

# Metlink performance report

JUNE 2024



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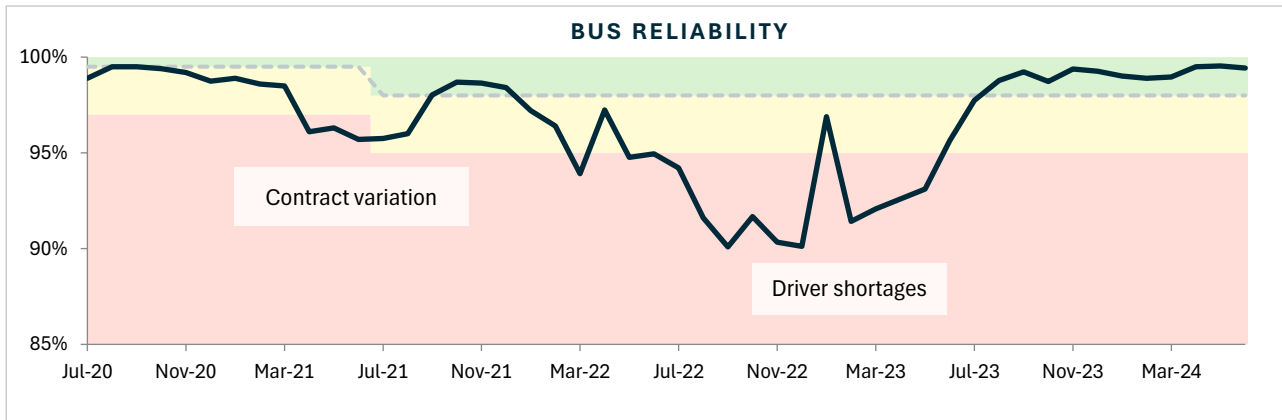
# Partner performance



## Bus operators

### Reliability

The bus reliability measure shows the percentage of scheduled services that ran, as tracked by RTI and Snapper systems. In June, 99.4% of bus services were delivered, and 99.0% for the year to date. Reliability this month continues to reflect stable driver numbers and retention rates.



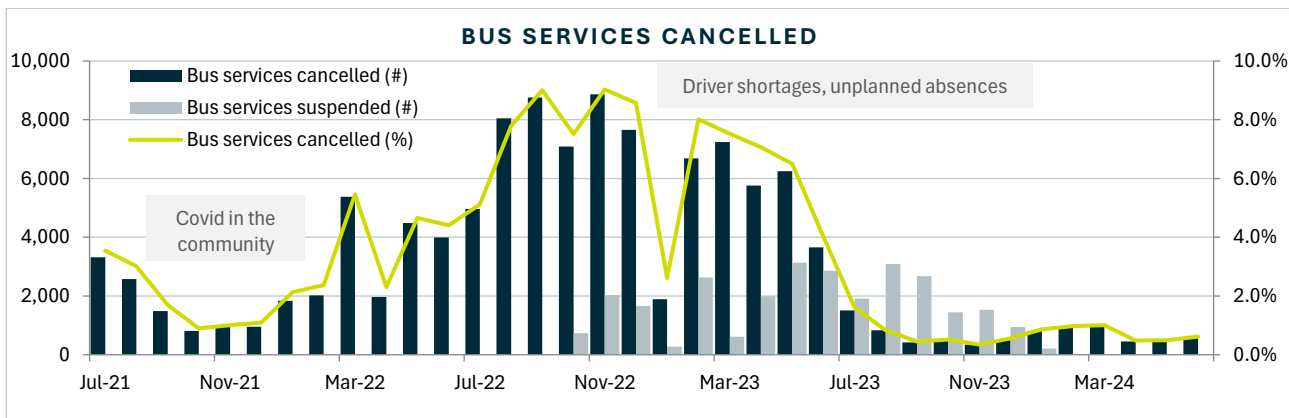
■  $\ge 98\%$ , Meets/exceeds target  
 ■ 98%-95% Needs improvement  
 ■  $< 95\%$  Unsatisfactory

#### Reliability - current month

	Jun-24	Jun-23	Change
Wellington City			
Newlands & Tawa	99.2%	98.8%	0.4%
East, West & City	99.8%	99.6%	0.2%
North, South, Khandallah & Brooklyn	98.6%	86.5%	12.1%
Hutt Valley	99.6%	97.4%	2.2%
Porirua	99.4%	93.0%	6.4%
Kāpiti	100.0%	99.8%	0.2%
Wairarapa	99.1%	98.5%	0.6%
<b>Total</b>	<b>99.4%</b>	<b>95.6%</b>	<b>3.8%</b>

#### Reliability - year to date (Jul - June)

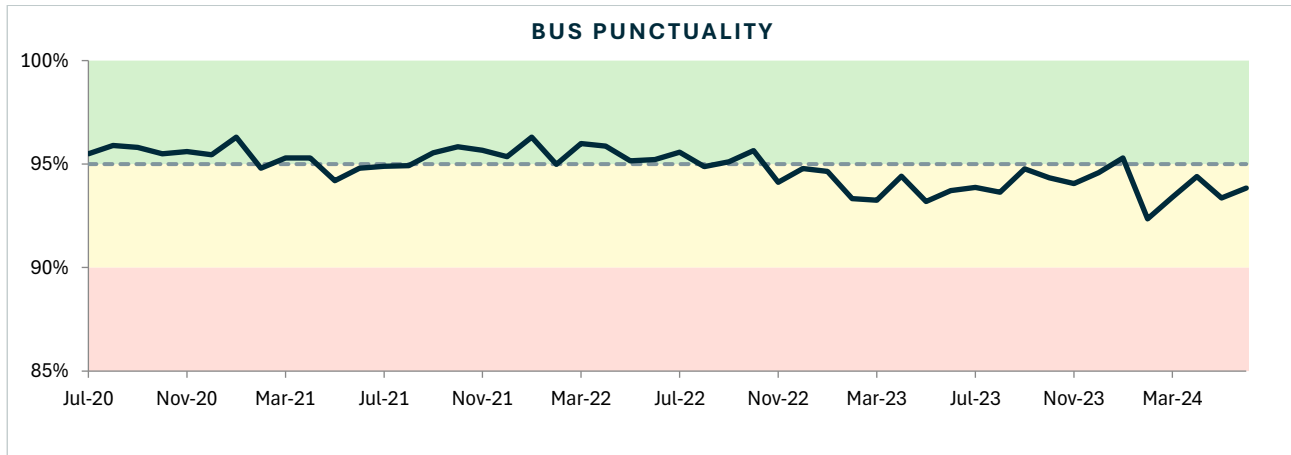
	2023/24	2022/23	Change
Wellington City			
Newlands & Tawa	99.2%	98.6%	0.6%
East, West & City	99.8%	91.6%	8.2%
North, South, Khandallah & Brooklyn	97.9%	86.6%	11.3%
Hutt Valley	99.4%	95.6%	3.8%
Porirua	97.6%	90.1%	7.5%
Kāpiti	99.6%	99.6%	0.0%
Wairarapa	98.7%	98.8%	-0.1%
<b>Total</b>	<b>99.0%</b>	<b>92.4%</b>	<b>6.6%</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 93.8% in June and 94.0% for the year to date. Punctuality this month continues to reflect traffic congestion and disruption in the usual places in Wellington City (Taranaki Street, Thorndon Quay and Island Bay in particular), and roadworks in the Wairarapa.



■ ≥95%, Meets/exceeds target  
 ■ 95%-90% Needs improvement  
 ■ <90% Unsatisfactory

### Punctuality - current month

	Jun-24	Jun-23	Change
Wellington City			
Newlands & Tawa	96.0%	94.8%	1.2%
East, West & City	94.8%	96.6%	-1.7%
North, South, Khandallah & Brooklyn	91.5%	87.4%	4.1%
Hutt Valley	93.2%	94.5%	-1.4%
Porirua	95.9%	94.8%	1.1%
Kāpiti	94.3%	94.1%	0.2%
Wairarapa	89.3%	87.6%	1.7%
<b>Total</b>	<b>93.8%</b>	<b>93.7%</b>	<b>0.1%</b>

