

# Metlink performance report



September 2022

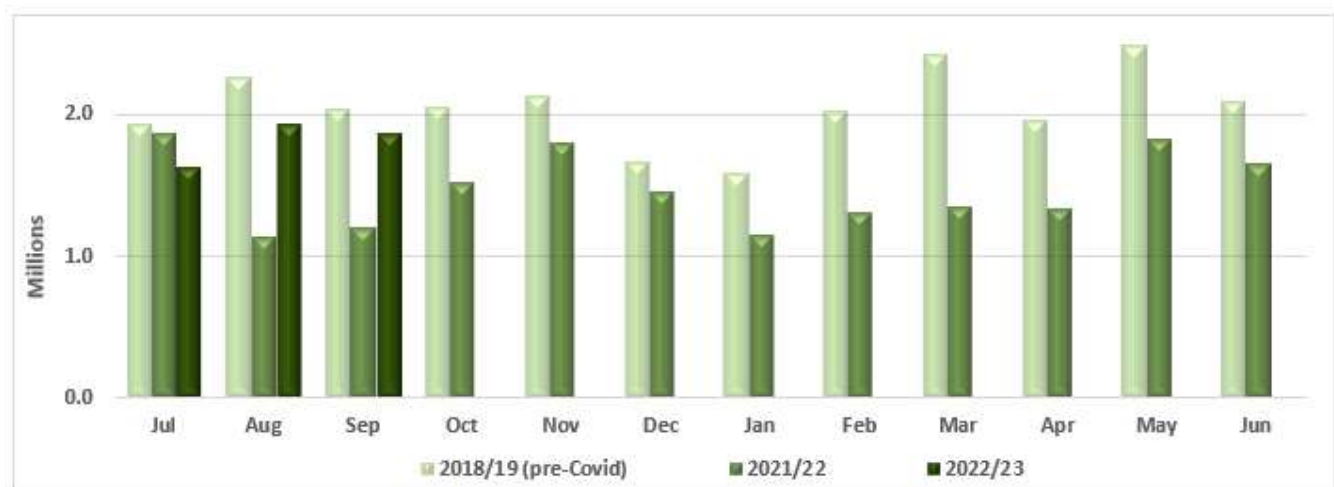
## Patronage

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 September 2022, under Orange of the Covid-19 Protection Framework until the 12<sup>th</sup>, we saw increased passenger boardings when compared to the same month last year – in September 2021 NZ was under Alert Levels 3 then 2 and there were lower boardings for the month.

### Bus passenger boardings

With Orange of the Covid-19 Protection Framework ending on the 12<sup>th</sup>, September bus passenger boardings were 55.4% higher than the same month last year, and 29.4% higher for the year to date - in September 2021 NZ was under Alert Levels 3 then 2 and there were lower boardings for the month.



### Boardings by area - current month

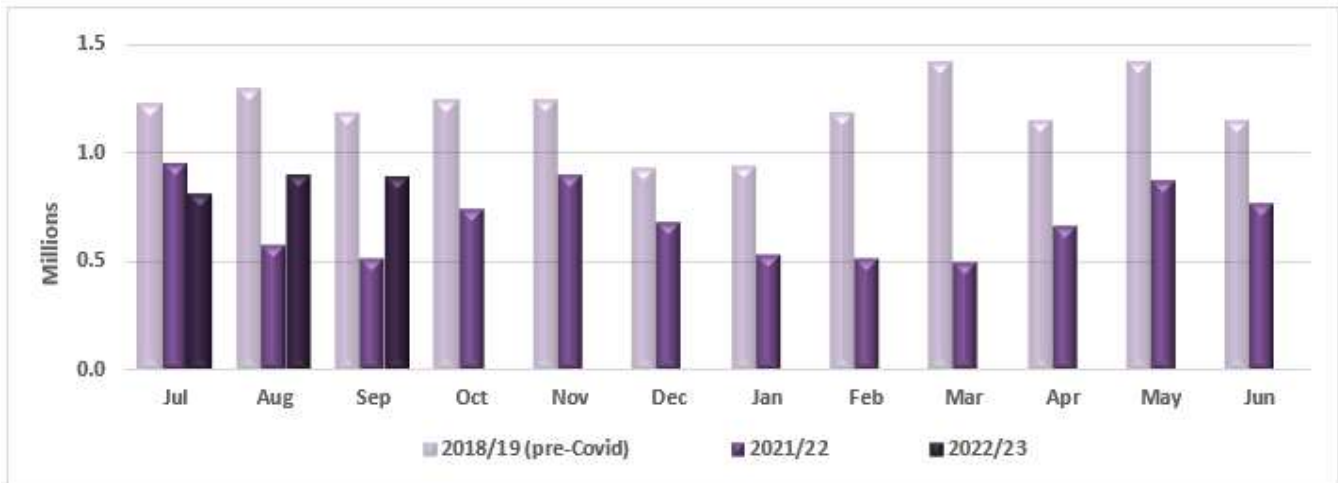
	Sep-22	Sep-21	% Change
Wellington	1,363,079	851,309	60.1%
Hutt Valley	370,385	255,835	44.8%
Porirua	73,209	54,433	34.5%
Kapiti	54,922	36,819	49.2%
Wairarapa	14,724	9,191	60.2%
<b>Total</b>	<b>1,876,319</b>	<b>1,207,587</b>	<b>55.4%</b>

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

	2022/23	2021/22	% Change
Wellington	4,004,696	3,092,423	29.5%
Hutt Valley	1,051,430	816,977	28.7%
Porirua	208,947	170,286	22.7%
Kapiti	149,724	107,950	38.7%
Wairarapa	40,283	29,581	36.2%
<b>Total</b>	<b>5,455,080</b>	<b>4,217,217</b>	<b>29.4%</b>

## Rail passenger boardings

With Orange of the Covid-19 Protection Framework ending on the 12<sup>th</sup>, September rail passenger boardings were 73.9% higher than the same month last year, and 28.1% higher for the year to date - in September 2021 NZ was under Alert Levels 3 then 2 and there were lower boardings for the month.



