

Metlink performance report

AUGUST 2024



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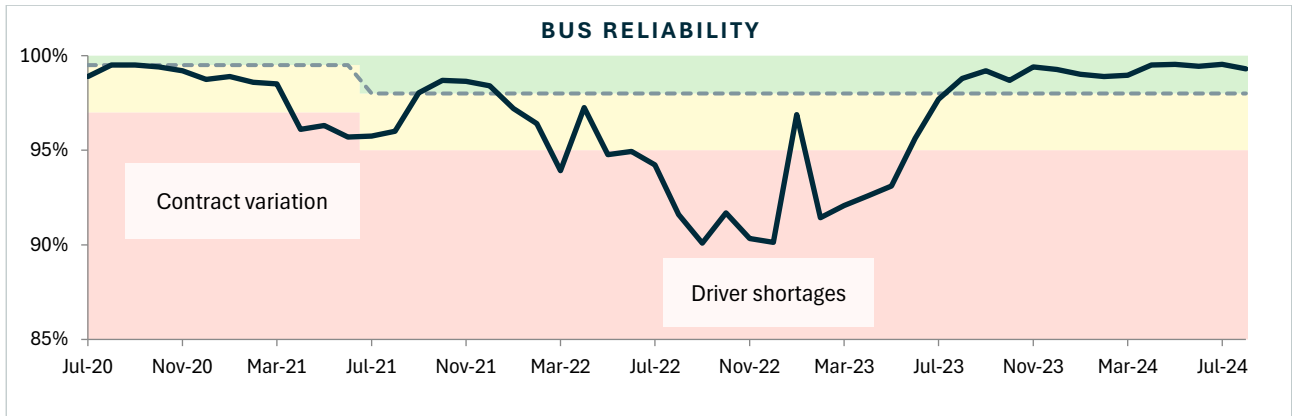
Partner performance



Bus operators

Reliability

The bus reliability measure shows the percentage of scheduled services that ran, as tracked by RTI and Snapper systems. In August, 99.3% of bus services were delivered, and 99.4% for the year to date. Reliability this month continues to reflect stable driver numbers and retention rates.



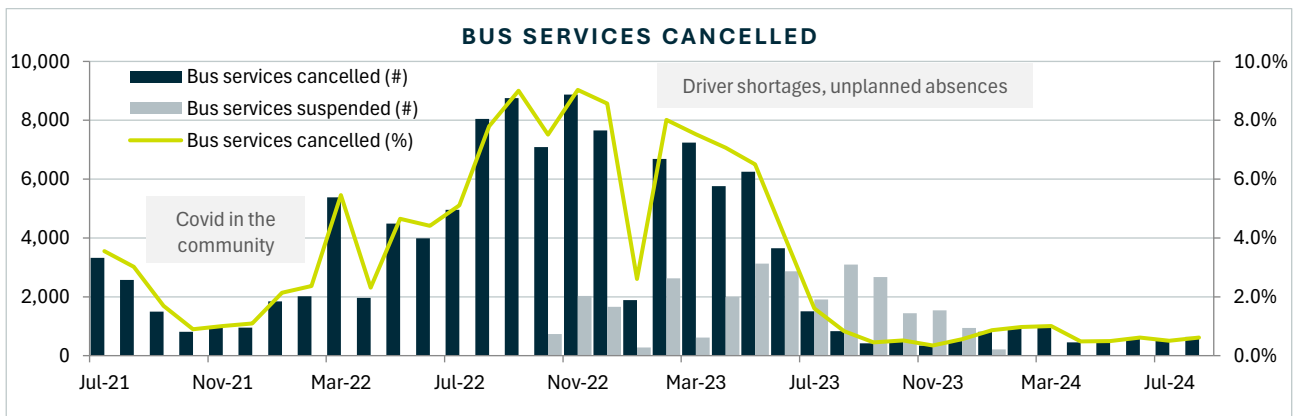
■ $\ge 98\%$, Meets/exceeds target
 ■ 98%-95% Needs improvement
 ■ $< 95\%$ Unsatisfactory

Reliability - current month

	Aug-24	Aug-23	Change
Wellington City			
Newlands & Tawa	98.7%	98.9%	-0.1%
East, West & City	99.8%	99.7%	0.2%
North, South, Khandallah & Brooklyn	98.9%	97.0%	1.9%
Hutt Valley	99.2%	99.3%	-0.1%
Porirua	98.4%	97.3%	1.1%
Kapiti	99.9%	99.8%	0.1%
Wairarapa	99.9%	98.7%	1.2%
Total	99.3%	98.8%	0.5%

Reliability - year to date (Jul - August)

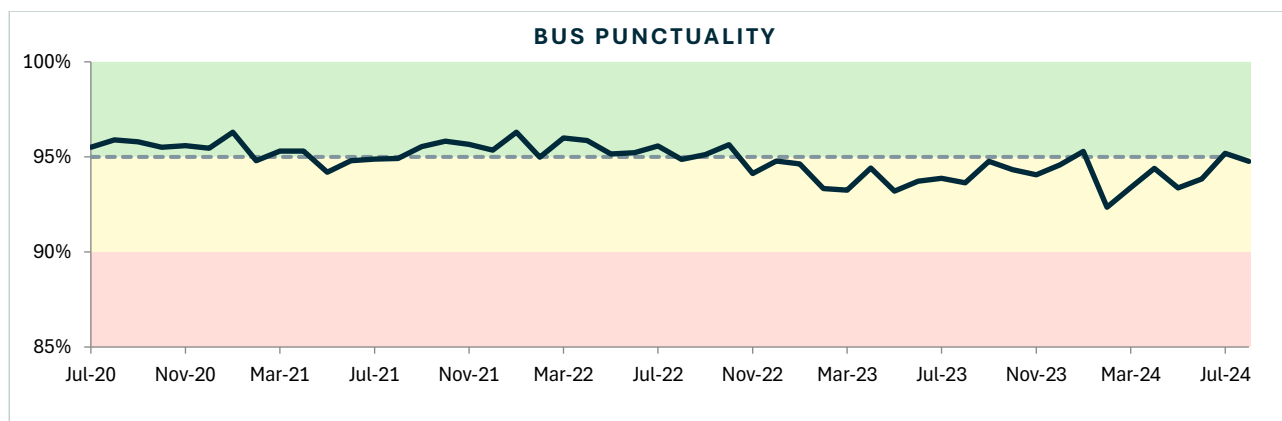
	2024/25	2023/24	Change
Wellington City			
Newlands & Tawa	99.1%	99.1%	0.0%
East, West & City	99.8%	99.7%	0.1%
North, South, Khandallah & Brooklyn	98.9%	96.0%	2.9%
Hutt Valley	99.5%	99.1%	0.4%
Porirua	98.8%	95.9%	2.9%
Kapiti	99.9%	98.0%	1.9%
Wairarapa	99.8%	98.1%	1.7%
Total	99.4%	98.3%	1.1%



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 94.8% in August and 95.0% 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. Flood events later in the month also impacted punctuality levels in the Hutt Valley and Wairarapa.



