% | 67.1% | 21.6% |
| Wairarapa | 29.3% | 50.2% | -20.9% |
| Total | 88.0% | 81.1% | 6.9% |

Rail network owner

October Commentary

This commentary summarises the performance of the rail network, owned and operated by KiwiRail. The Key Performance Indicators (KPI) results below are for Wellington Network Services only and represent the measures in the contract.

However, the results do not mirror the customer experience of punctuality and reliability because they do not include:

- Network Temporary Speed Restrictions (TSR) relating to work being addressed by the Wellington Metro Upgrade Programme (WMUP). If this were included the impact on performance measures would be significantly lower.
- Transdev initiated delays (see section above).
- Events caused by third parties other than KiwiRail that can cause delays on the rail network.
- ‘Force Majeure’ events such as weather induced issues that can cause delays; this includes all delays associated with slope instability and weather warning events.

Monthly Overview – October 2023

| Key Performance Indicators | | | | |
|----------------------------|-------------|----------------------|---------------------|-------------------|
| Punctuality | Reliability | Network Availability | Maintenance Backlog | HSE Score |
| 96.60% | 99.30% | Unplanned: 98.80% | Reducing Trend | Zero Harm |
| 96.71% | 99.62% | Planned: 83.82% | 8 | 131 Days LTI Free |
| | | Unplanned: 99.58% | | |

(Yellow row is KPI target)

October’s performance fell just over 1% from the previous month’s figures. The decrease was due to mechanical faults at #29 points in Wellington Junction and #851 points at Plimmerton towards the end of the month. The outages occurred during peak hours causing delays across the network and significant congestion at Wellington station.

Overall reliability decreased due to cancellations of services during the above mechanical points failures.

TSR’s are over KPI on the Down Main of Hutt Valley Line due to track faults awaiting a Block of Line for repair. WMUP re-rail sites on the Wairarapa line continue to contribute to high delay minutes. These are expected to increase into November as the last of the re-sleeping and re-railing is completed.

On the 2nd of October severe weather caused the Johnsonville line to close due to a tree fouling the traction overhead. This affected network availability KPIs.

There are many assets considered Renewal backlog (Historical). These assets are inspected and maintained until enough funding is sourced to renew these assets across the Wellington Network. Currently, there is a significant funding shortfall which is likely to impact service levels in the short and medium term. If funding is not provided, we expect a long-term impact on services.

October saw 31 Zero Harm Free days.

Operational Performance

Patronage

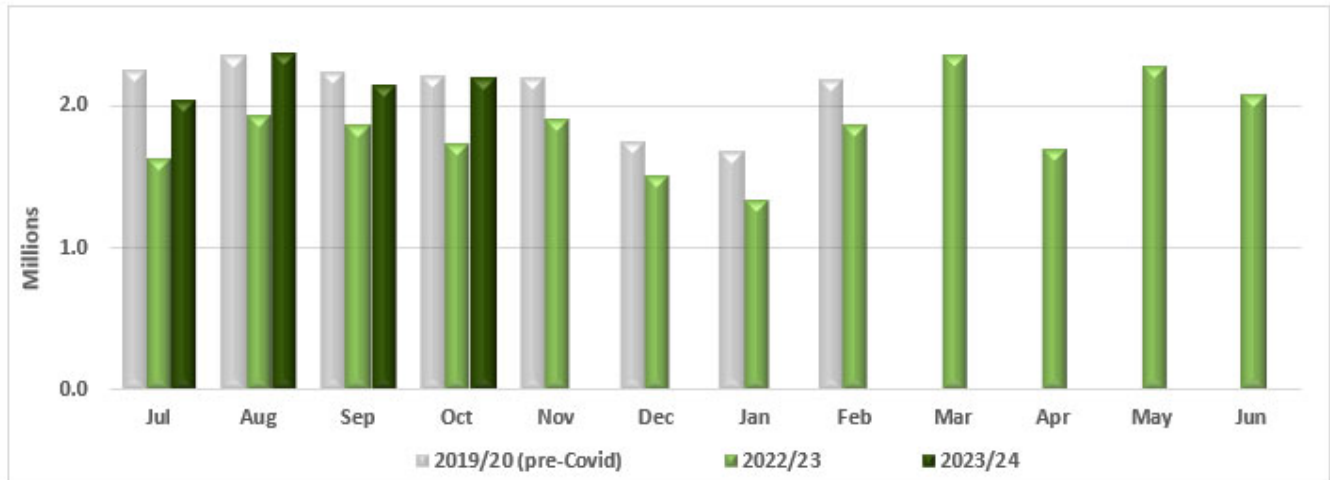
There are two ways to report on patronage - passenger boardings and passenger journeys. We calculate passenger journeys by subtracting recorded transfers (movements from one vehicle to another within 30 minutes) from passenger boardings. Metlink generally reports passenger boardings given the lack of visibility on transfers between modes and on rail and ferry services.