Boardings by line - current month

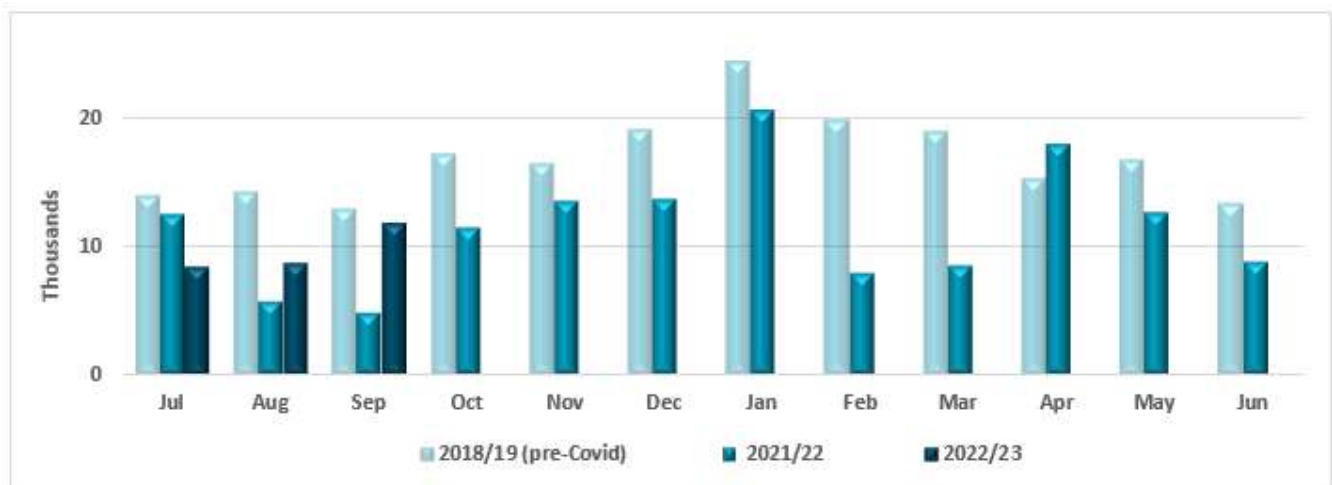
	Sep-22	Sep-21	% Change
Hutt Valley	376,496	214,535	75.5%
Kapiti	352,430	209,558	68.2%
Johnsonville	103,384	57,202	80.7%
Wairarapa	47,752	24,671	93.6%
<b>Total</b>	<b>880,062</b>	<b>505,966</b>	<b>73.9%</b>

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

	2022/23	2021/22	% Change
Hutt Valley	1,098,236	898,550	22.2%
Kapiti	1,040,480	795,409	30.8%
Johnsonville	300,502	209,235	43.6%
Wairarapa	141,945	112,410	26.3%
<b>Total</b>	<b>2,581,163</b>	<b>2,015,604</b>	<b>28.1%</b>

## Ferry passenger boardings

With Orange of the Covid-19 Protection Framework ending on the 12<sup>th</sup> September, ferry boardings show an increase of 143.1% on the same month last year, and a 25.6% increase for the year to date - in September 2021 NZ was under Alert Levels 3 then 2 and there were lower boardings for the month.



Boardings - current month

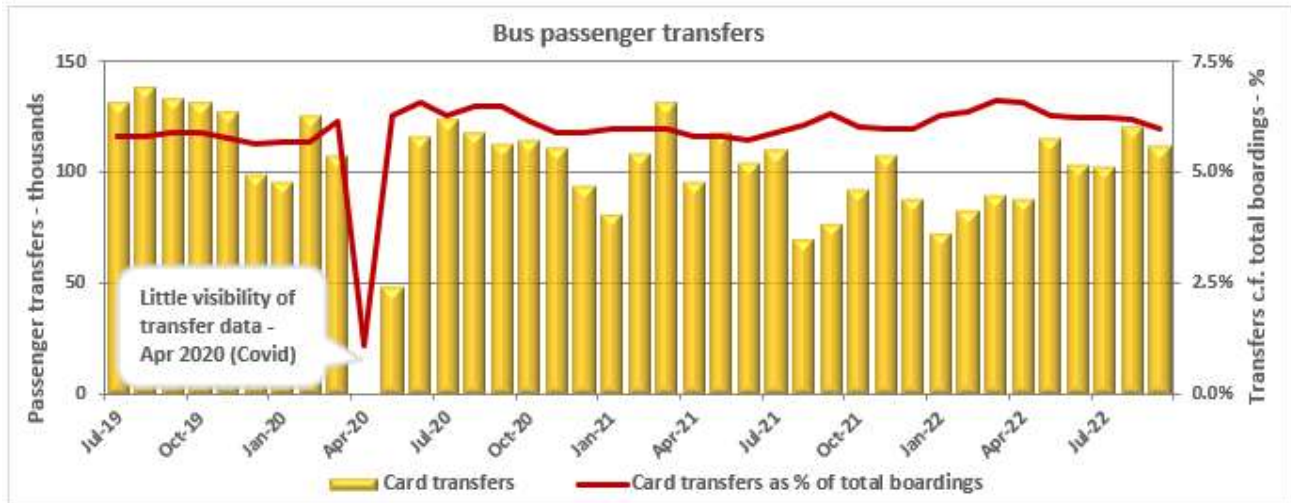
	Sep-22	Sep-21	% Change
<b>Total</b>	<b>11,728</b>	<b>4,824</b>	<b>143.1%</b>

Boardings - year to date (Jul - Sep)

	2022/23	2021/22	% Change
<b>Total</b>	<b>28,680</b>	<b>22,832</b>	<b>25.6%</b>

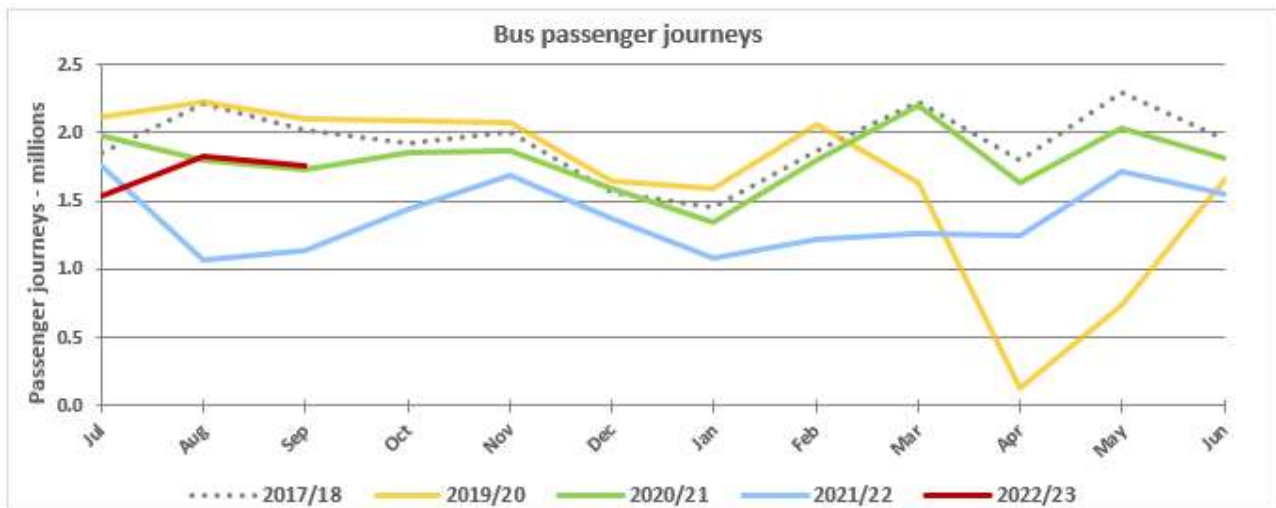
## Bus passenger transfers and journeys

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 6.0% of passenger boardings for September.