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

Punctuality - current month

	Aug-24	Aug-23	Change
Wellington City			
Newlands & Tawa	96.1%	95.1%	1.0%
East, West & City	95.6%	95.5%	0.1%
North, South, Khandallah & Brooklyn	93.1%	89.2%	3.9%
Hutt Valley	94.1%	94.6%	-0.5%
Porirua	96.6%	93.6%	3.0%
Kapiti	94.6%	94.0%	0.6%
Wairarapa	93.3%	90.9%	2.5%
Total	94.8%	93.6%	1.1%

Punctuality - year to date (Jul - August)

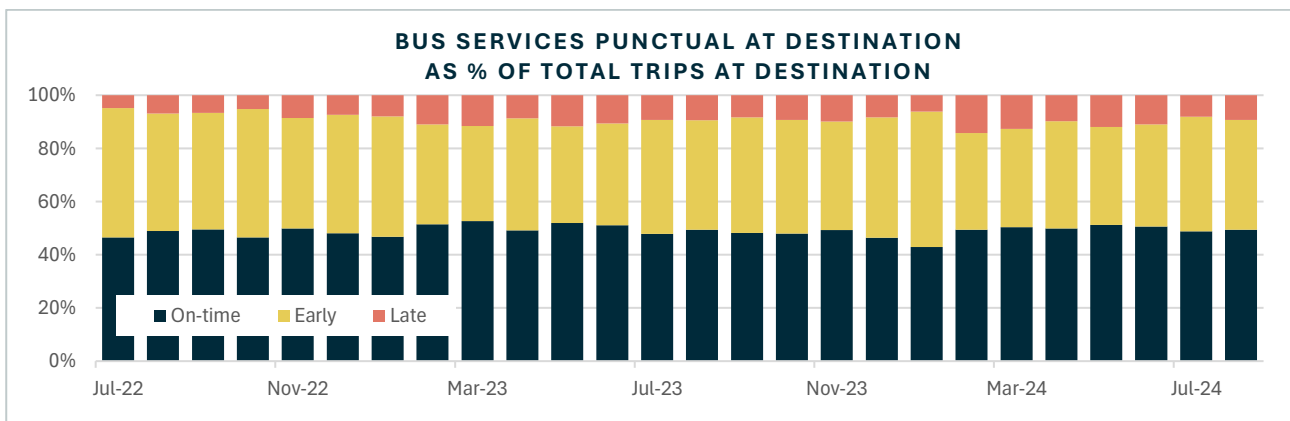
	2024/25	2023/24	Change
Wellington City			
Newlands & Tawa	96.4%	95.2%	1.2%
East, West & City	95.6%	95.5%	0.1%
North, South, Khandallah & Brooklyn	93.3%	89.0%	4.3%
Hutt Valley	94.5%	94.9%	-0.4%
Porirua	96.8%	94.2%	2.6%
Kapiti	95.0%	94.3%	0.7%
Wairarapa	93.5%	90.8%	2.7%
Total	95.0%	93.8%	1.2%

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 August, 49.4% of bus services recorded at destination arrived on time, with a further 41.3% arriving more than one minute early, while 9.3% of services arrived more than five minutes late.



Punctuality at destination - current month

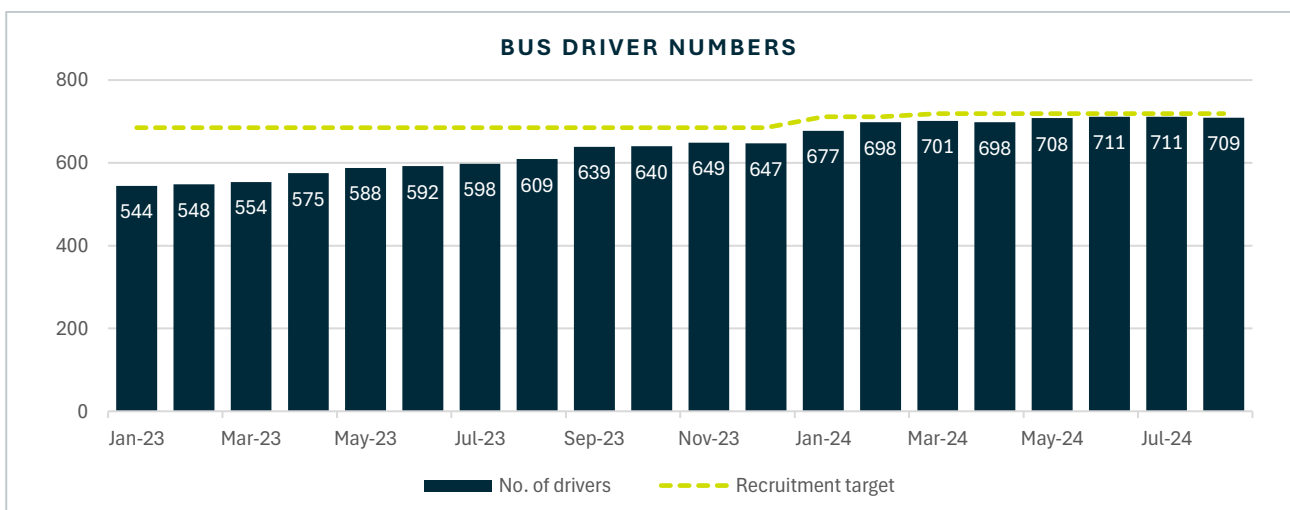
	Aug-24	Aug-23	Change
On-time	49.4%	49.5%	-0.1%
Early	41.3%	41.1%	0.2%
Late	9.3%	9.4%	-0.1%

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

	2024/25	2023/24	Change
On-time	48.8%	48.7%	0.1%
Early	41.4%	42.0%	-0.6%
Late	9.9%	9.3%	0.5%

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.