### Punctuality - year to date (Jul - June)

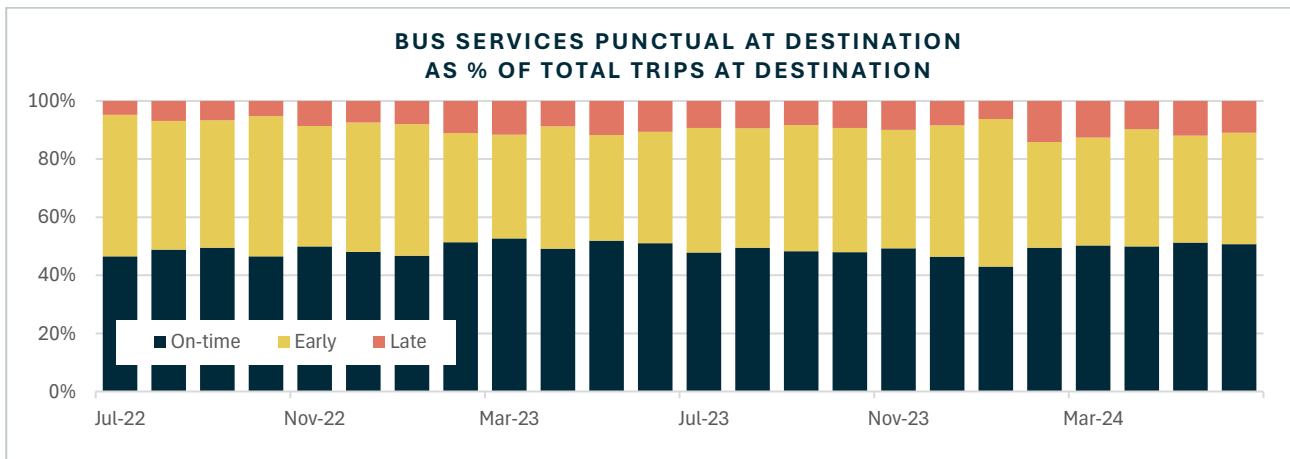
	2023/24	2022/23	Change
Wellington City			
Newlands & Tawa	95.5%	95.3%	0.2%
East, West & City	95.2%	96.2%	-1.0%
North, South, Khandallah & Brooklyn	91.3%	89.6%	1.7%
Hutt Valley	94.0%	95.0%	-1.0%
Porirua	95.4%	95.6%	-0.2%
Kāpiti	93.4%	95.3%	-1.9%
Wairarapa	90.3%	91.7%	-1.4%
<b>Total</b>	<b>94.0%</b>	<b>94.4%</b>	<b>-0.4%</b>

## 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 the origin stop, with factors such as traffic, passenger volumes and behaviour, weather events, accidents and roadworks all affecting the punctuality of services.

In June, 50.7% of bus services recorded at destination arrived on time, with a further 38.4% arriving more than one minute early, while 11.0% of services arrived more than five minutes late.



### Punctuality at destination - current month

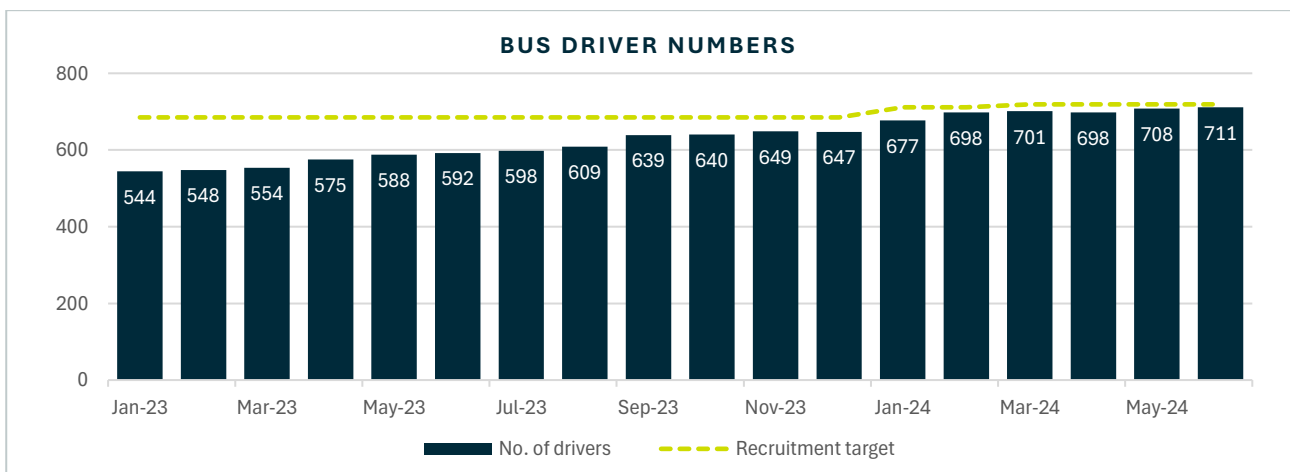
	Jun-24	Jun-23	Change
On-time	50.7%	51.1%	-0.4%
Early	38.4%	38.3%	0.1%
Late	11.0%	10.6%	0.3%

### Punctuality at destination - year to date (Jul - June)

	2023/24	2022/23	Change
On-time	48.7%	49.4%	-0.7%
Early	41.2%	42.1%	-0.9%
Late	10.1%	8.4%	1.6%

## Bus driver recruitment

The graph below shows monthly total numbers of bus drivers against the original recruitment target of having 685 drivers by October 2023, and the current target of 719 drivers required to run the network.

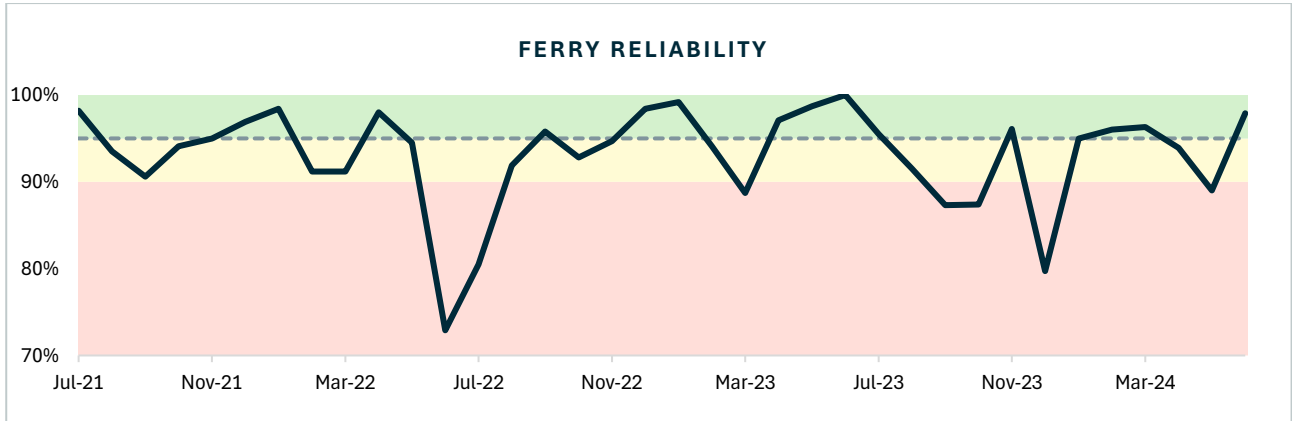




## Reliability

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

Reliability for June was 97.9%, compared to 100% for the same month last year. There were no weather-related cancellations this month, and 14 non-weather related cancellations.



■ ≥95%, Meets/exceeds target  
 ■ 95%-90% Needs improvement  
 ■ <90% Unsatisfactory

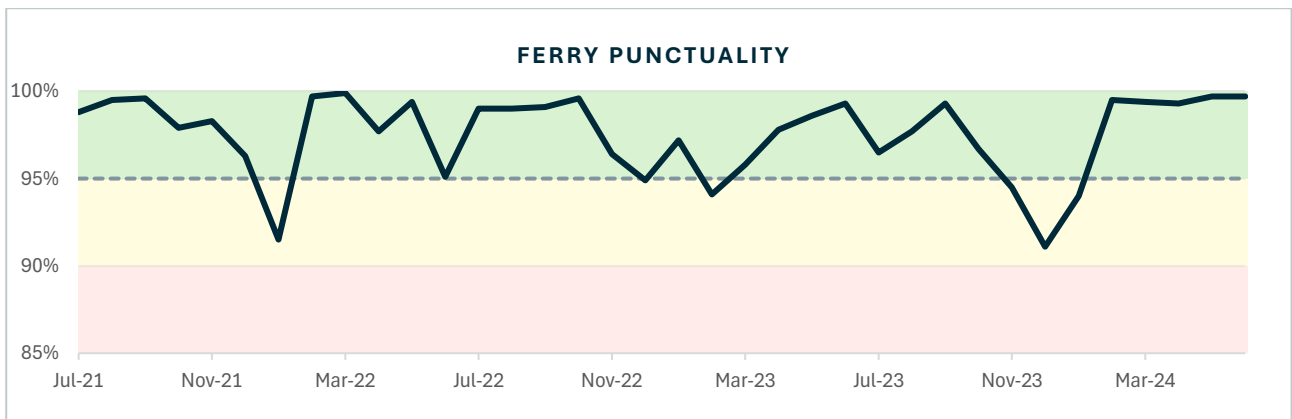
### Reliability - current month

	Jun-24	Jun-23	% Change
Total	97.9%	100.0%	-2.1%

## Punctuality

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

Punctuality for June was 99.7%, compared to 99.3% for the same month last year.