In October 2023, we saw increased passenger boardings when compared to the same month last year.

Bus passenger boardings

October bus passenger boardings were 26.5% higher than the same month last year, and 21.9% higher for the year to date.

Boardings this month were only 0.8% lower than October 2019 numbers (pre-Covid).



Boardings by area - current month

| | Oct-23 | Oct-22 | % Change |
|--------------|------------------|------------------|--------------|
| Wellington | 1,630,813 | 1,292,638 | 26.2% |
| Hutt Valley | 419,247 | 329,948 | 27.1% |
| Porirua | 79,115 | 63,607 | 24.4% |
| Kapiti | 56,938 | 42,608 | 33.6% |
| Wairarapa | 14,138 | 11,083 | 27.6% |
| Total | 2,200,251 | 1,739,884 | 26.5% |

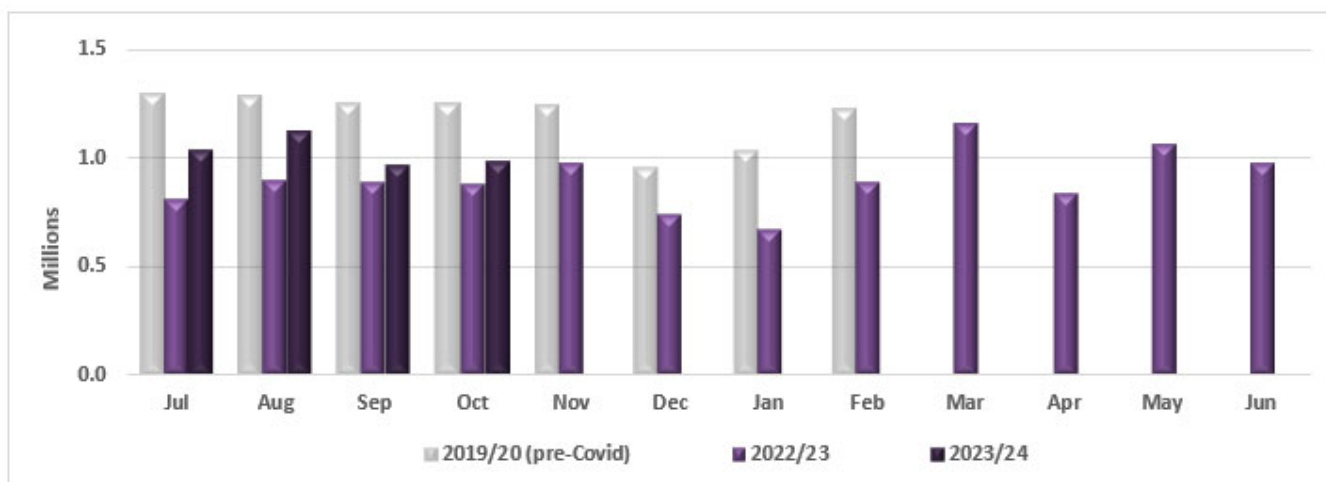
Boardings by area - year to date (Jul - Oct)

| | 2023/24 | 2022/23 | % Change |
|--------------|------------------|------------------|--------------|
| Wellington | 6,541,317 | 5,297,334 | 23.5% |
| Hutt Valley | 1,639,515 | 1,381,378 | 18.7% |
| Porirua | 310,232 | 272,554 | 13.8% |
| Kapiti | 224,716 | 192,332 | 16.8% |
| Wairarapa | 57,118 | 51,366 | 11.2% |
| Total | 8,772,898 | 7,194,964 | 21.9% |

Rail passenger boardings

October rail passenger boardings were 11.8% higher than the same month last year, and 18.1% higher for the year to date.