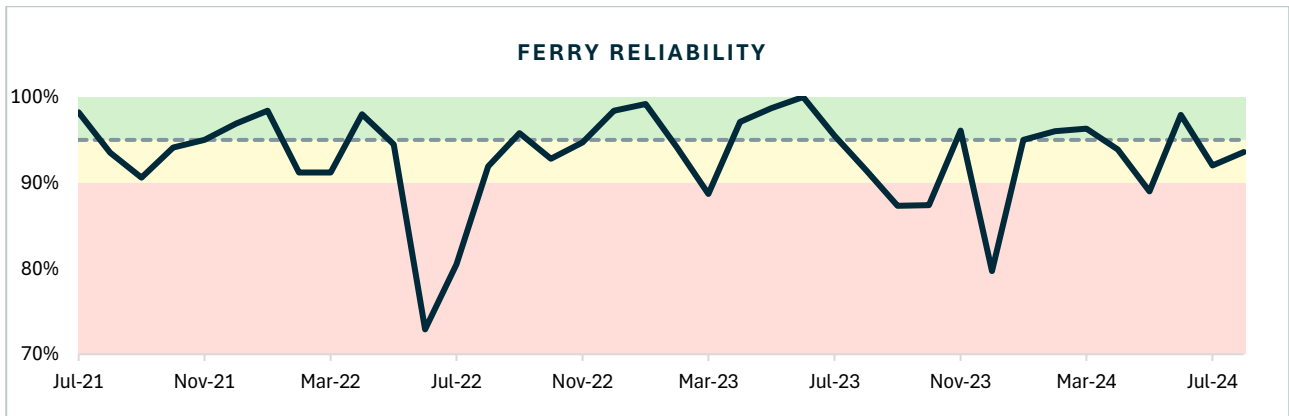


Ferry operator

Reliability

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

Reliability for August was 93.6%, compared to 91.5% for the same month last year. There were 50 weather-related cancellations this month, and no non-weather related cancellations.



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

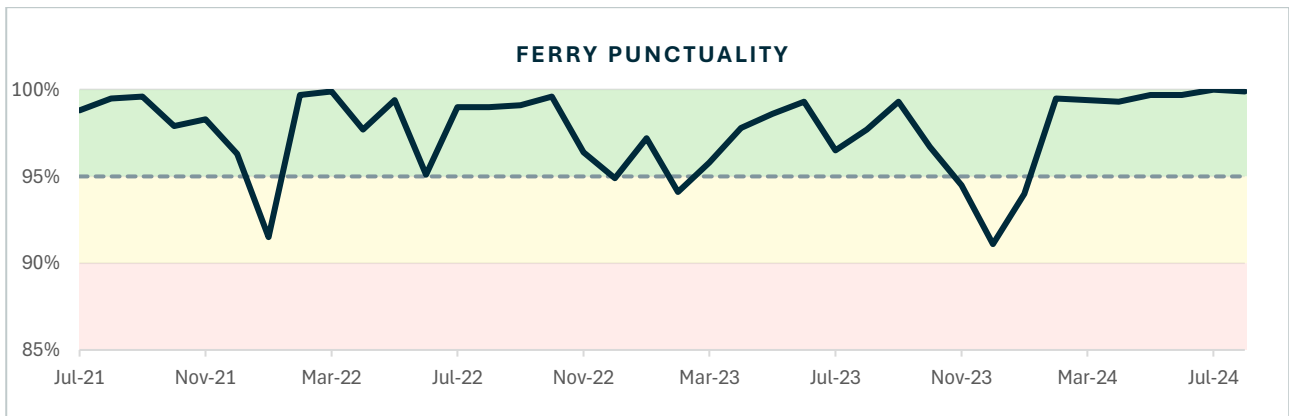
Reliability - current month

	Aug-24	Aug-23	% Change
Total	93.6%	91.5%	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 August was 99.9%, compared to 97.7% for the same month last year.



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

Punctuality - current month

	Aug-24	Aug-23	% Change
Total	99.9%	97.7%	2.2%



Rail operator

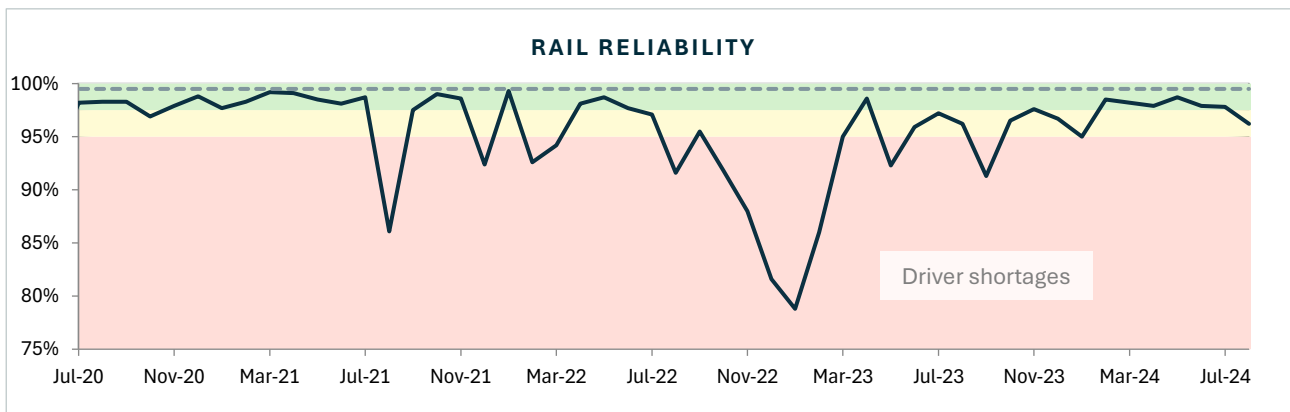
Reliability

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 96.2% in August, and 97.0% for the year to date.