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 September 2022 show an increase of 56% on the same month last year - in September 2021 NZ was under Alert Levels 3 and 2, and there were lower boardings for the month.



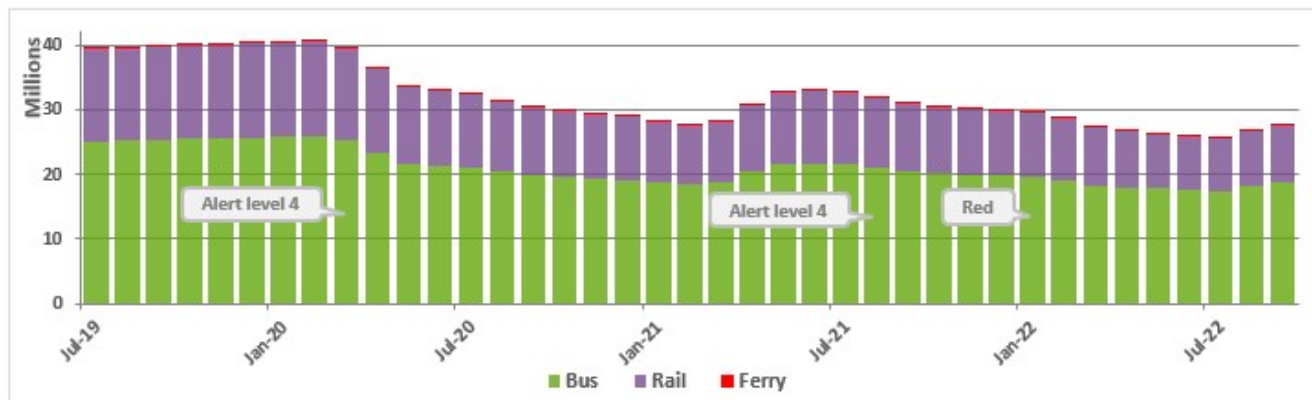
<sup>1</sup> Prior to the new Network, transfers accounted for c. 2.6 % based on 2014/15 data available to Metlink. This transfer rate has been assumed up until the new contracts were implemented between April and July 2018.

# Passenger boardings trend

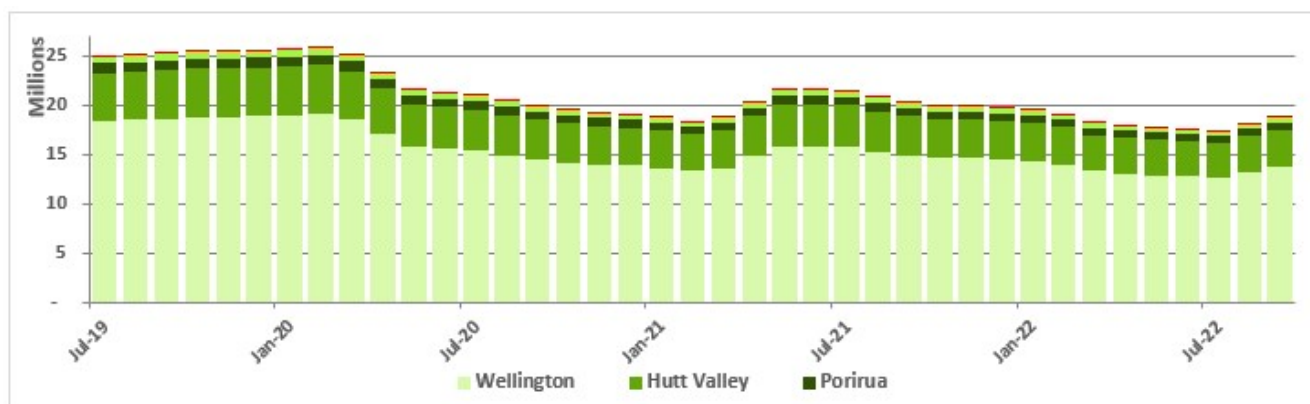
The following graphs show the number of passenger boardings using a 12-month rolling total.

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.