Boardings this month were 21.7% lower than October 2019 numbers (pre-Covid).



Boardings by line - current month

| | Oct-23 | Oct-22 | % Change |
|--------------|----------------|----------------|--------------|
| Hutt Valley | 414,079 | 379,265 | 9.2% |
| Kapiti | 398,990 | 348,679 | 14.4% |
| Johnsonville | 109,561 | 98,307 | 11.4% |
| Wairarapa | 54,182 | 47,495 | 14.1% |
| Total | 976,812 | 873,746 | 11.8% |

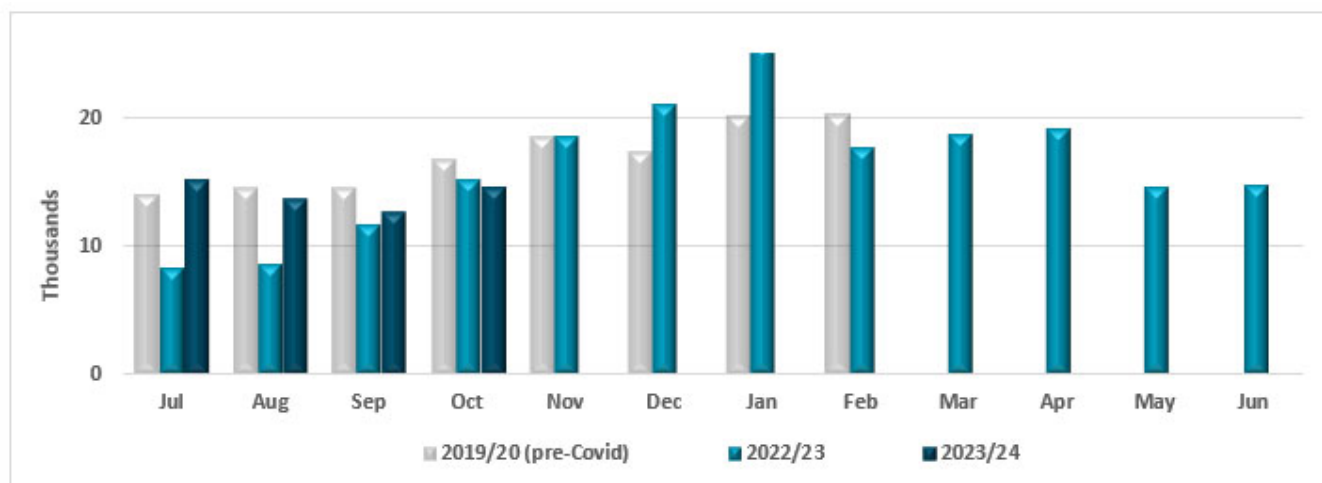
Boardings by line - year to date (Jul - Oct)

| | 2023/24 | 2022/23 | % Change |
|--------------|------------------|------------------|--------------|
| Hutt Valley | 1,747,895 | 1,477,501 | 18.3% |
| Kapiti | 1,653,738 | 1,389,159 | 19.0% |
| Johnsonville | 462,969 | 398,809 | 16.1% |
| Wairarapa | 215,954 | 189,440 | 14.0% |
| Total | 4,080,556 | 3,454,909 | 18.1% |

Ferry passenger boardings

Ferry boardings show a decrease of 4.8% on the same month last year, and a 27.0% increase for the year to date. Boardings are often affected by weather.

Boardings for the month were 13.5% lower than October 2019 numbers (pre-Covid).



Boardings - current month

| | Oct-23 | Oct-22 | % Change |
|--------------|---------------|---------------|--------------|
| Total | 14,486 | 15,212 | -4.8% |

Boardings - year to date (Jul - Oct)