Throughout August, several weather-related issues impacted overall performance. Icy overhead conditions affected morning services on Sunday 4, Tuesday 6 and Wednesday 7. Slips and rockfall led to small delays on Monday 18, however, services were disrupted for 17 hours on Friday 26 by the same issue. High winds on Tuesday 13 led to a tree falling onto the overhead line which affected early morning services.

On 21 August, off-peak services were replaced by bus due to the Rail and Maritime Transport Union AGM and a SPAD-A on 28 August led to some cancellations during afternoon peak. Mechanical faults also led to a few cancellations.



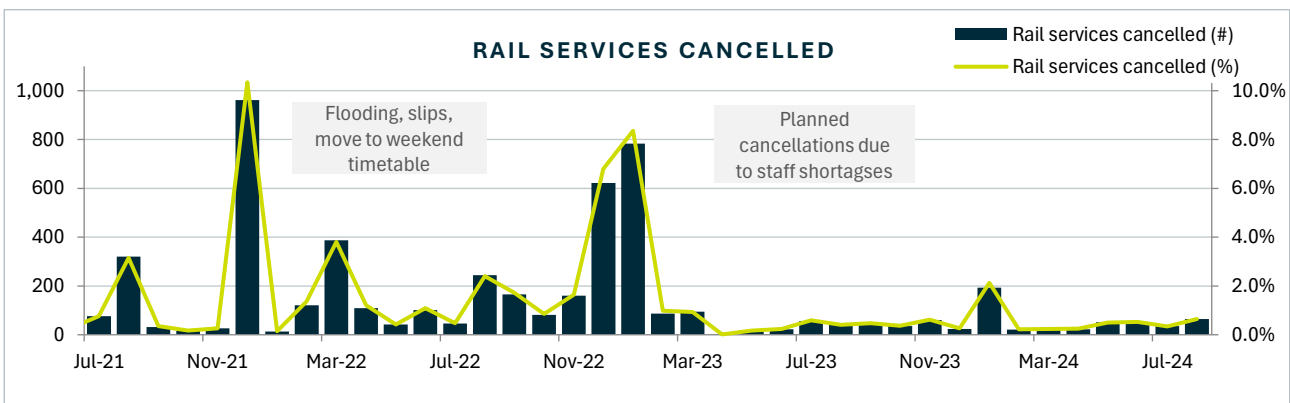
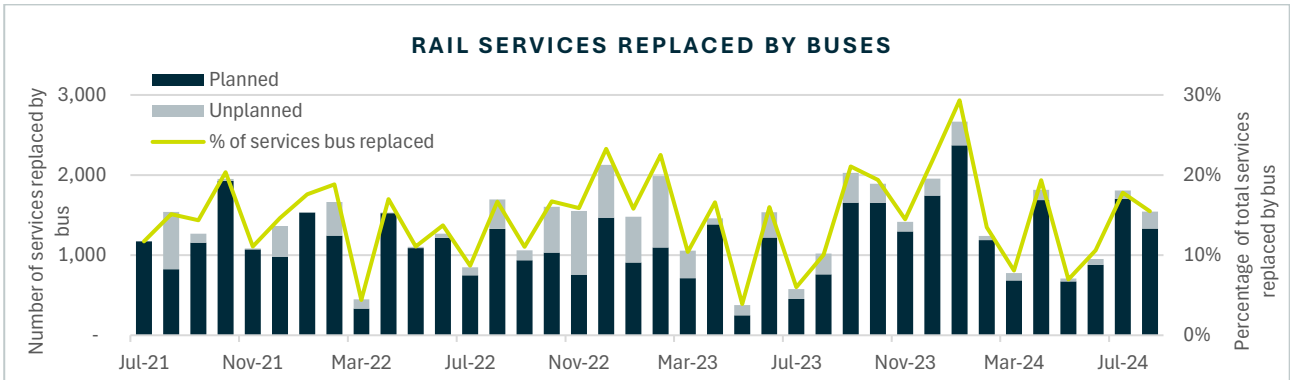
Reliability - current month

	Aug-24	Aug-23	Change
Hutt Valley	97.2%	96.6%	0.6%
Johnsonville	98.3%	96.1%	2.2%
Kapiti	93.7%	96.5%	-2.8%
Wairarapa	92.5%	87.4%	5.1%
Total	96.2%	96.2%	0.0%

Reliability - year to date (Jul - August)

	2024/25	2023/24	Change
Hutt Valley	97.6%	97.4%	0.2%
Johnsonville	98.3%	96.0%	2.3%
Kapiti	95.7%	97.1%	-1.4%
Wairarapa	90.7%	86.9%	3.8%
Total	97.0%	96.7%	0.3%

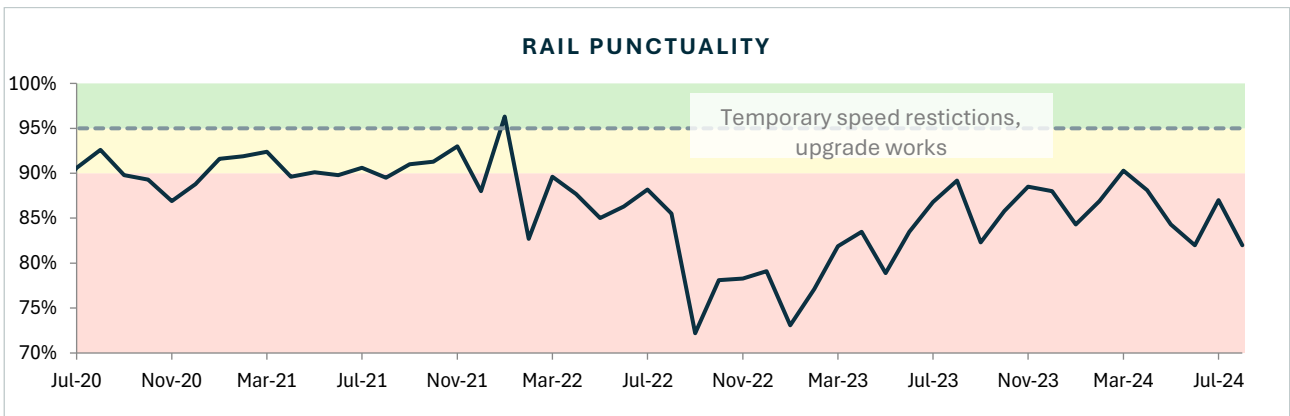
In August, 15.5% of rail services were replaced by buses, compared to 17.8% the previous month.