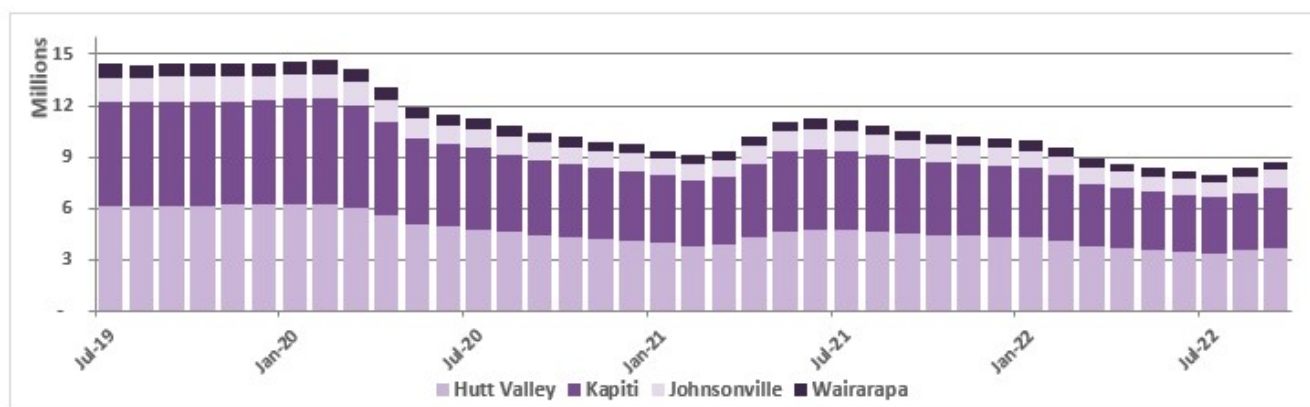
## All modes



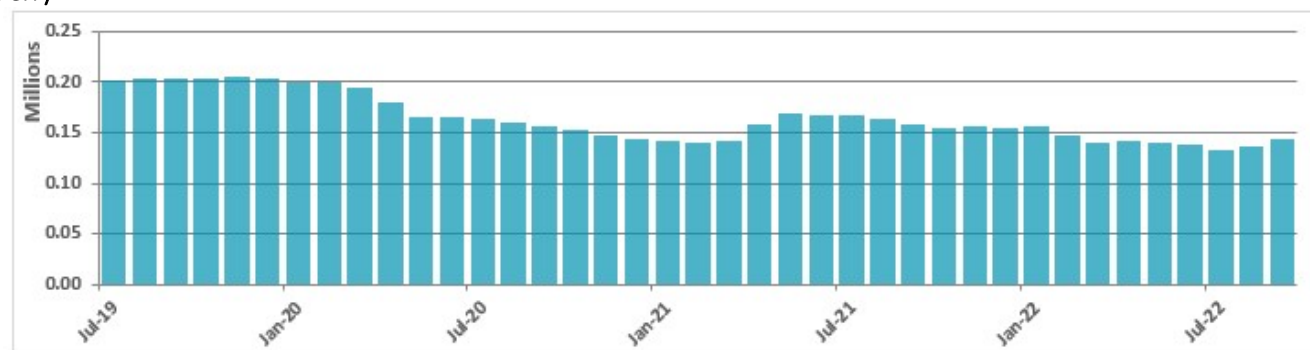
## Bus



## Rail



## Ferry





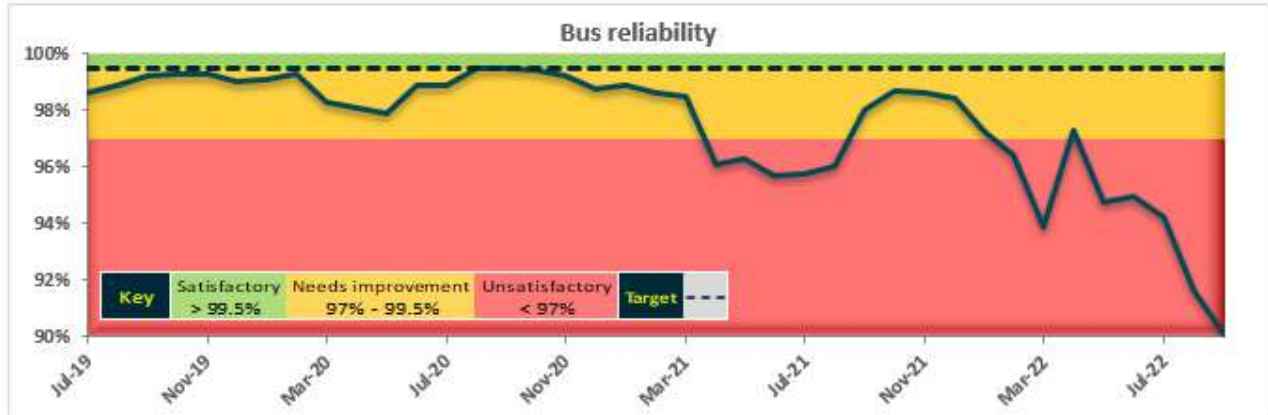


# Bus service delivery

## Reliability

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

In September, 90.1% of bus services were delivered, and 91.9% for the year to date. Reliability has been significantly impacted by increased levels of cancellations due to driver shortages and unplanned absenteeism.

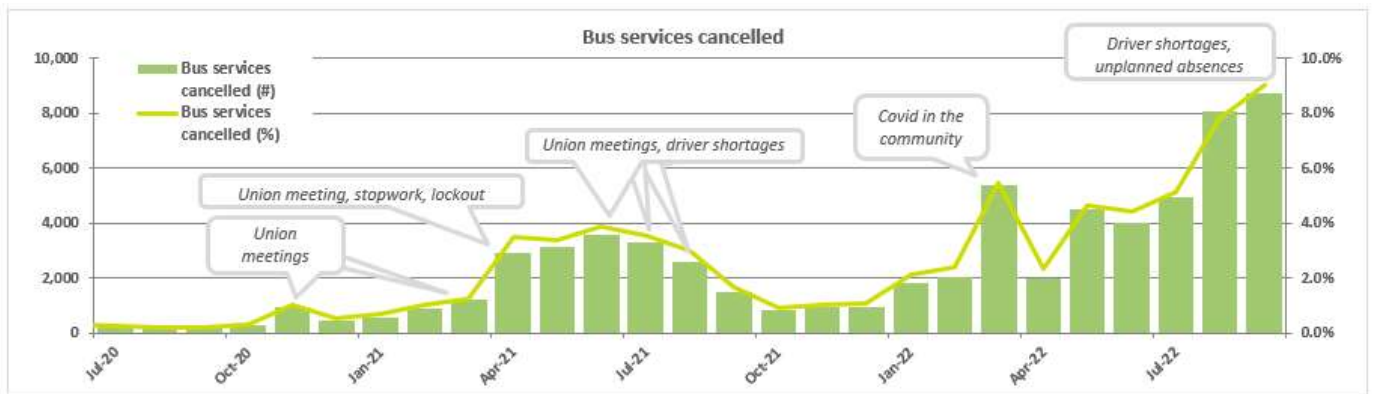


Reliability - current month

	Sep-22	Sep-21	% Change
Wellington City			
Newlands & Tawa	98.7%	99.7%	-1.0%
East, West & City	83.1%	98.3%	-15.2%
North, South, Khandallah & Brooklyn	87.8%	96.3%	-8.5%
Hutt Valley	96.0%	98.2%	-2.1%
Porirua	91.1%	98.1%	-7.0%
Kapiti	99.6%	100.0%	-0.4%
Wairarapa	99.1%	99.7%	-0.6%
<b>Total</b>	<b>90.1%</b>	<b>98.0%</b>	<b>-8.0%</b>

Reliability - year to date (Jul - Sep)

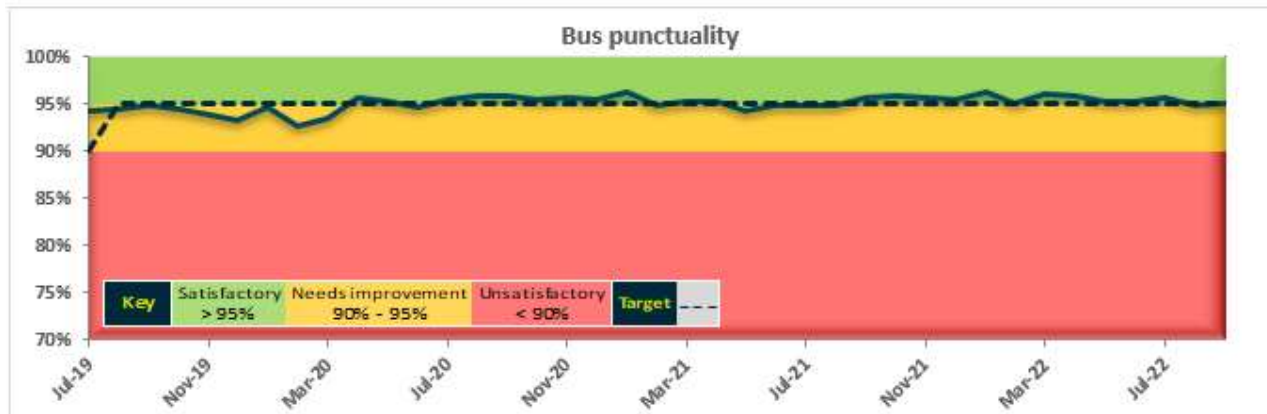
	2022/23	2021/22	% Change
Wellington City			
Newlands & Tawa	98.8%	99.6%	-0.8%
East, West & City	87.3%	96.4%	-9.1%
North, South, Khandallah & Brooklyn	89.6%	95.2%	-5.6%
Hutt Valley	96.1%	95.8%	0.3%
Porirua	92.4%	97.0%	-4.6%
Kapiti	99.4%	99.8%	-0.4%
Wairarapa	99.4%	99.4%	0.0%
<b>Total</b>	<b>91.9%</b>	<b>96.5%</b>	<b>-4.6%</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 95.1% in September, and 95.2% for the year to date. Punctuality remained mostly stable overall, despite a number of slips on the network affecting key routes. Wairarapa bus performance continues to be affected by rail replacement services.