■ ≥95%, Meets/exceeds target  
 ■ 95%-90% Needs improvement  
 ■ <90% Unsatisfactory

### Punctuality - current month

	Jun-24	Jun-23	% Change
Total	99.7%	99.3%	0.4%



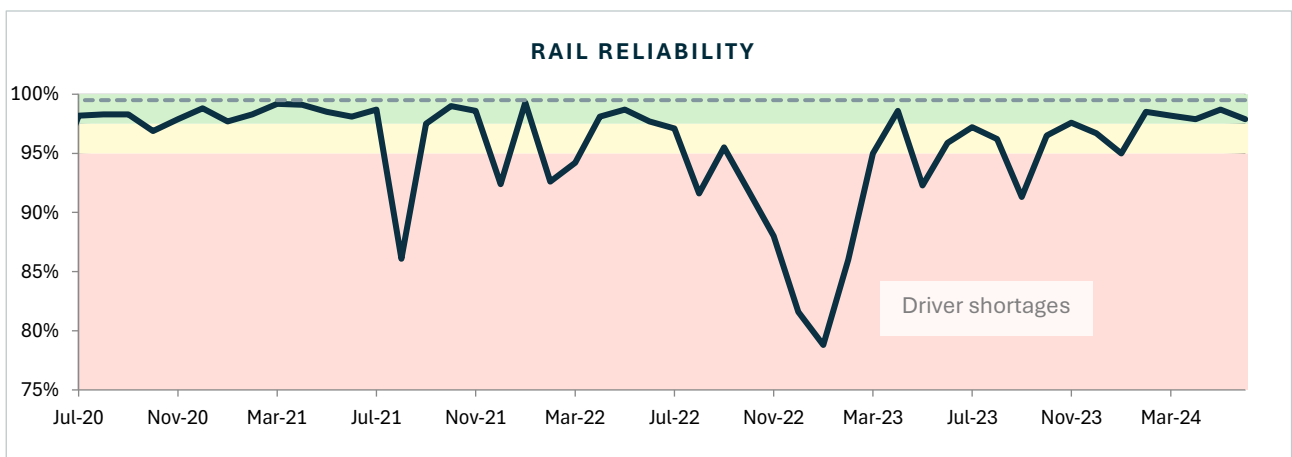
# Rail operator

## 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 97.9% in June, and 97.1% for the year to date.

Throughout June, several network issues impacted overall performance. A broken rail at Manor Park on Wednesday 5 June caused a service impact. The speed restrictions applied for the Porirua seawall erosion added to the journey time for KPL services from the Thursday 6 June and continued to cause service impact throughout the month. A temporary timetable was implemented to address the impact of speed restrictions, which was enacted between Thursday 6 and Wednesday 12 June, and was well received by passengers. During the early hours of the Wednesday 19 June, cable was stolen from near Ava station, which impacted the AM peak HVL services. Finally, on the evening Thursday 20 June, a HVL service reported colliding with a person just south of Petone, the person was uninjured, but the police closed the line while investigating.



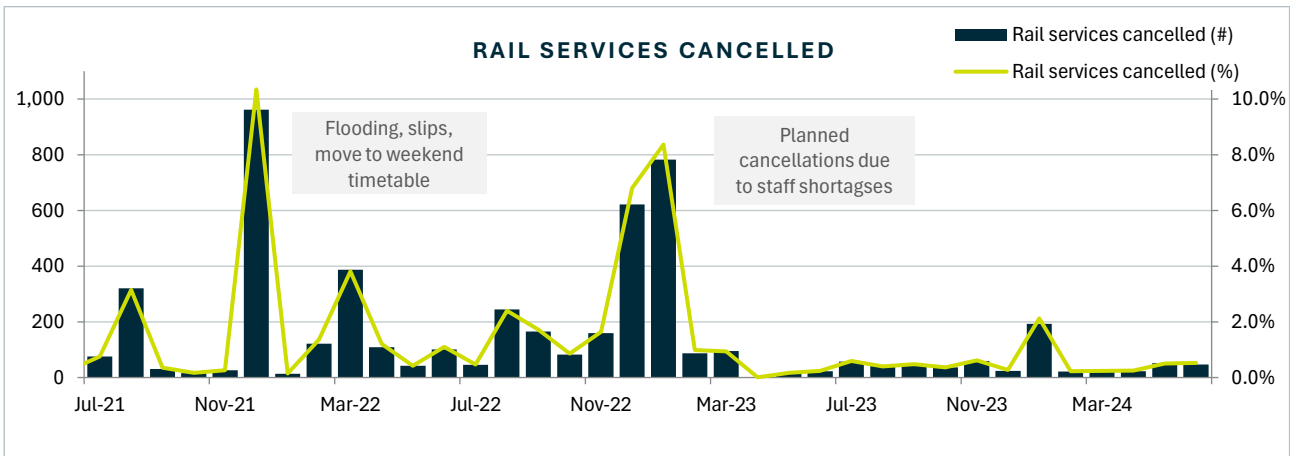
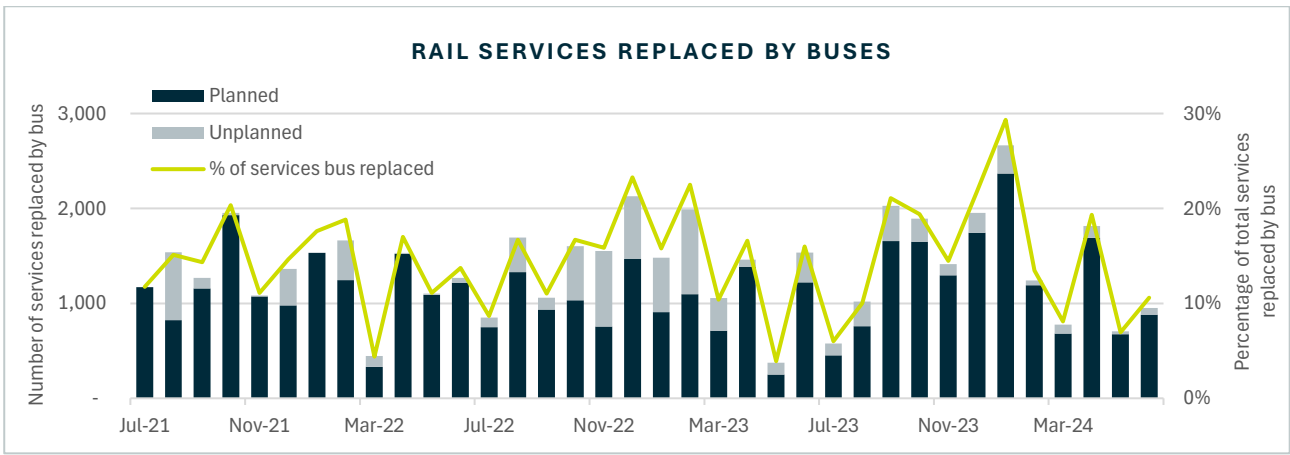
### Reliability - current month

	Jun-24	Jun-23	Change
Hutt Valley	97.6%	95.8%	1.8%
Johnsonville	99.0%	94.0%	5.0%
Kāpiti	98.0%	97.7%	0.3%
Wairarapa	89.5%	91.8%	-2.3%
<b>Total</b>	<b>97.9%</b>	<b>95.9%</b>	<b>2.0%</b>

### Reliability - year to date (Jul - June)

	2023/24	2022/23	Change
Hutt Valley	97.6%	93.0%	4.6%
Johnsonville	96.8%	88.5%	8.3%
Kāpiti	97.3%	90.3%	7.0%
Wairarapa	92.8%	95.6%	-2.8%
<b>Total</b>	<b>97.1%</b>	<b>91.1%</b>	<b>6.0%</b>

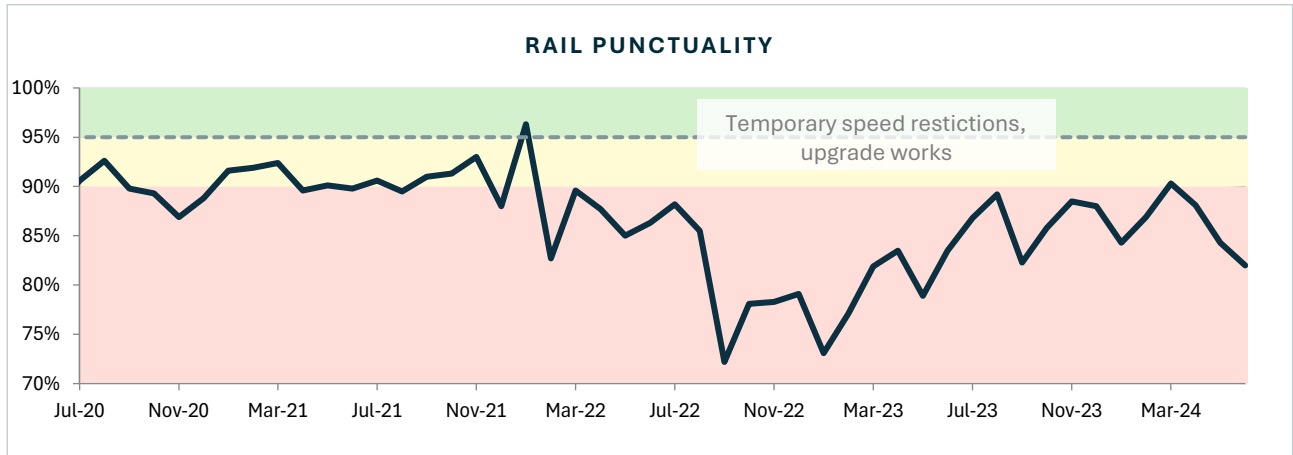
In June, 10.6% of rail services were replaced by buses, compared to 7.0% the previous month.