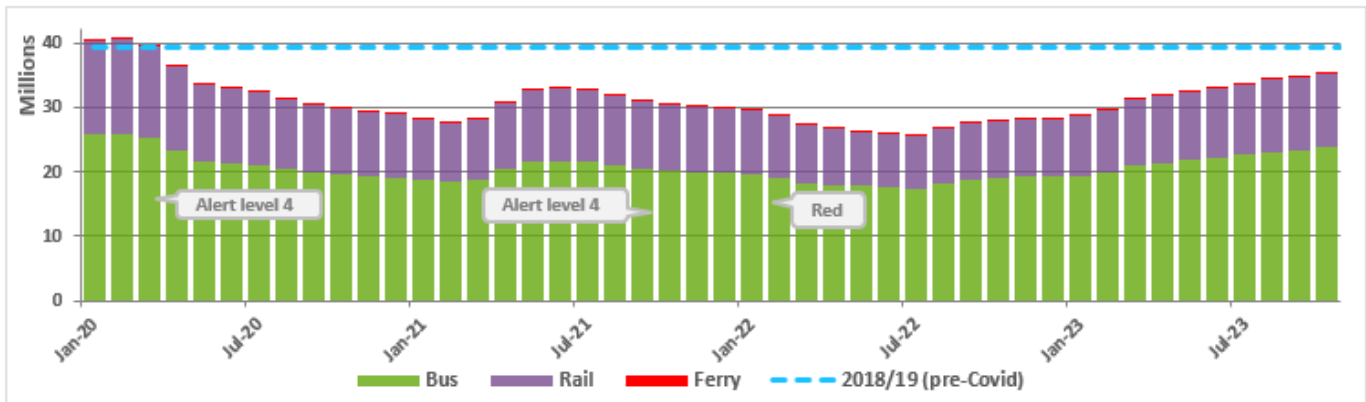
| | 2023/24 | 2022/23 | % Change |
|--------------|---------------|---------------|--------------|
| Total | 55,754 | 43,892 | 27.0% |

Passenger boardings trend

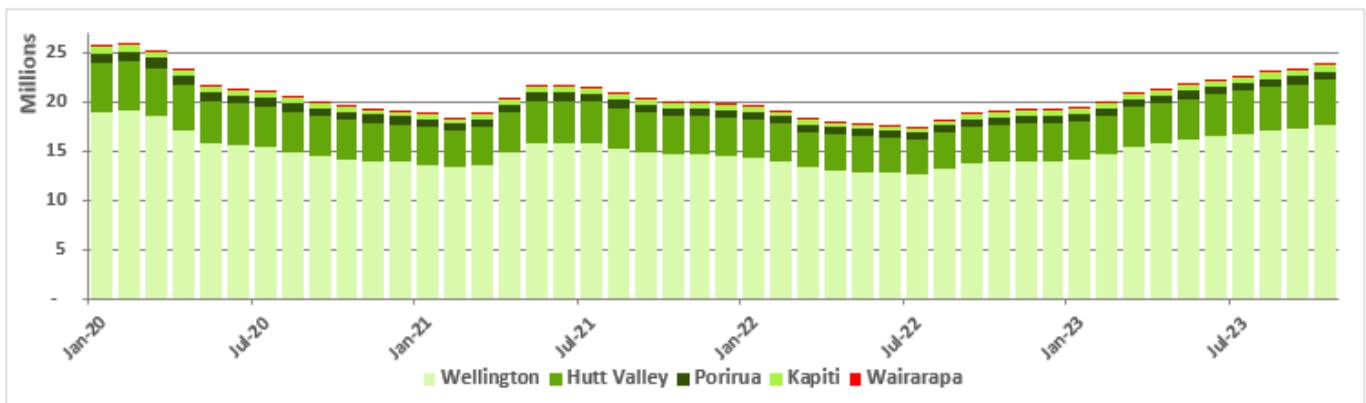
The following graphs show the number of passenger boardings using a 12-month rolling total.

There had been continuing growth up to February 2020, then decreases 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 this has not yet reached pre-Covid levels, as shown by blue dotted line in the graph below.