Punctuality - current month

	Sep-22	Sep-21	% Change
Wellington City			
Newlands & Tawa	97.6%	94.3%	3.2%
East, West & City	96.5%	96.3%	0.2%
North, South, Khandallah & Brooklyn	90.8%	92.4%	-1.6%
Hutt Valley	95.3%	96.5%	-1.2%
Porirua	95.5%	95.6%	-0.1%
Kapiti	98.0%	98.6%	-0.5%
Wairarapa	93.3%	92.0%	1.3%
<b>Total</b>	<b>95.1%</b>	<b>95.5%</b>	<b>-0.4%</b>

Punctuality - year to date (Jul - Sep)

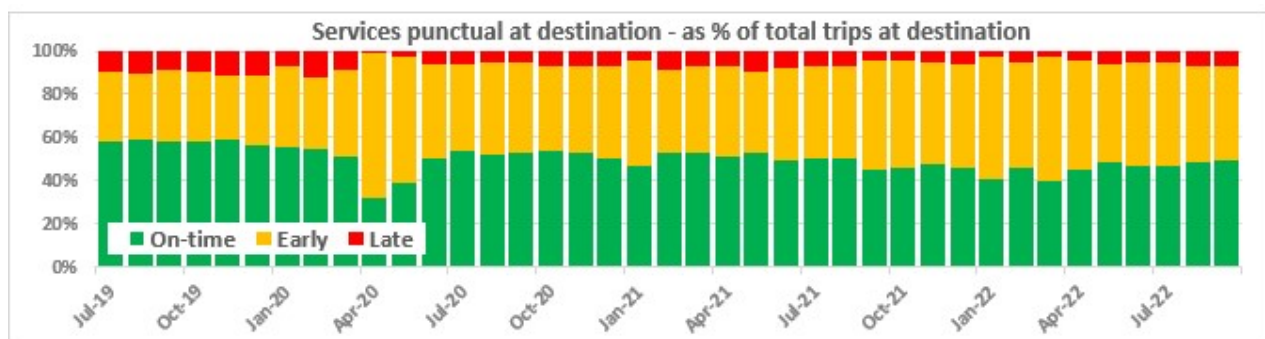
	2022/23	2021/22	% Change
Wellington City			
Newlands & Tawa	97.6%	93.8%	3.8%
East, West & City	96.4%	95.9%	0.5%
North, South, Khandallah & Brooklyn	91.0%	92.5%	-1.5%
Hutt Valley	95.4%	95.6%	-0.2%
Porirua	95.7%	95.3%	0.4%
Kapiti	98.3%	98.3%	0.0%
Wairarapa	93.5%	92.1%	1.4%
<b>Total</b>	<b>95.2%</b>	<b>95.1%</b>	<b>0.1%</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 September, 49.5% of bus services recorded at destination arrived on time, with a further 43.8% arriving more than one minute early, while 6.7% of services arrived more than five minutes late.



Punctuality at destination - current month

	Sep-22	Sep-21	% Change
On-time	49.5%	45.1%	4.4%
Early	43.8%	50.3%	-6.5%
Late	6.7%	4.6%	2.1%

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

	2022/23	2021/22	% Change
On-time	48.3%	48.9%	-0.6%
Early	45.6%	45.0%	0.6%
Late	6.1%	6.1%	0.0%

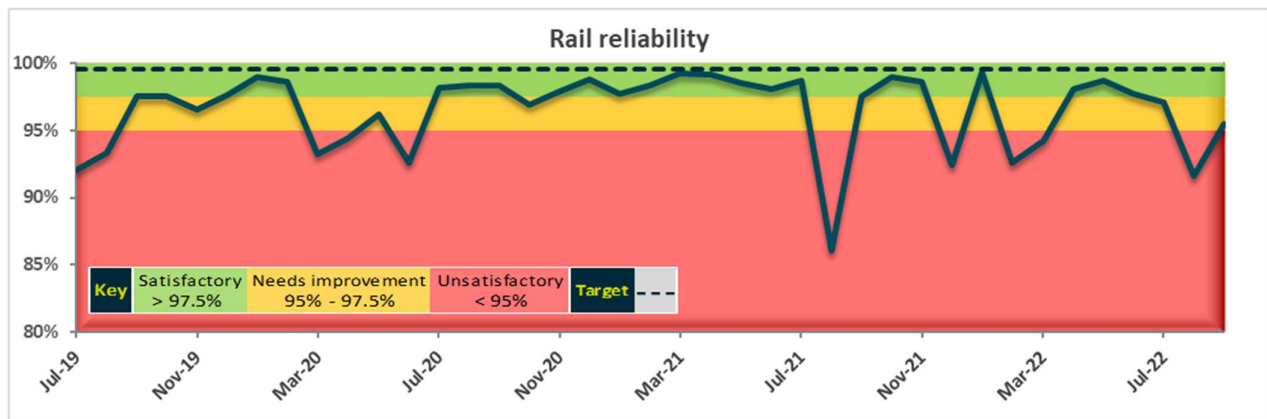
## Rail service delivery

### 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 95.5% in September, and 94.7% 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 many peak 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 also saw some staff shortages across the month.