In June, there were 8,953 rail trips run, carrying 849,315 passengers.

# Punctuality

Punctuality was affected by the ongoing speed restrictions on both the Kāpiti and Wairarapa Lines, a temporary speed restriction by the Porirua Seawall significantly affected services throughout the month.



**Punctuality - current month**

	Jun-24	Jun-23	Change
Hutt Valley	88.0%	86.9%	1.1%
Johnsonville	93.7%	83.4%	10.3%
Kāpiti	70.8%	84.8%	-14.0%
Wairarapa	9.6%	17.7%	-8.1%
<b>Total</b>	<b>82.0%</b>	<b>83.5%</b>	<b>-1.5%</b>

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

	2023/24	2022/23	Change
Hutt Valley	88.5%	88.1%	0.4%
Johnsonville	95.8%	91.9%	3.9%
Kāpiti	83.4%	62.9%	20.5%
Wairarapa	23.5%	49.2%	-25.7%
<b>Total</b>	<b>87.1%</b>	<b>80.1%</b>	<b>7.0%</b>



# Rail network owner

## Commentary

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*This commentary summarises the performance of the rail network, owned and operated by KiwiRail. The Key Performance Indicator (KPI) results below are for Wellington Network Services only and represent the measures in the contract. The following delays are not counted in the network owner's KPI results:*

- *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.*
- *Metro Rail Services Operator (Transdev) initiated delays.*
- *Events caused by third parties other than KiwiRail, which 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.*

*Therefore, the results do not mirror the customer experience of the punctuality and reliability of the rail network.*

June's Punctuality decreased by 0.83% and Reliability decreased by 0.21% compared to the previous month.

June's Punctuality and Reliability was heavily impacted by the Seawall Erosion TSR between Paremata and Porirua on the NIMT. The estimated increase in lost time due to this new site resulted in the operator Metlink introducing a special timetable to best manage the disruption. The actual impact of the lost time was less than anticipated, and after monitoring the delay time, a normal timetable resumed 4 days later.

The impact of a broken rail at Manor Park on the 5th of June during morning peak led to 5 services being cancelled and 18 services being bus replaced while repairs were undertaken.

A signals outage occurred between Kenepuru and Pukerua Bay on the 26th of June causing signals to revert in the area. The cause was a power failure that led to a delay of the standby generator kicking in. Disruption was minimal with the CTC (Train Control) system reinstated 30 minutes later.

The Rail Grinder continued work on the Wairarapa Line during June to mitigate the vibration of SW carriages. Further night shift grinding is planned between Carterton and Masterton and Remutaka to Featherston and will take place in July. Expected finish on the Wairarapa Line is the 8th of August.

An LTI occurred on the 4th of June, a Traction Lineman strained a muscle in his back while conducting Electrical Safety Observing duties. Rail network punctuality in May was 98.43%, this decreased slightly from April which was 99.36%.

## KPI summary

### Network Availability

Can the operation run planned train service on the Wellington network

A broken rail occurred at Manor Park on the 5th of June. The Hutt Valley Line was closed while the rail was replaced.

### Maintenance Compliance

Assets that require inspections or maintenance interventions prescribed by their asset standard. This not asset renewal.

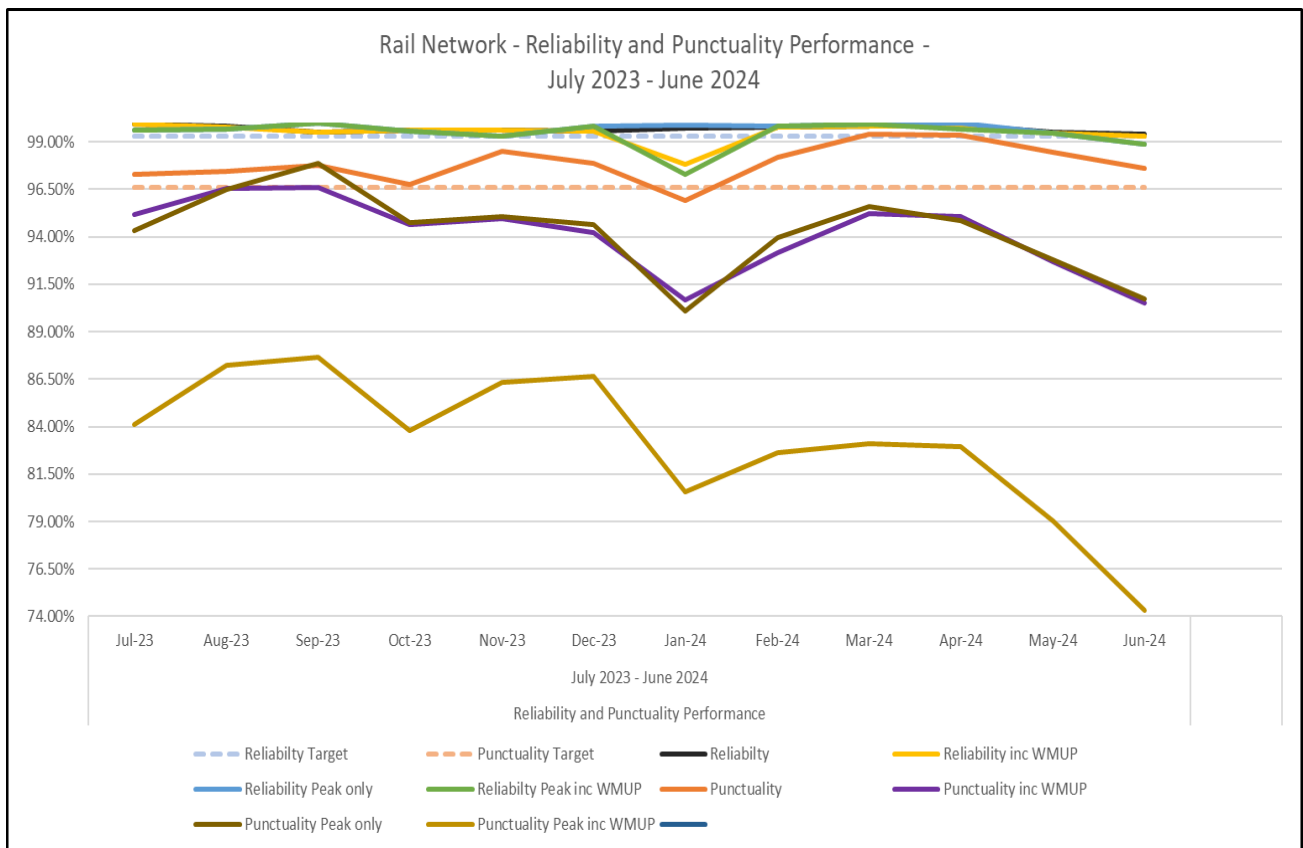
Maintenance is 100% compliant across both Track and STTE.

## Health & safety

### HSE

One Lost Time injury (LTI) occurred on the 4th of June.

## Rail network performance graphs



# Operational performance

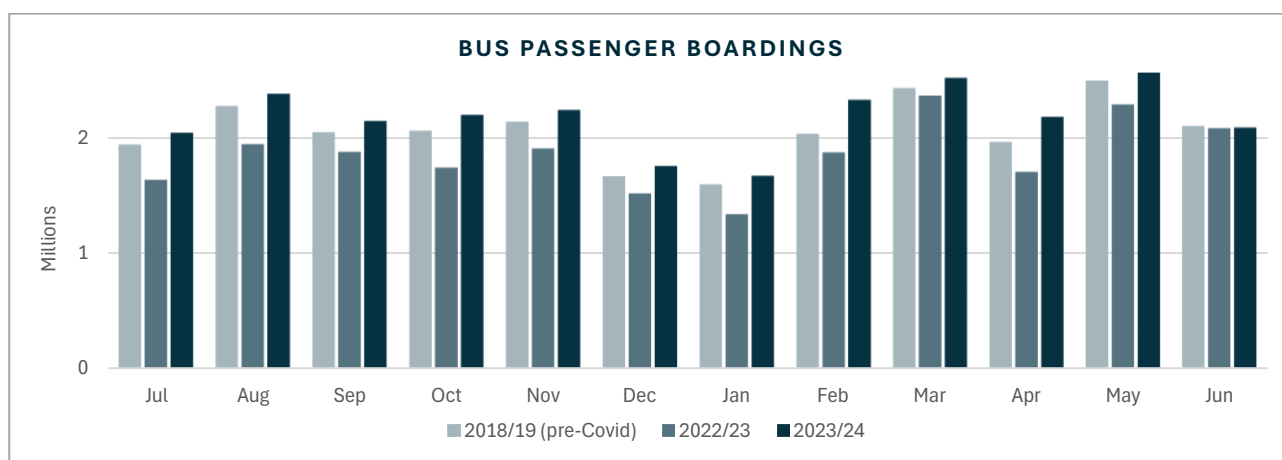
## Patronage

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.