In August, there were 9,928 rail trips run, carrying 954,813 passengers.

Punctuality

Punctuality was affected by the ongoing speed restrictions on both the Kāpiti and Wairarapa Lines. Weather related delays also delayed several services. Congestion related delays were also high (as noted in the rail reliability section above).



Punctuality - current month

	Aug-24	Aug-23	Change
Hutt Valley	90.4%	89.9%	0.5%
Johnsonville	95.9%	93.9%	2.0%
Kapiti	65.9%	90.2%	-24.3%
Wairarapa	11.9%	21.9%	-10.0%
Total	82.0%	89.2%	-7.2%

Punctuality - year to date (Jul - August)

	2024/25	2023/24	Change
Hutt Valley	91.2%	89.2%	2.0%
Johnsonville	96.7%	91.4%	5.3%
Kapiti	72.2%	89.2%	-17.0%
Wairarapa	13.2%	24.8%	-11.6%
Total	84.5%	88.1%	-3.6%

Rail network owner

Commentary

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.

Punctuality declined in August by 0.92%, while Reliability increased very minimally by 0.01% compared to the previous month.

TSRs on the NIMT continue to impact performance with the Kapiti Line being over KPI throughout August. Towards the end of the month two TSR's on the Seawall Erosion sites between Porirua and Paremata lifted after repair work was completed and the site was assessed by engineers. Unfortunately, this was offset by additional restrictions added as a result of severe weather.

Prolonged heavy rain on 19 August and again on the 26 & 27 August caused multiple slips, trackside flooding and blocked culverts between Paraparaumu and Plimmerton. On 26 August a passenger service hit a small slip between North and South Junction. No injuries occurred but the line was closed pending inspection and clearing of slip. Additional TSRs were put in place at several locations and civil engineering assessments are currently ongoing.

On the 7 August a CTC outage occurred affecting Wellington, Plimmerton, Pukerua Bay and Featherston areas. This was caused by the Realflex Signalling system and caused 10 cancellations and 178 delay minutes while the Network was affected.

On the 19th of August tracks dropped in Tunnel 2 on the NIMT due to a cable fault. This fault reoccurred on 20 and 21 August while Signal technicians undertook fault finding and narrowed down the part of the cable that was affected. A temporary cable was laid to reinstate the Signalling with a plan to upgrade the cable at a later date.

KPI summary

Network Availability

Can the operation run planned train service on the Wellington network

Two unplanned line closures occurred on the NIMT during August. One 19 August due to rockfall and debris at Tunnel 6 and the other on 26 August due to a slip between North and South Junction. One line closure occurred on 29 August on the Johnsonville Line due to a tree fouling the overhead.

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

No injuries were reported in August.

Operational performance

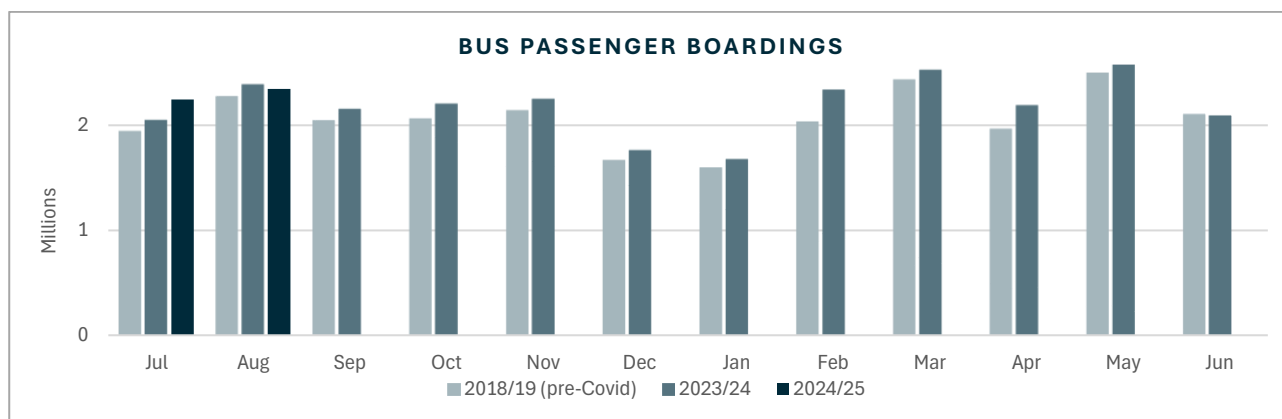
Patronage

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

August bus passenger boardings were 1.6% lower than the same month last year, and 3.7% higher for the year to date.

Boardings this month were 1.0% lower than August 2019 numbers (pre-Covid).



Boardings by area - current month

	Aug-24	Aug-23	Change
Wellington	1,720,590	1,764,848	-2.5%
Hutt Valley	452,423	445,901	1.5%
Porirua	93,461	89,229	4.7%
Kapiti	63,540	65,490	-3.0%
Wairarapa	14,948	16,996	-12.0%
Total	2,344,962	2,382,464	-1.6%