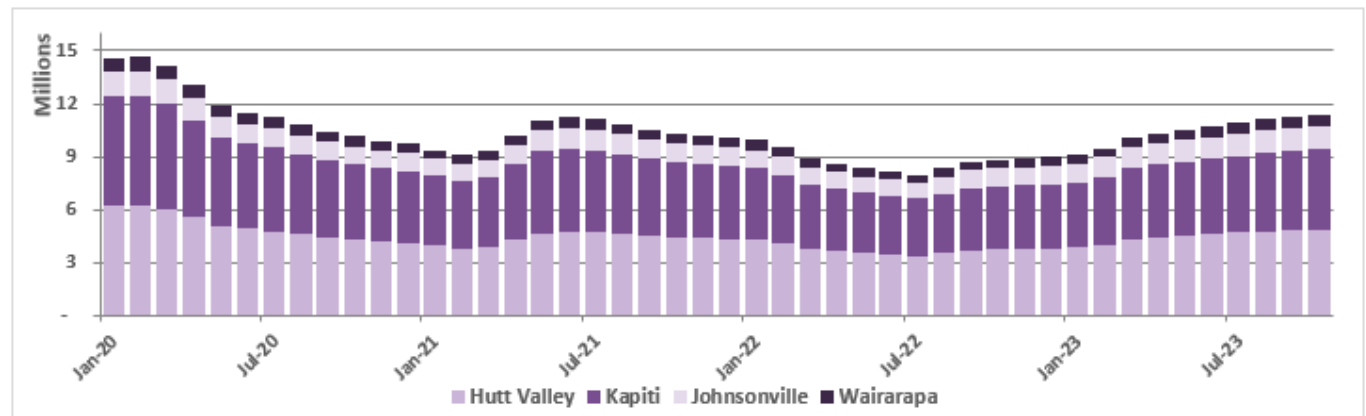
All modes



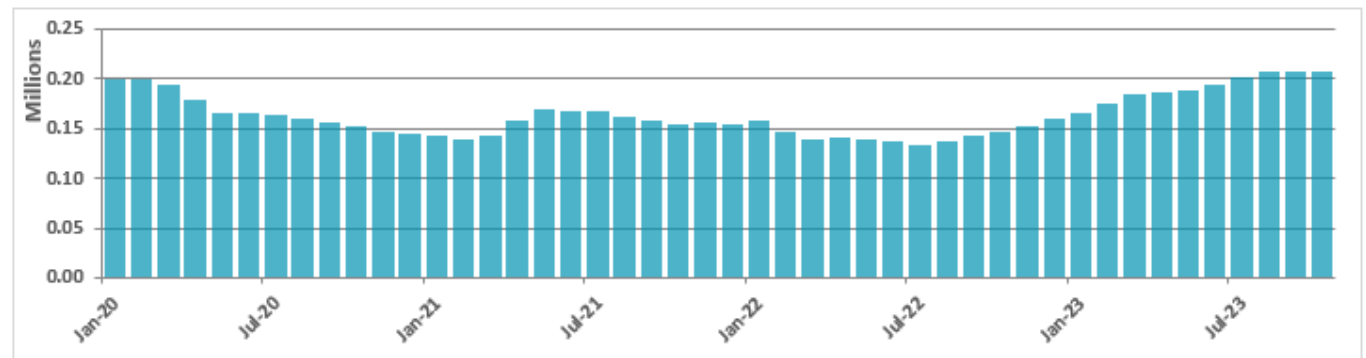
Bus



Rail



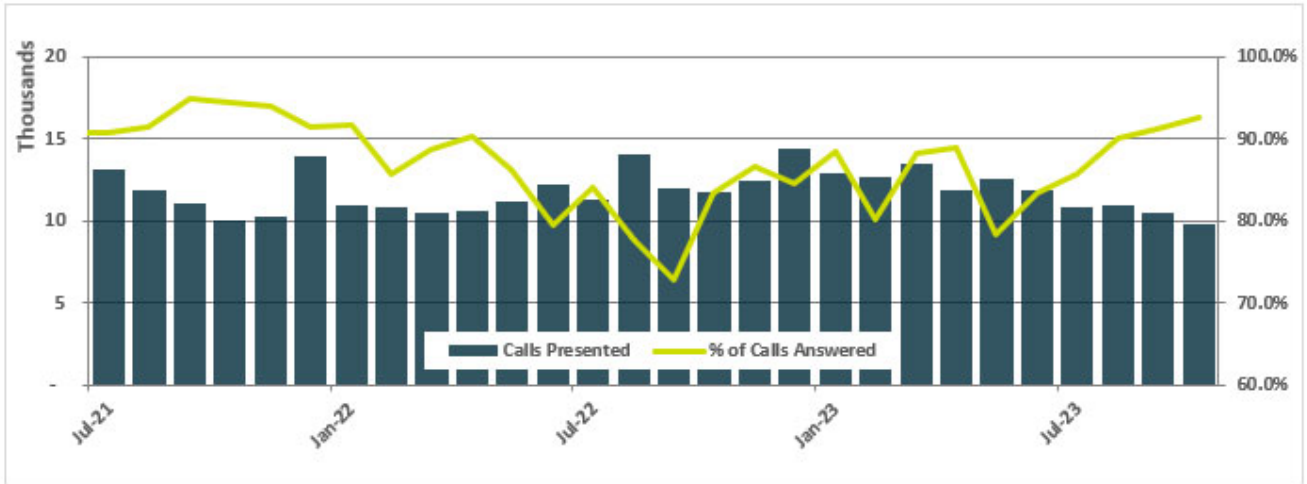
Ferry



Customer Contact