### Bus passenger boardings

June bus passenger boardings were 0.2% higher than the same month last year, and 17.3% higher for the year to date.

Boardings this month were 0.7% lower than June 2019 numbers (pre-Covid).



#### Boardings by area - current month

	Jun-24	Jun-23	% Change
Wellington	1,533,059	1,528,220	0.3%
Hutt Valley	400,237	403,732	-0.9%
Porirua	85,701	78,816	8.7%
Kāpiti	57,017	57,359	-0.6%
Wairarapa	12,642	15,516	-18.5%
<b>Total</b>	<b>2,088,656</b>	<b>2,083,643</b>	<b>0.2%</b>

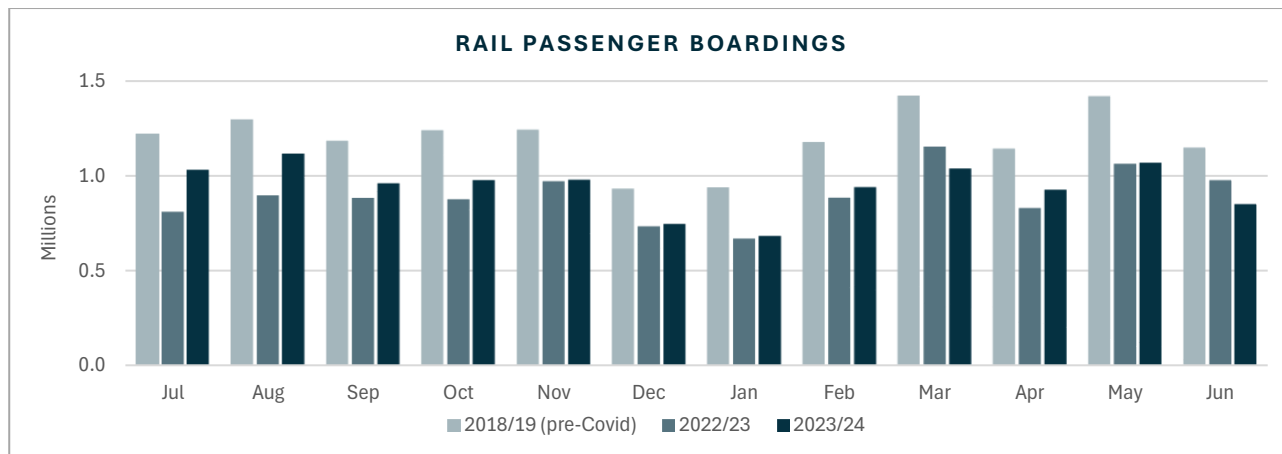
#### Boardings by area - year to date (Jul - June)

	2023/24	2022/23	% Change
Wellington	19,376,672	16,455,522	17.8%
Hutt Valley	4,956,156	4,257,336	16.4%
Porirua	960,392	812,023	18.3%
Kāpiti	674,304	590,930	14.1%
Wairarapa	165,572	157,022	5.4%
<b>Total</b>	<b>26,133,096</b>	<b>22,272,833</b>	<b>17.3%</b>

## Rail passenger boardings

June rail passenger boardings were 12.7% lower than the same month last year, and 5.5% higher for the year to date.

Boardings this month were 25.8% lower than June 2019 numbers (pre-Covid).



### Boardings by line - current month

	Jun-24	Jun-23	% Change
Hutt Valley	359,806	413,014	-12.9%
Kāpiti	351,367	392,282	-10.4%
Johnsonville	93,617	115,532	-19.0%
Wairarapa	44,524	52,340	-14.9%
<b>Total</b>	<b>849,314</b>	<b>973,168</b>	<b>-12.7%</b>

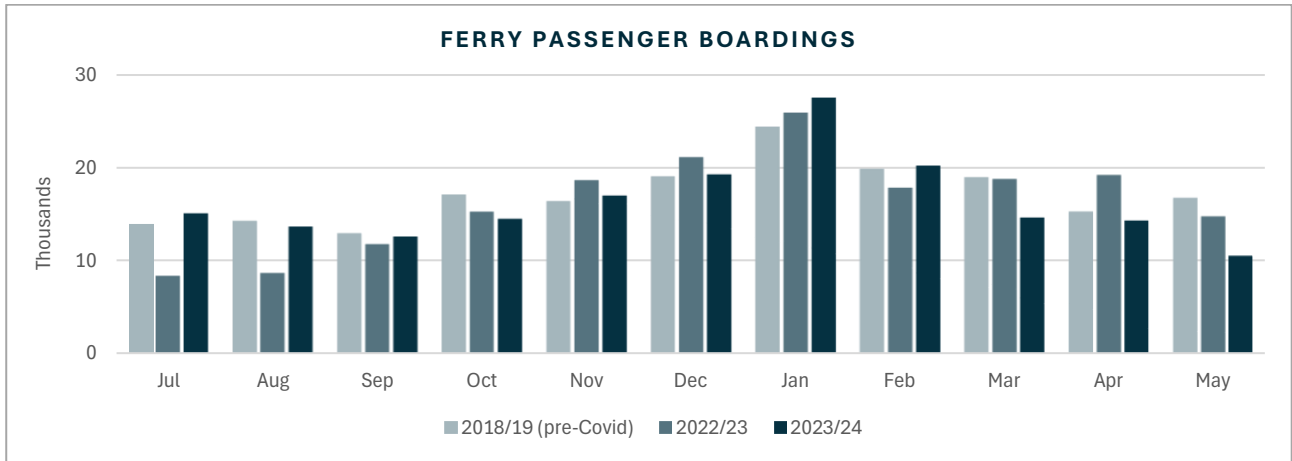
### Boardings by line - year to date (Jul - June)

	2023/24	2022/23	% Change
Hutt Valley	4,827,243	4,592,480	5.1%
Kāpiti	4,619,311	4,277,522	8.0%
Johnsonville	1,252,154	1,257,876	-0.5%
Wairarapa	603,349	583,807	3.3%
<b>Total</b>	<b>11,302,057</b>	<b>10,711,685</b>	<b>5.5%</b>

## Ferry passenger boardings

Ferry boardings show a decrease of 39.3% on the same month last year, and a decrease of 3.4% for the year to date. Boardings are often affected by weather. Services to Matiu/Somes Island have been suspended for 6-8 months from 19th February 2024, while improvements are made to the wharf.

Boardings for the month were 32.5% lower than June 2019 numbers (pre-Covid).



### Boardings - current month

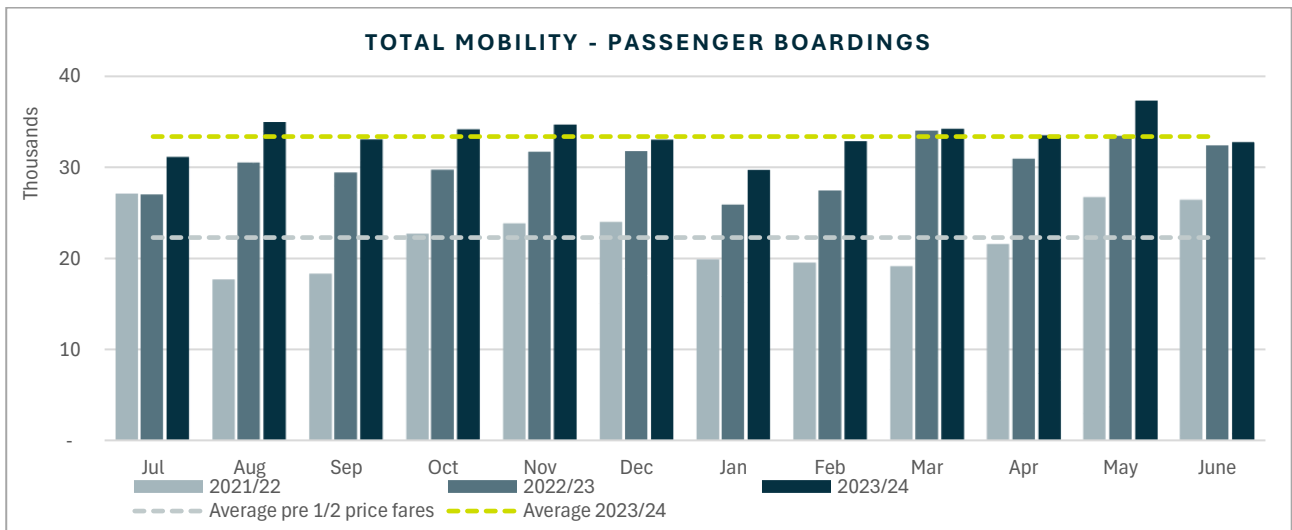
	Jun-24	Jun-23	% Change
<b>Total</b>	<b>9,021</b>	<b>14,869</b>	<b>-39.3%</b>

### Boardings - year to date (Jul - June)

	2023/24	2022/23	% Change
<b>Total</b>	<b>187,952</b>	<b>194,661</b>	<b>-3.4%</b>

## Te Hunga Whaikaha Total Mobility passenger boardings

In June there were 37,696 Te Hunga Whaikaha Total Mobility trips, an increase of 1.1% compared to the same month in the previous year. This shows continuing strong levels of usage of Te Hunga Whaikaha Total Mobility, reflective of the half price fares initiative which is now permanent.