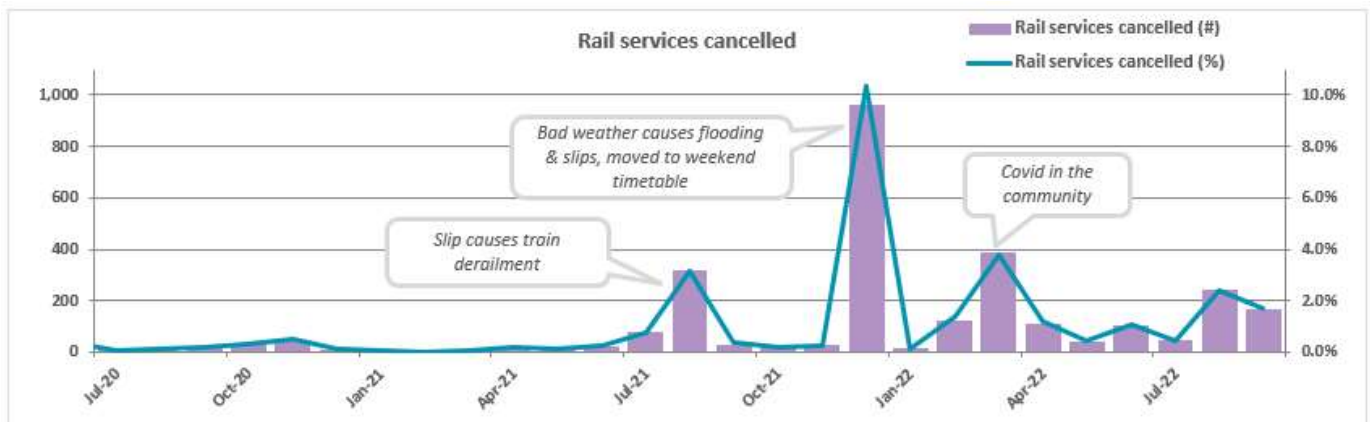


Reliability - current month

	Sep-22	Sep-21	% Change
Hutt Valley	95.5%	97.6%	-2.1%
Johnsonville	96.3%	98.4%	-2.1%
Kapiti	94.5%	98.3%	-3.8%
Wairarapa	99.2%	77.2%	22.0%
<b>Total</b>	<b>95.5%</b>	<b>97.5%</b>	<b>-2.0%</b>

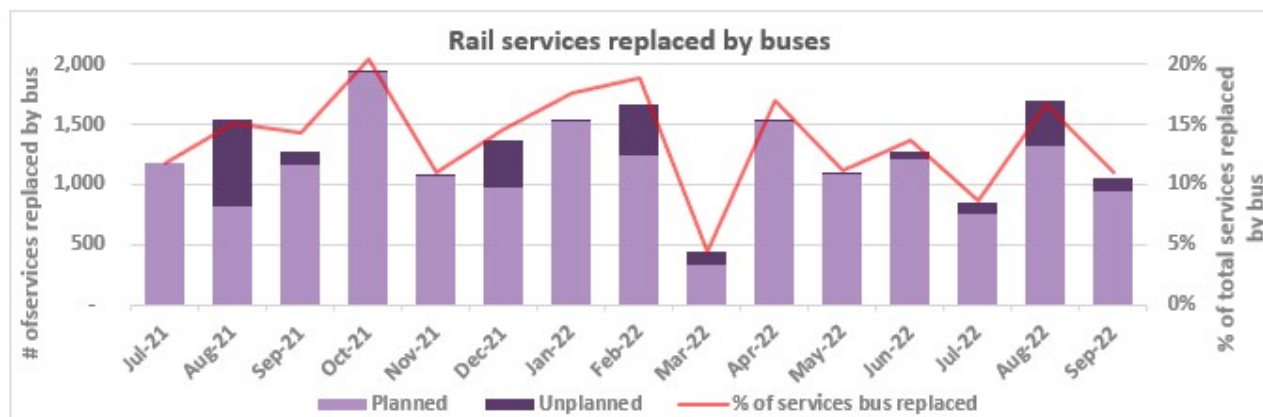
Reliability - year to date (Jul - Sep)

	2022/23	2021/22	% Change
Hutt Valley	96.2%	95.9%	0.3%
Johnsonville	95.0%	94.5%	0.5%
Kapiti	92.1%	93.7%	-1.6%
Wairarapa	98.3%	84.2%	14.1%
<b>Total</b>	<b>94.7%</b>	<b>94.5%</b>	<b>0.2%</b>





In September, 11.0% of rail services were replaced by buses, compared to 16.7% the month before.

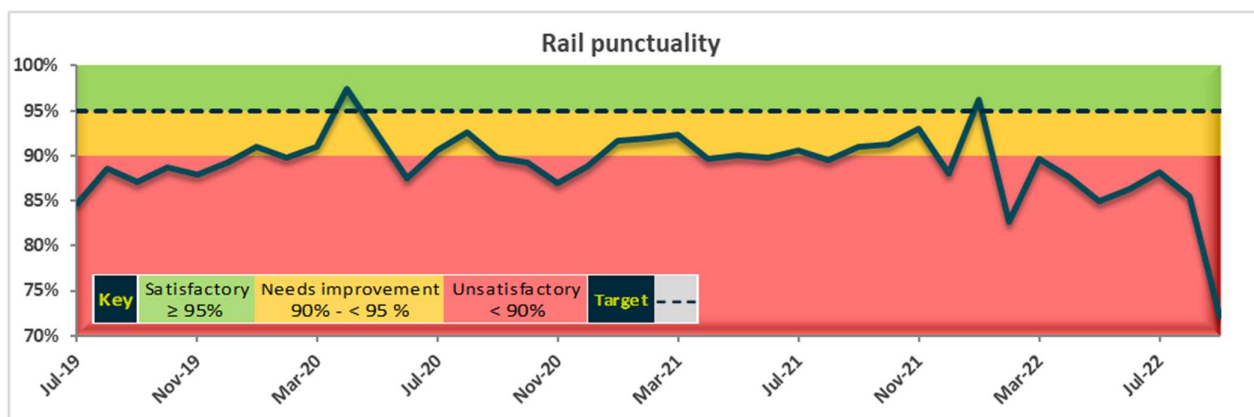


## Punctuality

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 September was 72.2%, and 82.1% for the year to date.

Speed restrictions caused by slips on the Johnsonville and Kapiti lines significantly affected punctuality again. The Wairarapa line continued to be significantly affected by worksite and speed restriction delays - the speed restrictions arising from KiwiRail upgrade work.



Punctuality - current month

	Sep-22	Sep-21	% Change
Hutt Valley	90.2%	93.1%	-2.9%
Johnsonville	82.8%	97.6%	-14.8%
Kapiti	43.1%	84.4%	-41.3%
Wairarapa	47.2%	74.1%	-26.9%
<b>Total</b>	<b>72.2%</b>	<b>91.0%</b>	<b>-18.8%</b>

Punctuality - year to date (Jul - Sep)

	2022/23	2021/22	% Change
Hutt Valley	89.8%	92.2%	-2.4%
Johnsonville	84.0%	97.5%	-13.5%
Kapiti	73.4%	84.2%	-10.8%
Wairarapa	49.6%	70.0%	-20.4%
<b>Total</b>	<b>82.1%</b>	<b>90.4%</b>	<b>-8.3%</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 \$6.9m (-69%) in September, and a shortfall of \$20.6m (-69%) for the year to date – of the \$20.6m shortfall, \$9.3m is attributable to the half-price fares scheme and \$11.3m to lower patronage post Covid-19.