Call centre incoming calls

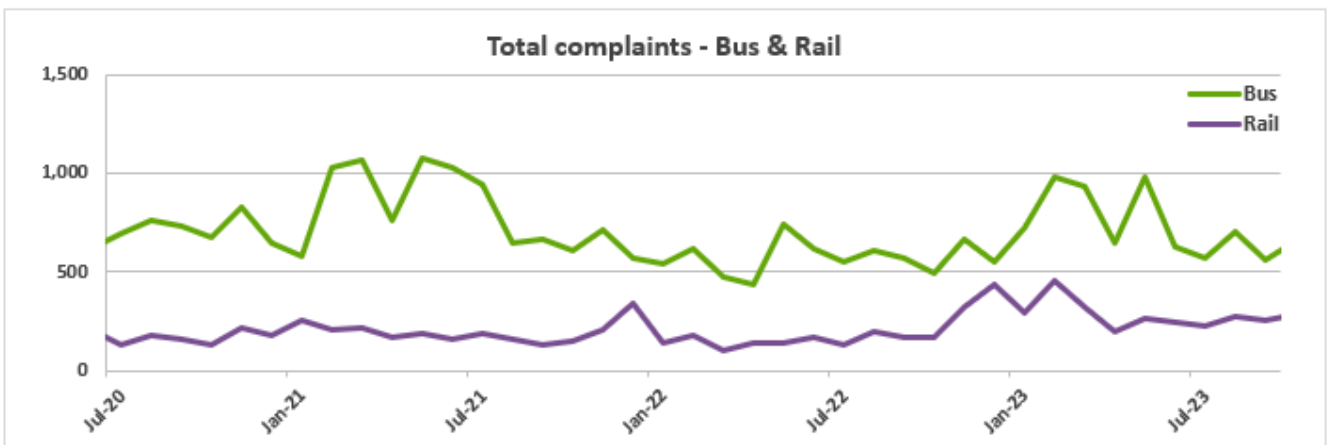
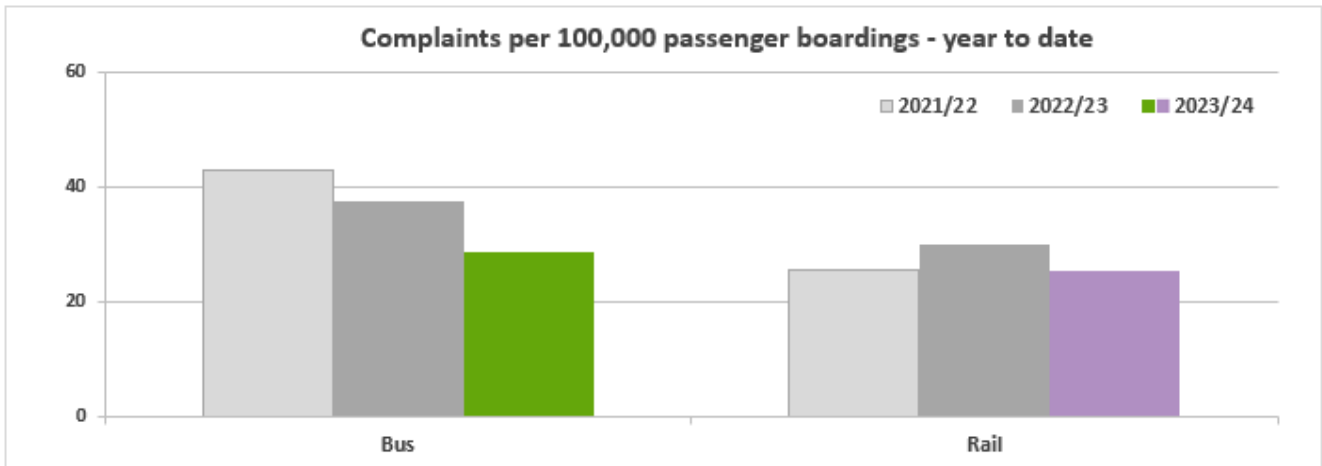
Metlink answered 92.7% of the 9,900 calls received in October.