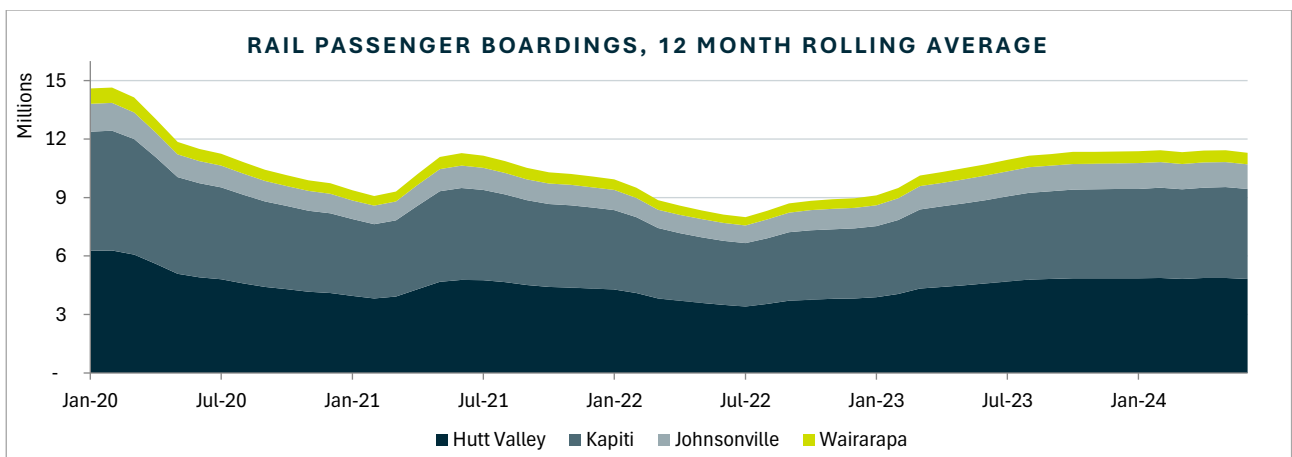
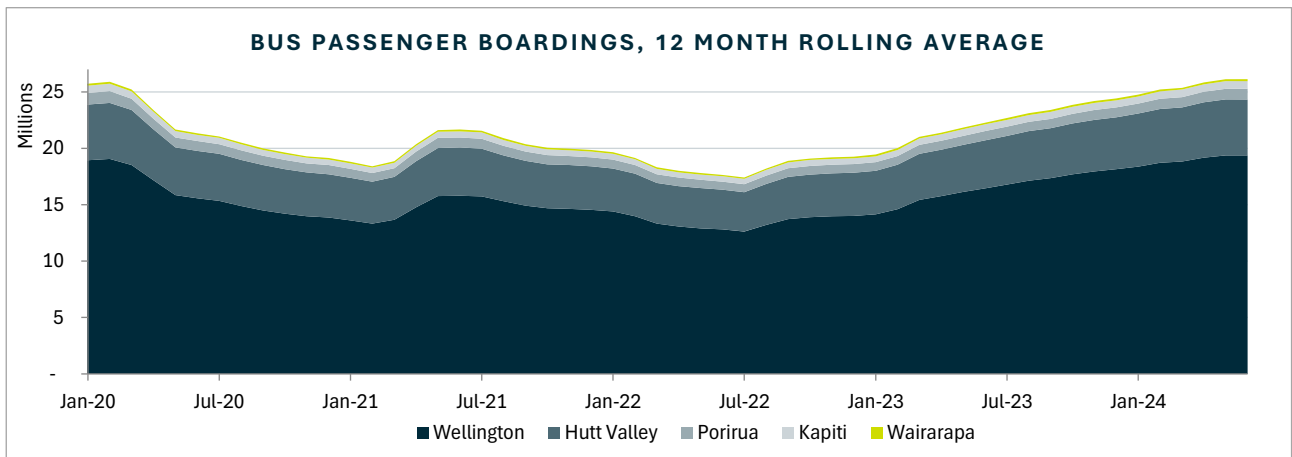
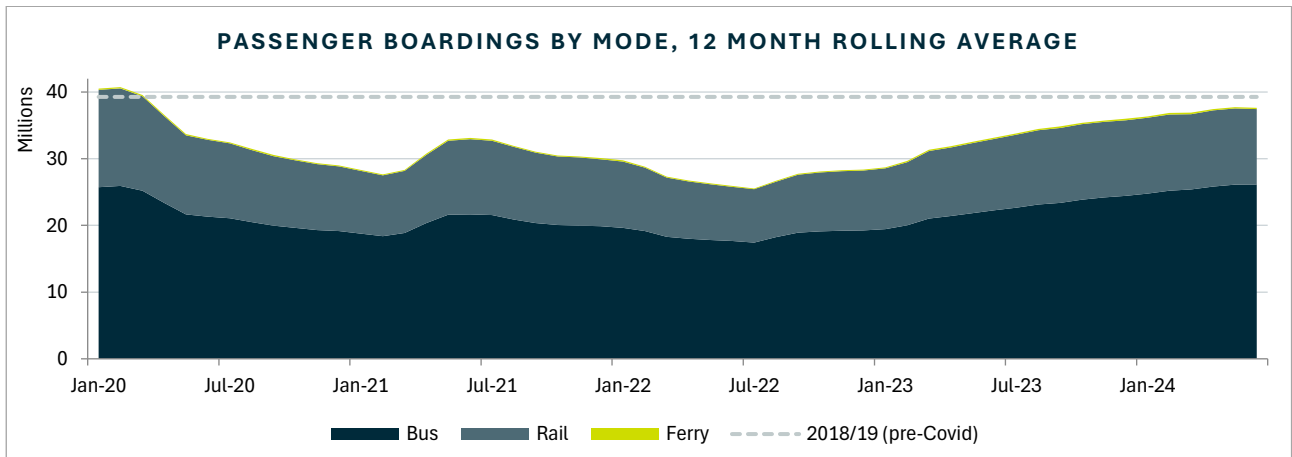


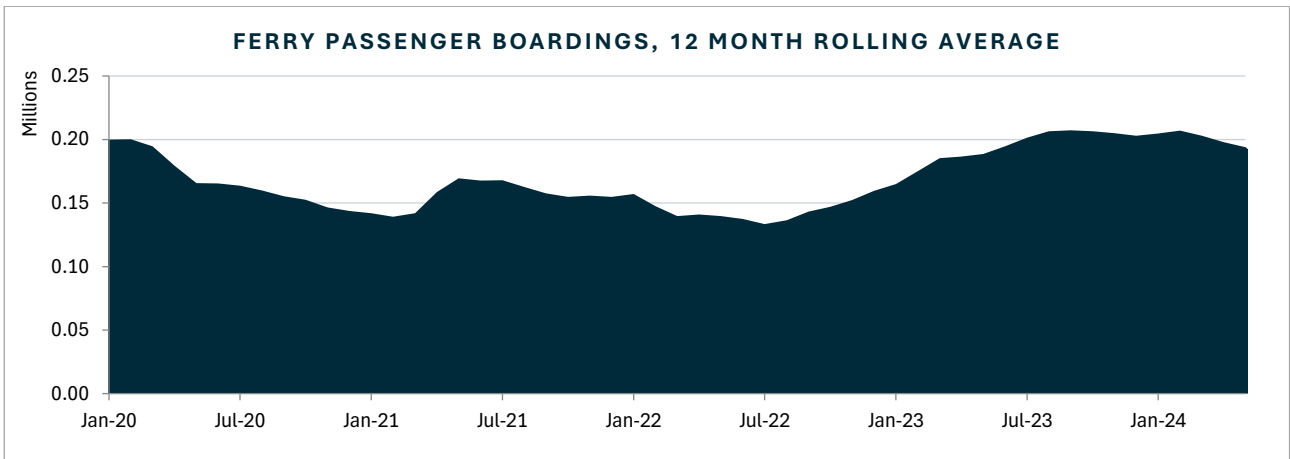
## Passenger boardings trend - 12 month rolling totals

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

Each column in the graphs below represents the total boardings for the 12 months prior (e.g., for January 2024, the column is total boardings for February 2023 to January 2024). Rolling totals smooth out any seasonal differences (e.g., school and public holidays) and are a better indication of growth trends overall. For month-on-month totals refer to the graphs in the section above.