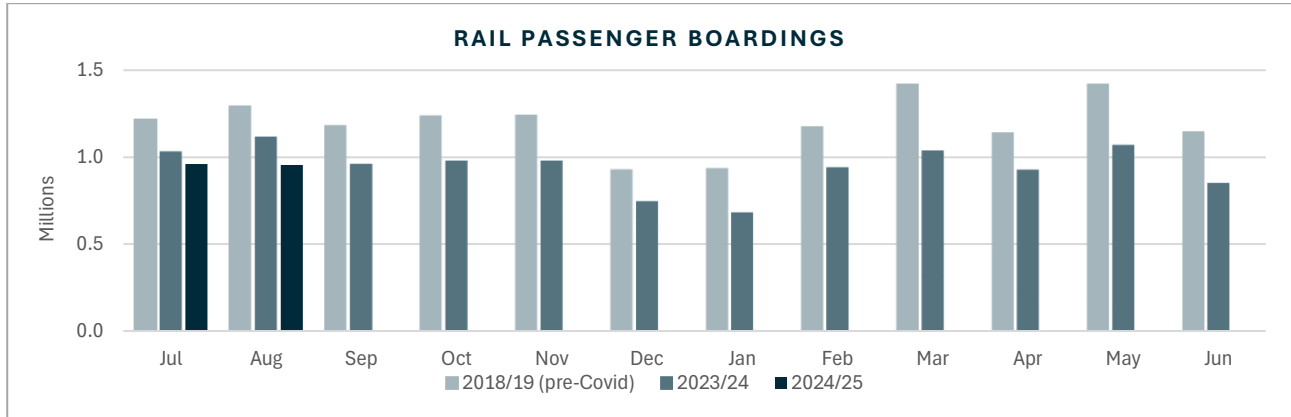
Boardings by area - year to date (Jul - August)

	2024/25	2023/24	Change
Wellington	3,406,225	3,317,649	2.7%
Hutt Valley	861,259	811,225	6.2%
Porirua	177,166	155,313	14.1%
Kapiti	116,777	112,721	3.6%
Wairarapa	28,037	29,079	-3.6%
Total	4,589,464	4,425,987	3.7%

Rail passenger boardings

August rail passenger boardings were 14.3% lower than the same month last year, and 10.7% lower for the year to date.

Boardings this month were 25.6% lower than August 2019 numbers (pre-Covid).



Boardings by line - current month

	Aug-24	Aug-23	Change
Hutt Valley	412,979	482,627	-14.4%
Kapiti	389,707	441,143	-11.7%
Johnsonville	100,526	132,198	-24.0%
Wairarapa	51,601	58,144	-11.3%
Total	954,813	1,114,112	-14.3%

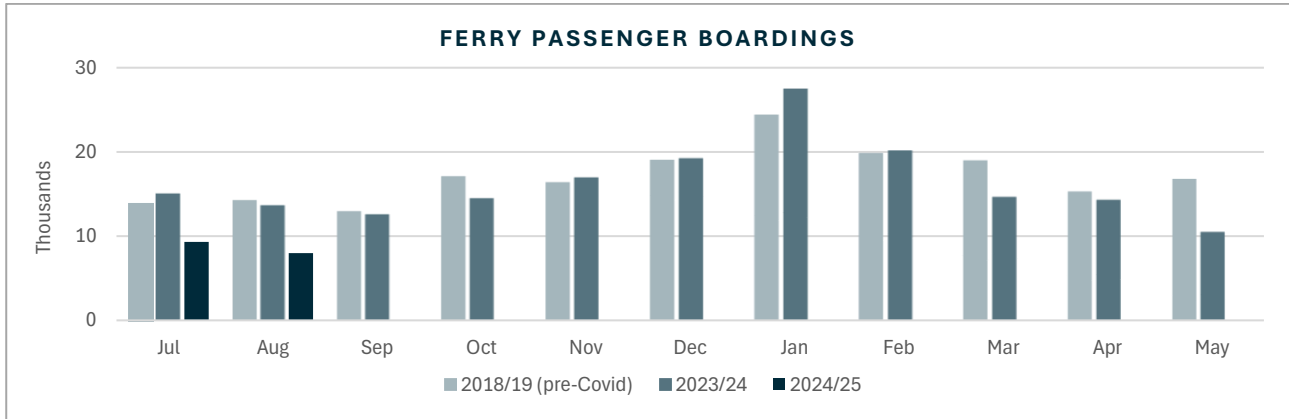
Boardings by line - year to date (Jul - August)

	2024/25	2023/24	Change
Hutt Valley	831,641	928,351	-10.4%
Kapiti	780,978	857,022	-8.9%
Johnsonville	197,106	247,526	-20.4%
Wairarapa	105,332	111,313	-5.4%
Total	1,915,057	2,144,212	-10.7%

Ferry passenger boardings

Ferry boardings show a decrease of 41.4% on the same month last year, and a decrease of 39.7% for the year to date. Boardings are often affected by weather. Services to Matiu/Somes Island have been suspended for 6-8 months from 19 February 2024, while improvements are made to the wharf.

Boardings for the month were 39.2% lower than August 2019 numbers (pre-Covid).



Boardings - current month

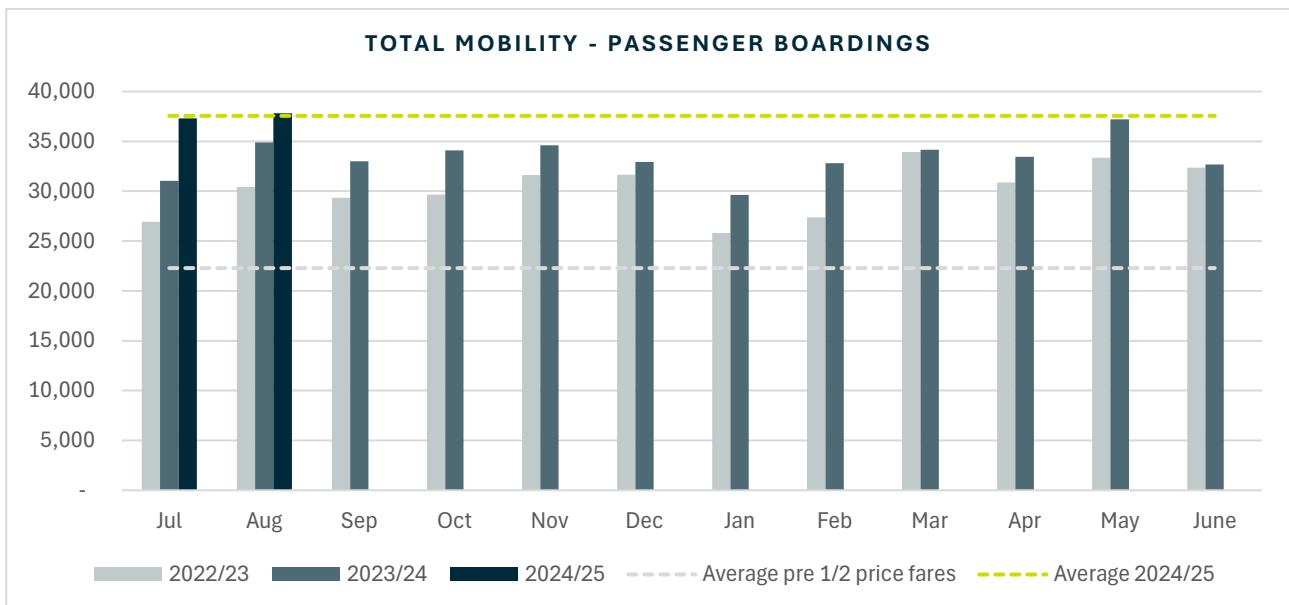
	Aug-24	Aug-23	Change
Total	7,996	13,650	-41.4%