Complaints

Complaints volume

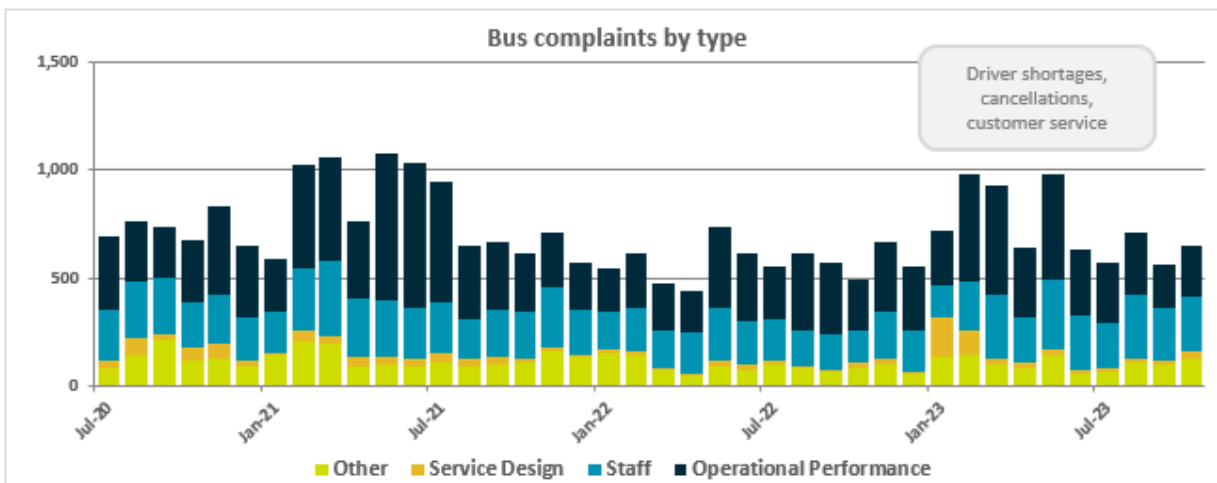
To compare complaint volumes, Metlink reports the number of complaints per 100,000 passenger boardings. This shows that complaint volumes relative to passenger boardings are higher for bus than rail. Complaints have increased in recent months during driver shortages and illness.



Bus complaints

Bus complaints for the month were 31.6% higher than in October last year, and 12.1% higher for the year to date.

Complaints for the month relate mostly to customer service, quality of driving, and buses not stopping.



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

Bus complaints - current month

| | Oct-23 | Oct-22 | % Change |
|-----------------------------------|------------|------------|--------------|
| Wellington | | | |
| Newlands, Tawa | 32 | 13 | 146.2% |
| East-West, City | 201 | 159 | 26.4% |
| North-south, Khandallah, Brooklyn | 198 | 159 | 24.5% |
| Hutt Valley | 171 | 96 | 78.1% |
| Porirua | 21 | 27 | -22.2% |
| Kapiti | 26 | 40 | -35.0% |
| Wairarapa | 5 | 3 | 66.7% |
| Total | 654 | 497 | 31.6% |