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 the dotted line in the graph below.

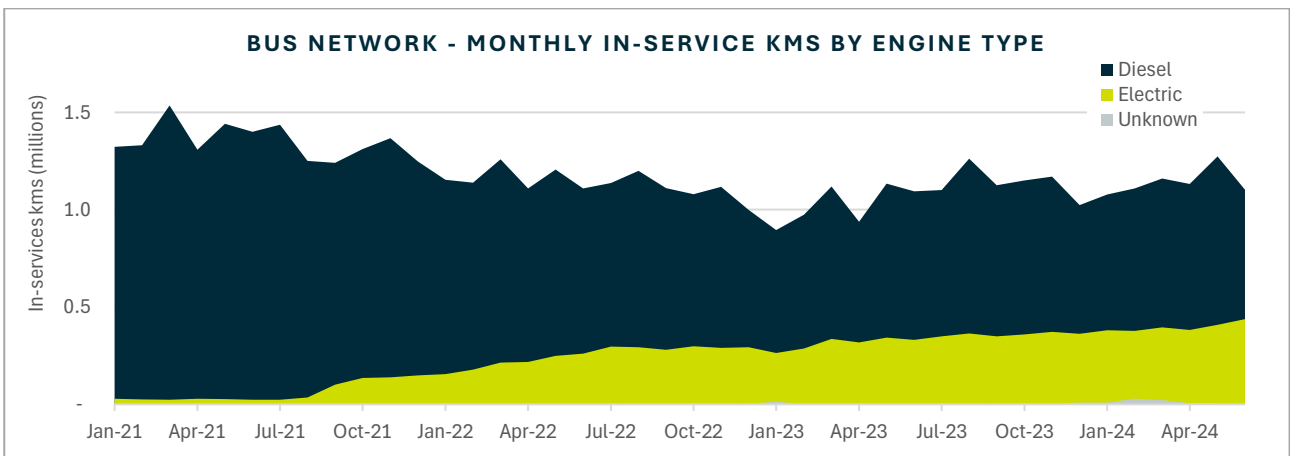




## Bus emissions

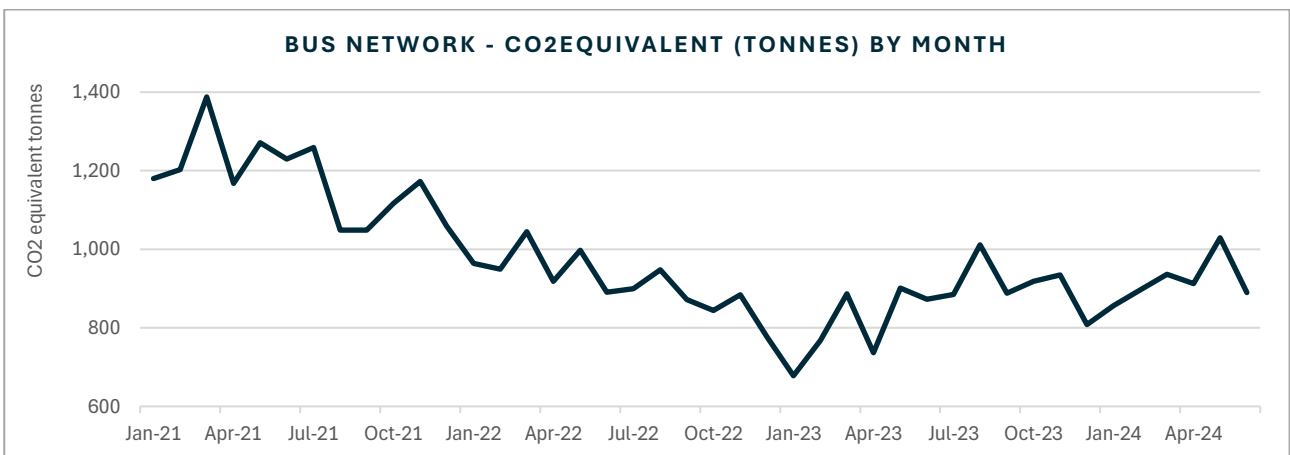
### In-service kilometres by engine type

The graph below shows the monthly in-service kilometres by engine type for vehicles that have run Greater Wellington bus network services.



### CO2 equivalent tonnes

The graph below shows the monthly CO2 equivalent tonnes emitted by vehicles that have run Greater Wellington bus network services.



## Bus vehicles by engine type

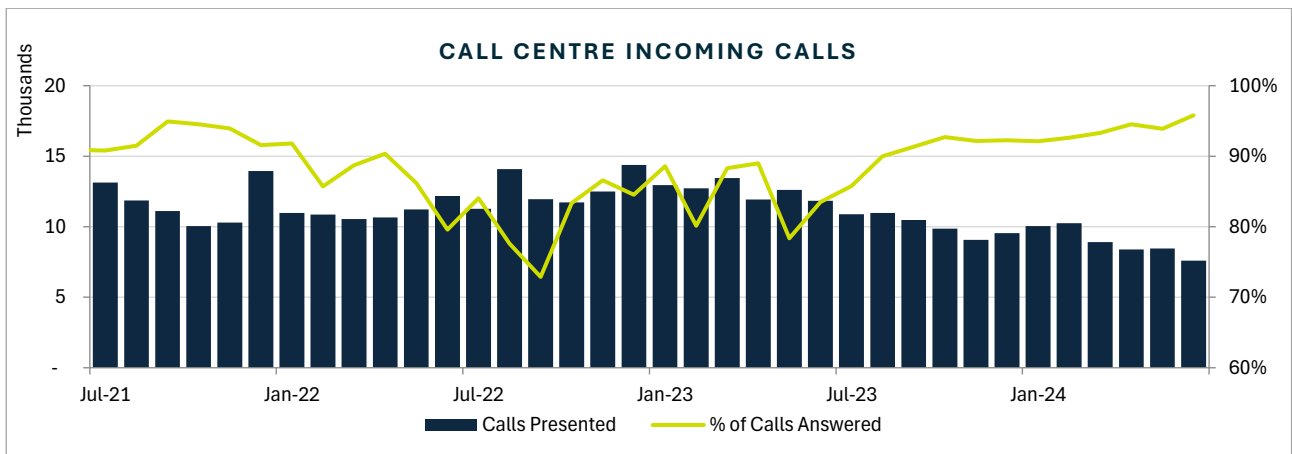
The table below shows the number of vehicles by engine type that ran bus network services in the Greater Wellington region in June 2024.

Engine type	Count
Electric	101
EURO3	44
EURO4	19
EURO5	68
EURO6	215
Unknown	7
<b>Total</b>	<b>454</b>

## Customer contact

### Call centre incoming calls

Metlink answered 95.8% of the 7,605 calls received in June.

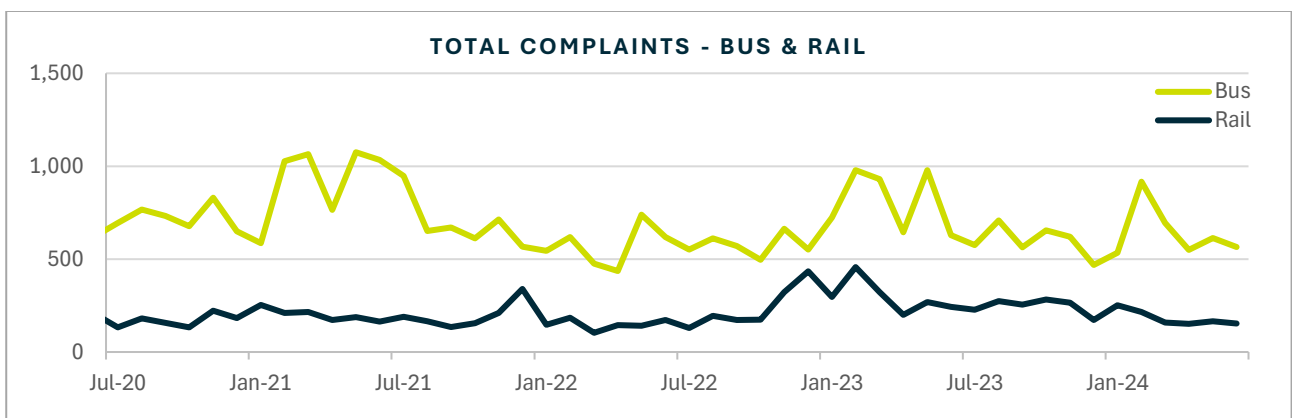
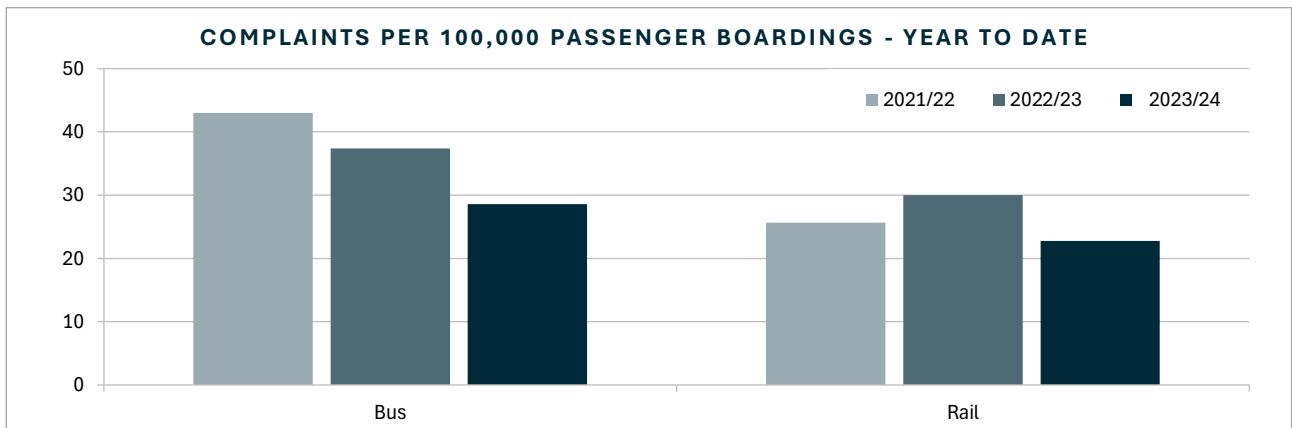