Fare revenue - current month

	Sep-22	Budget	Excess/Shortfall
Bus	1,509,894	5,627,121	- 4,117,227
Rail	1,597,831	4,357,420	- 2,759,589
<b>Total</b>	<b>\$ 3,107,725</b>	<b>\$ 9,984,541</b>	<b>-\$ 6,876,816</b>

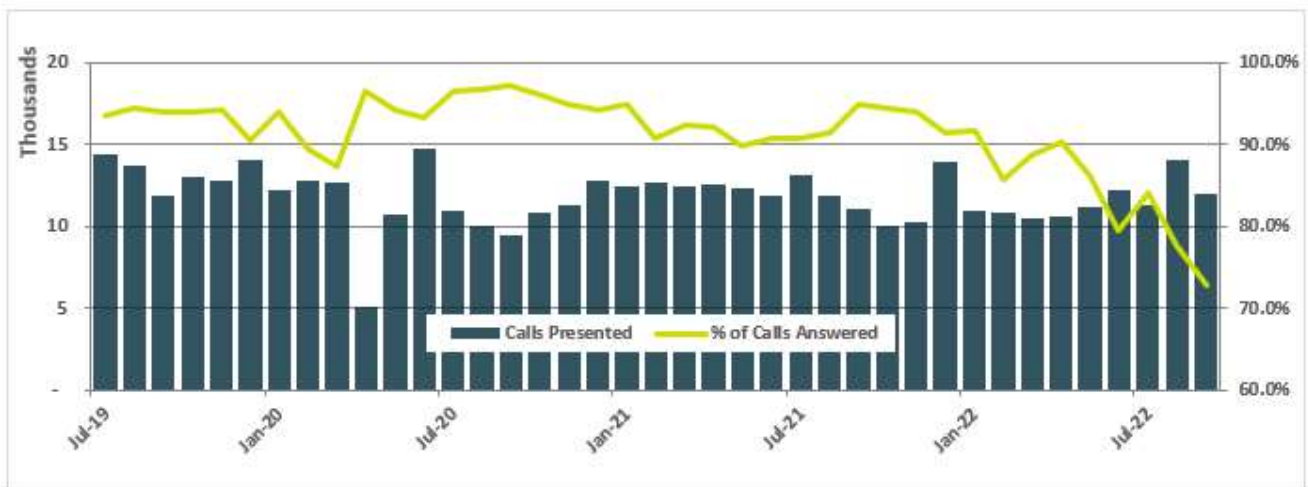
Fare revenue - year to date (Jul - Sep)

	2022/23	Budget	Excess/Shortfall
Bus	4,459,833	16,881,363	- 12,421,530
Rail	4,846,493	13,072,260	- 8,225,767
<b>Total</b>	<b>\$ 9,306,326</b>	<b>\$ 29,953,623</b>	<b>-\$ 20,647,297</b>

# Customer Contact

## Call centre incoming calls

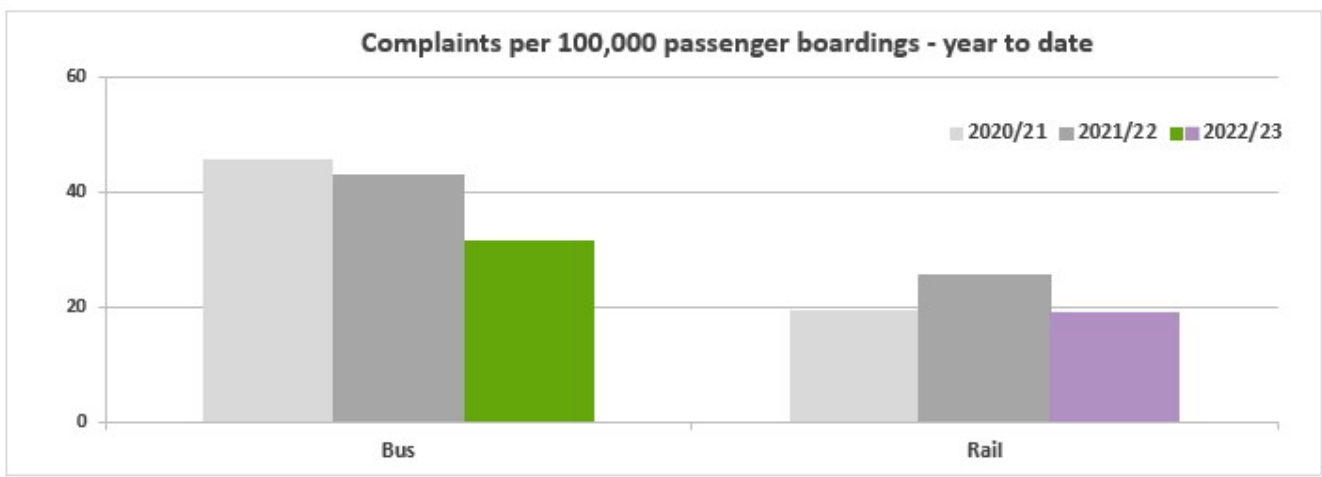
Metlink answered 72.9% of the 12,000 calls received in September – the call centre continued to experience staff shortages due to sickness, vacancies, and unplanned leave.