Boardings - year to date (Jul - August)

	2024/25	2023/24	Change
Total	17,311	28,694	-39.7%

Te Hunga Whaikaha Total Mobility passenger boardings

In August there were 37,804 Te Hunga Whaikaha Total Mobility trips, an increase of 20.2% 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.

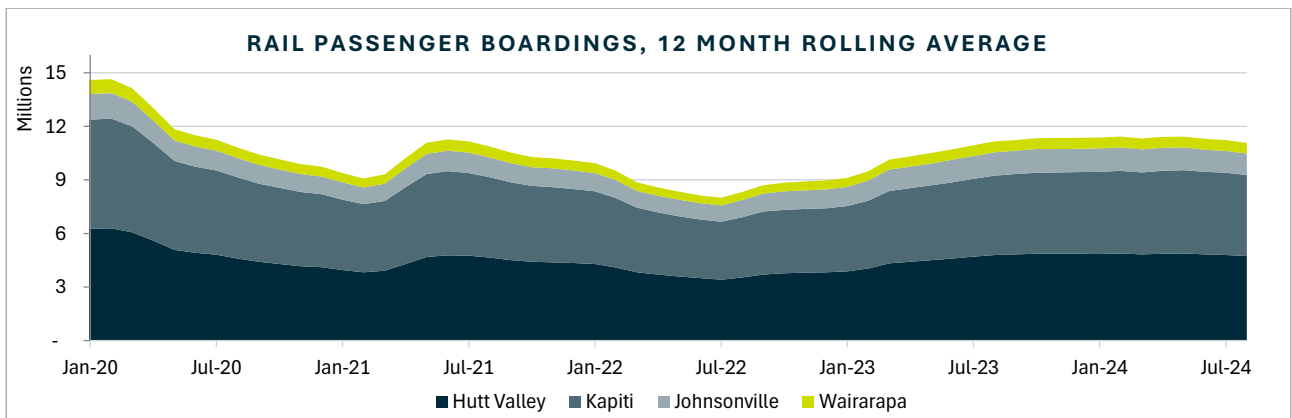
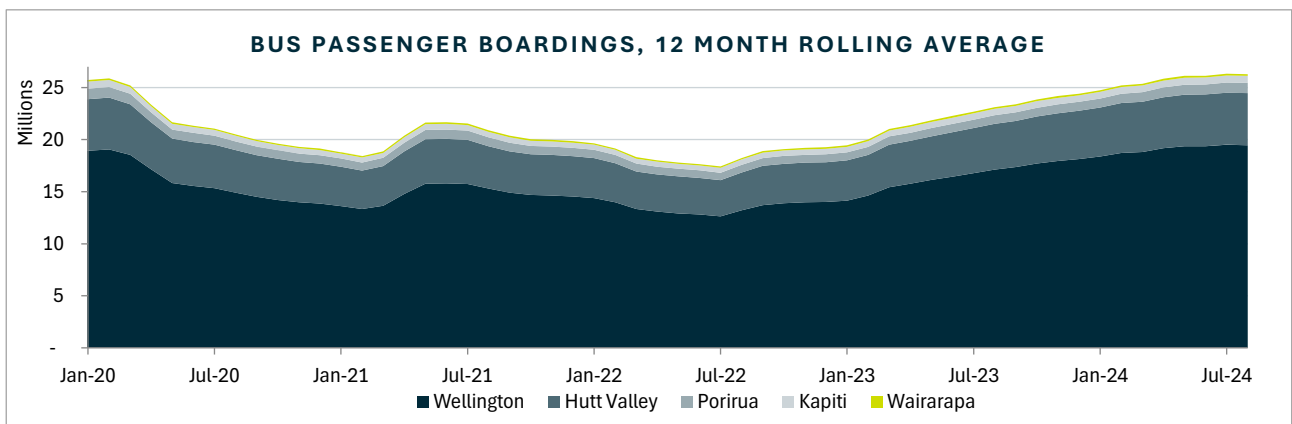
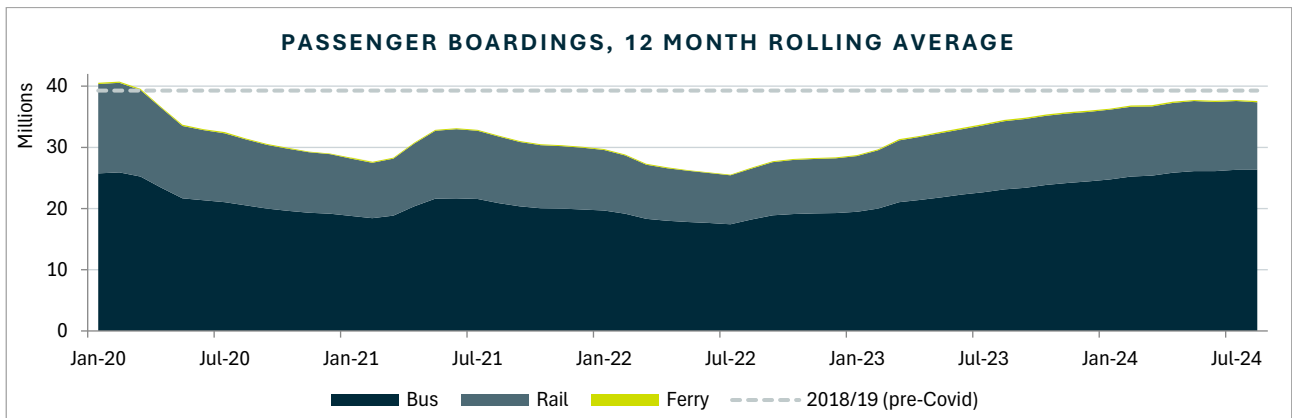