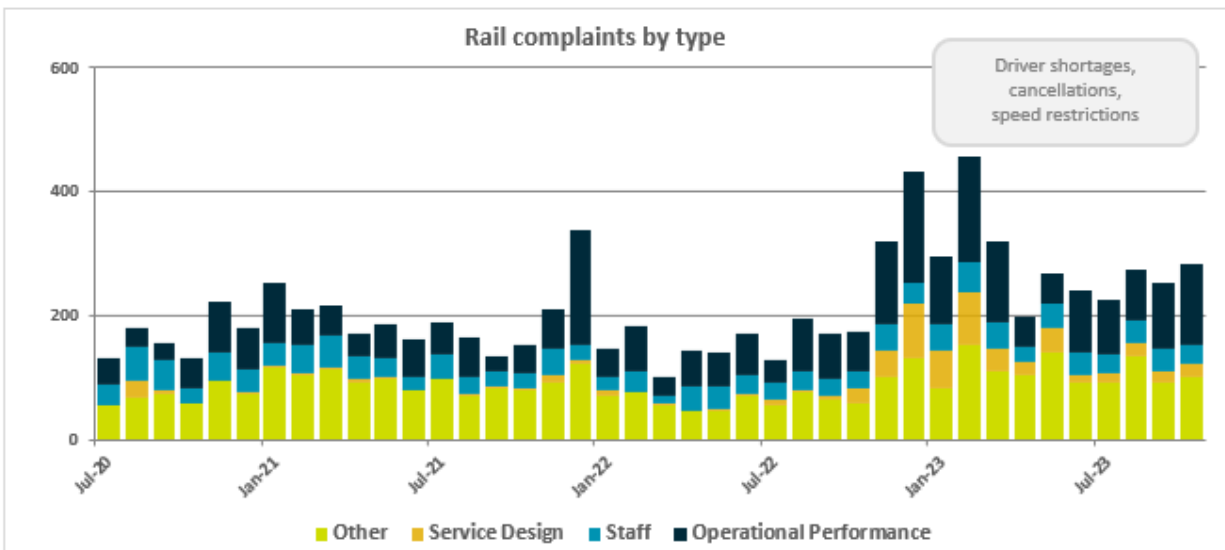
Bus complaints - year to date (Jul - Oct)

| | 2023/24 | 2022/23 | % Change |
|-----------------------------------|--------------|--------------|--------------|
| Wellington | | | |
| Newlands, Tawa | 149 | 61 | 144.3% |
| East-West, City | 717 | 763 | -6.0% |
| North-south, Khandallah, Brooklyn | 813 | 723 | 12.4% |
| Hutt Valley | 615 | 471 | 30.6% |
| Porirua | 111 | 122 | -9.0% |
| Kapiti | 79 | 77 | 2.6% |
| Wairarapa | 18 | 14 | 28.6% |
| Total | 2,502 | 2,231 | 12.1% |

Rail complaints

Rail complaints for October were 62.6% higher than the same month last year, and 54.8% higher for the year to date.

Customer feedback remains quite high – mainly related to bus replacements and services that have been affected by staff shortages.



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

Rail complaints - current month

| | Oct-23 | Oct-22 | % Change |
|--------------|------------|------------|--------------|
| Hutt Valley | 100 | 48 | 108.3% |
| Kapiti | 101 | 73 | 38.4% |
| Johnsonville | 21 | 14 | 50.0% |
| Wairarapa | 26 | 13 | 100.0% |
| General | 35 | 26 | 34.6% |
| Total | 283 | 174 | 62.6% |

Rail complaints - year to date (Jul - Oct)

| | 2023/24 | 2022/23 | % Change |
|--------------|--------------|------------|--------------|
| Hutt Valley | 371 | 178 | 108.4% |
| Kapiti | 313 | 276 | 13.4% |
| Johnsonville | 73 | 52 | 40.4% |
| Wairarapa | 102 | 61 | 67.2% |
| General | 180 | 104 | 73.1% |
| Total | 1,039 | 671 | 54.8% |

Financial Performance

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 October there was a budget shortfall of \$3.4 million. Year to date the shortfall is \$17.2 million – an estimated \$7.1 million is due to providing half price fares in July and August without Waka Kotahi support, and \$10.1 million is due to the change in travel behaviour post-Covid compared to the travel assumptions set pre-Covid in 2020.

Part of the revenue deficit due to the extended half-price fares scheme is expected to be offset by Government funding under the agreed transitional arrangement with Waka Kotahi.

Fare revenue - current month

| | Oct-23 | Budget | Excess/Shortfall |
|--------------|---------------------|---------------------|----------------------|
| Bus | 2,861,944 | 4,319,701 | - 1,457,757 |
| Rail | 2,742,530 | 4,702,354 | - 1,959,824 |
| Total | \$ 5,604,474 | \$ 9,022,055 | -\$ 3,417,581 |

Fare revenue - year to date (Jul - Oct)

| | 2023/24 | Budget | Excess/Shortfall |
|--------------|----------------------|----------------------|-----------------------|
| Bus | 9,983,349 | 17,278,804 | - 7,295,455 |
| Rail | 8,911,121 | 18,809,415 | - 9,898,294 |
| Total | \$ 18,894,470 | \$ 36,088,219 | -\$ 17,193,749 |