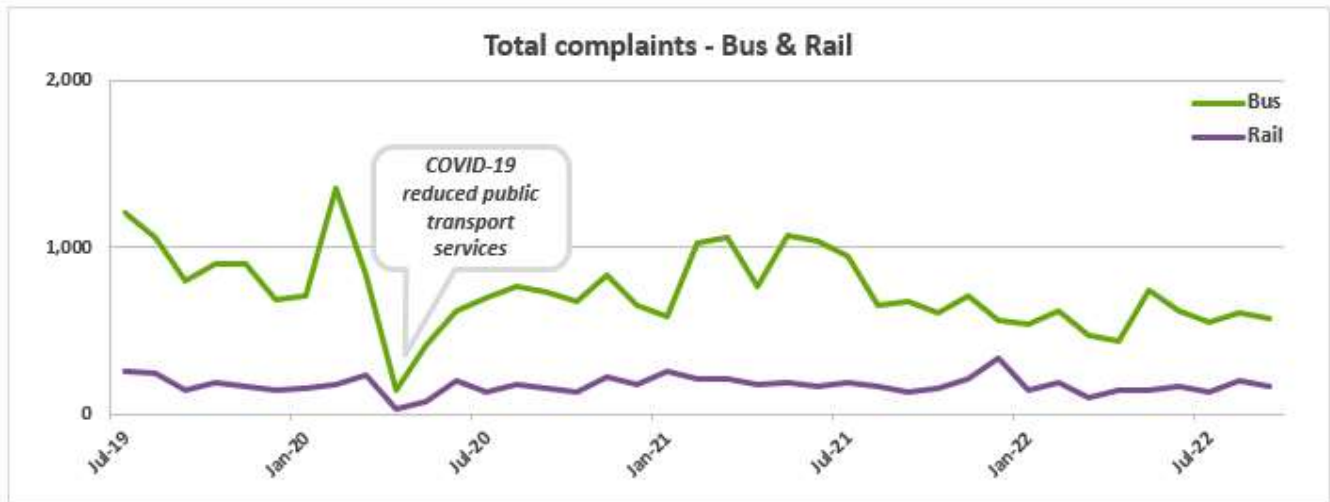
# Complaints

## 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.

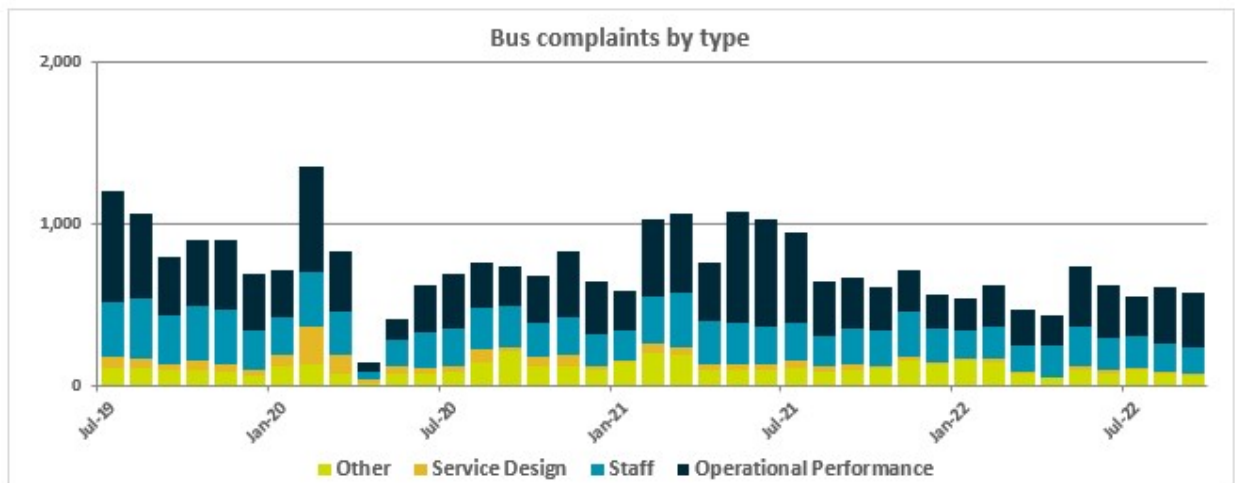


Complaints for both bus and rail have trended downwards overall.



### Bus complaints

Bus complaints for the month were 14.9% lower than in September last year, and 23.6% lower for the year to date. Operational performance and staff related complaints were 88% of bus complaints for the month.



**Bus complaints - current month**

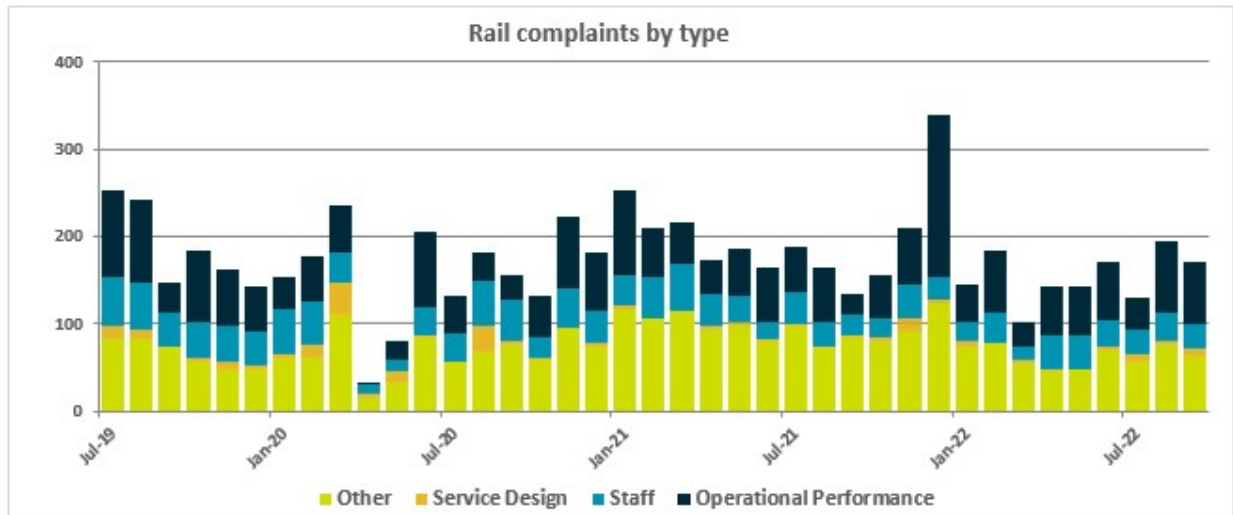
	Sep-22	Sep-21	% Change
Wellington			
Newlands, Tawa	13	23	-43.5%
East-West, City	207	211	-1.9%
North-south, Khandallah, Brooklyn	188	205	-8.3%
Hutt Valley	113	183	-38.3%
Porirua	36	35	2.9%
Kapiti	11	12	-8.3%
Wairarapa	3	2	50.0%
<b>Total</b>	<b>571</b>	<b>671</b>	<b>-14.9%</b>

**Bus complaints - year to date (Jul - Sep)**

	2022/23	2021/22	% Change
Wellington			
Newlands, Tawa	48	65	-26.2%
East-West, City	604	756	-20.1%
North-south, Khandallah, Brooklyn	564	702	-19.7%
Hutt Valley	375	617	-39.2%
Porirua	95	95	0.0%
Kapiti	37	27	37.0%
Wairarapa	11	8	37.5%
<b>Total</b>	<b>1,734</b>	<b>2,270</b>	<b>-23.6%</b>

## Rail complaints

Rail complaints for September were 27.4% higher than the same month last year, and 1.6% higher for the year to date. Operational performance and staff related complaints were 58% of rail complaints for the month.



**Rail complaints - current month**

	Sep-22	Sep-21	% Change
Hutt Valley	48	33	45.5%
Kapiti	73	30	143.3%
Johnsonville	10	14	-28.6%
Wairarapa	17	15	13.3%
General	24	43	-44.2%
<b>Total</b>	<b>172</b>	<b>135</b>	<b>27.4%</b>

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

	2022/23	2021/22	% Change
Hutt Valley	130	135	-3.7%
Kapiti	203	164	23.8%
Johnsonville	38	36	5.6%
Wairarapa	48	54	-11.1%
General	78	100	-22.0%
<b>Total</b>	<b>497</b>	<b>489</b>	<b>1.6%</b>