# Complaints

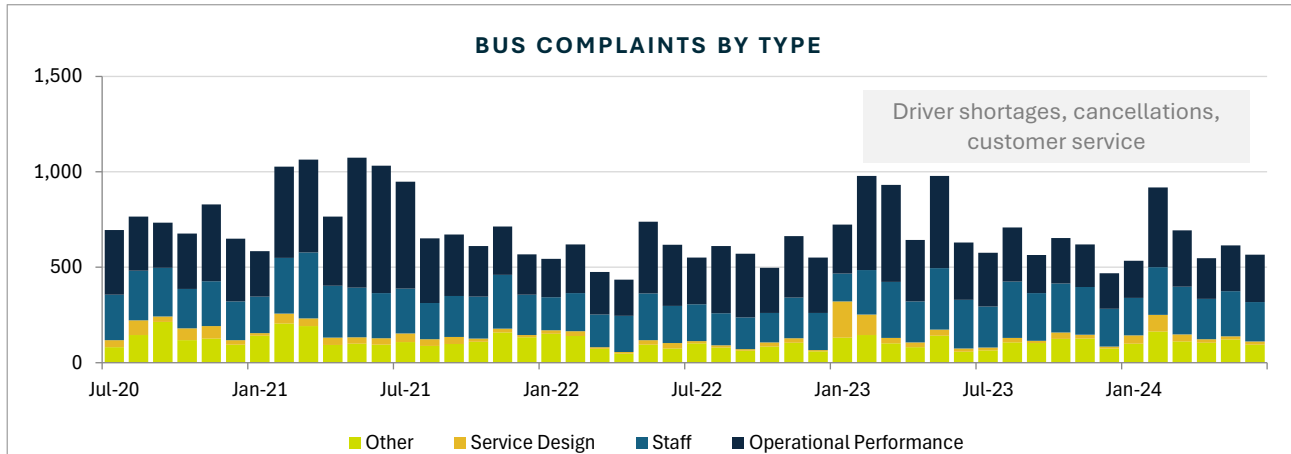
## Complaints volume

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 slightly higher for bus than rail.



## Bus complaints

Bus complaints for the month were 10.0% lower than June last year, and 10.4% lower for the year to date. Complaint levels have returned to normal levels. They relate mostly to customer service and driver behaviour.



### Bus complaints - current month

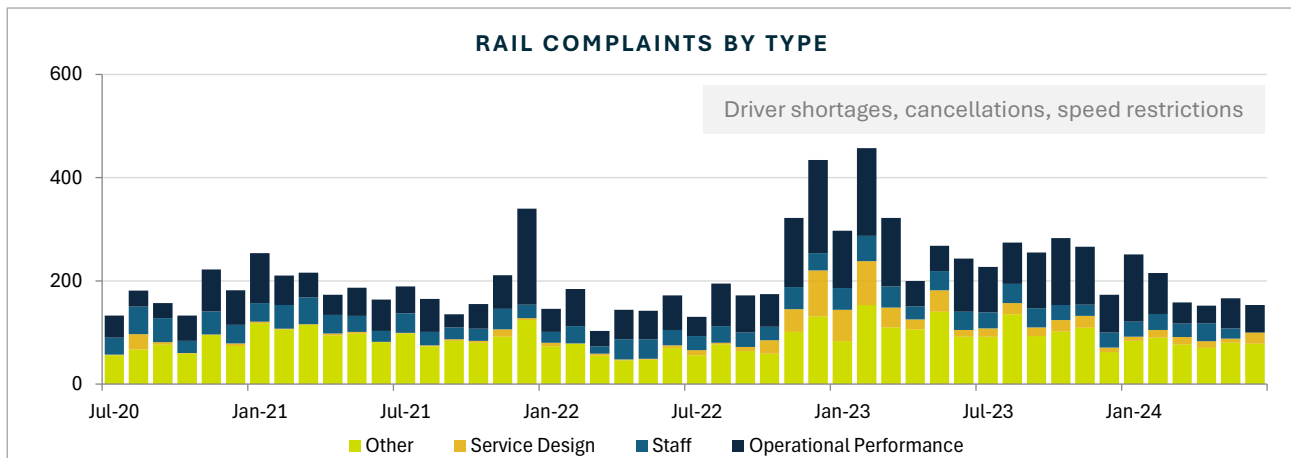
	Jun-24	Jun-23	Change
Wellington			
Newlands, Tawa	29	30	-3.3%
East-West, City	187	145	29.0%
North, South, Khandallah & Brooklyn	175	252	-30.6%
Hutt Valley	125	140	-10.7%
Porirua	26	40	-35.0%
Kāpiti	17	16	6.3%
Wairarapa	7	6	16.7%
<b>Total</b>	<b>566</b>	<b>629</b>	<b>-10.0%</b>

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

	2023/24	2022/23	Change
Wellington			
Newlands, Tawa	456	265	72.1%
East-West, City	2,245	2,398	-6.4%
North, South, Khandallah & Brooklyn	2,238	3,109	-28.0%
Hutt Valley	1,841	1,756	4.8%
Porirua	365	525	-30.5%
Kāpiti	237	232	2.2%
Wairarapa	82	46	78.3%
<b>Total</b>	<b>7,464</b>	<b>8,331</b>	<b>-10.4%</b>

## Rail complaints

Rail complaints stayed steady during June despite a number of service cancellations caused by the Kāpiti Line speed restrictions.



### Rail complaints - current month

	Jun-24	Jun-23	Change
Hutt Valley	52	78	-33.3%
Kāpiti	49	55	-10.9%
Johnsonville	4	21	-81.0%
Wairarapa	23	42	-45.2%
General	25	47	-46.8%
<b>Total</b>	<b>153</b>	<b>243</b>	<b>-37.0%</b>

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

	2023/24	2022/23	Change
Hutt Valley	887	933	-4.9%
Kāpiti	802	1,047	-23.4%
Johnsonville	135	292	-53.8%
Wairarapa	351	244	43.9%
General	398	698	-43.0%
<b>Total</b>	<b>2,573</b>	<b>3,214</b>	<b>-19.9%</b>

# Financial performance

## Fare revenue

### Bus and rail fare revenue

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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 June there was a budget shortfall of \$3.5 million. Year to date the shortfall is \$43.4 million – an estimated \$7.1 million is due to providing half price fares in July and August without Waka Kotahi support, and \$36.3 million is due to the change in travel behaviour post-Covid compared to the travel assumptions set pre-Covid in 2020. 51% of this is claimable from Waka Kotahi.

#### Fare revenue - current month

	Jun-24	Budget	Excess/Shortfall
Bus	\$2,805,215	\$4,319,701	-\$1,514,486
Rail	\$2,665,457	\$4,702,354	-\$2,036,897
<b>Total</b>	<b>\$5,470,672</b>	<b>\$9,022,055</b>	<b>-\$3,551,383</b>

#### Fare revenue - year to date (Jul - June)

	2023/24	Budget	Excess/Shortfall
Bus	\$32,889,585	\$51,836,413	-\$18,946,828
Rail	\$31,904,235	\$56,428,245	-\$24,524,010
<b>Total</b>	<b>\$64,793,820</b>	<b>\$108,264,657</b>	<b>-\$43,470,837</b>