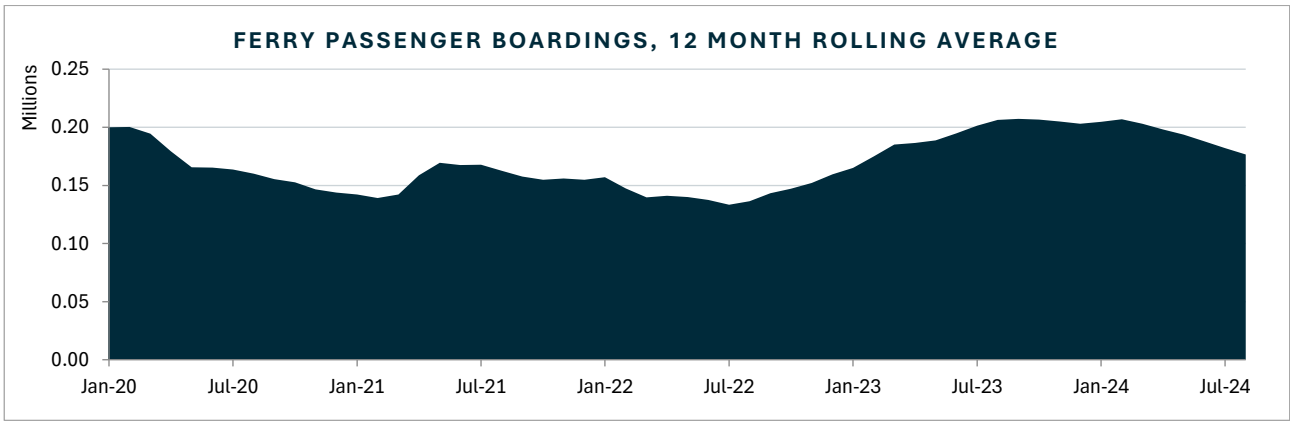
Passenger boardings trend – 12 month rolling totals

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.

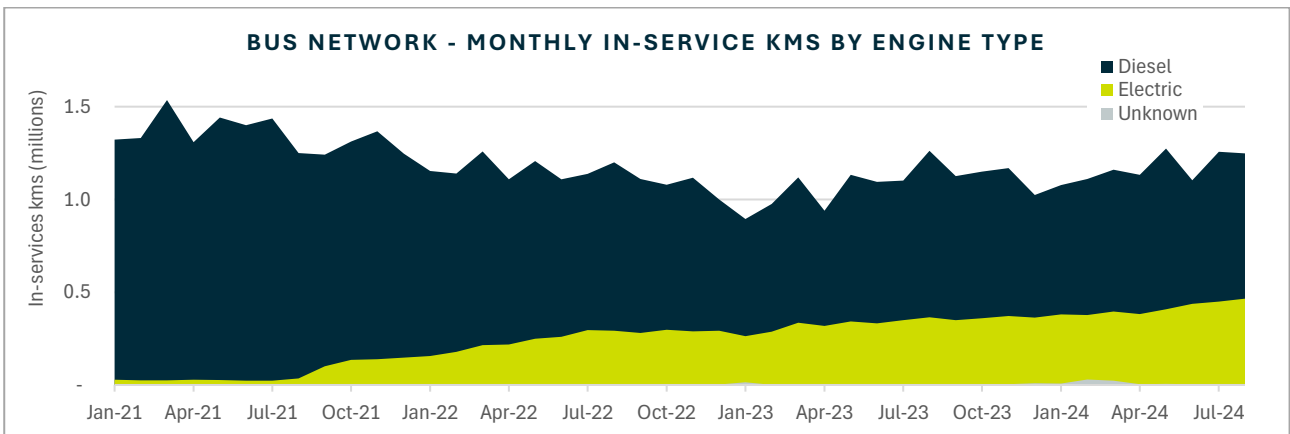




Bus emissions

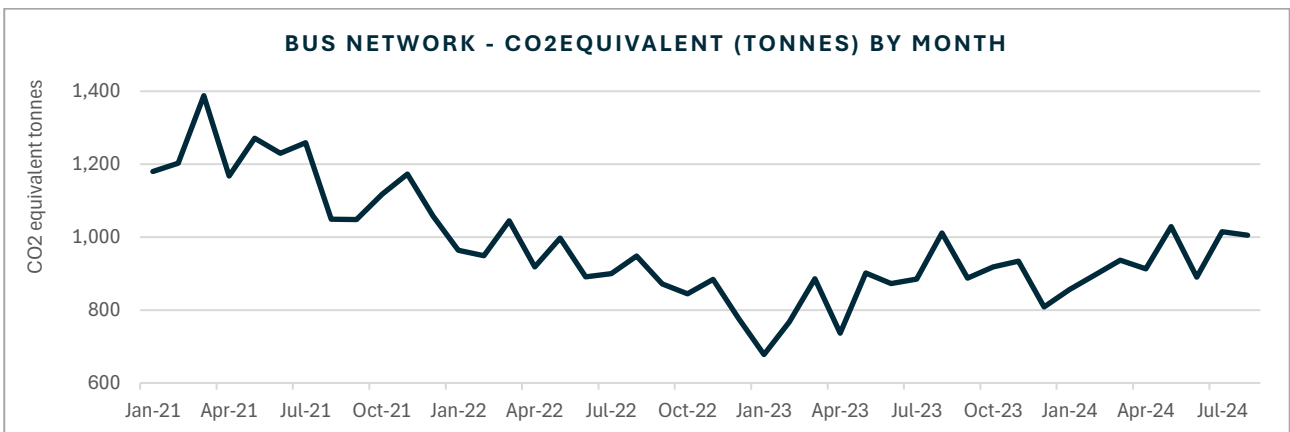
In-service kilometres by engine type

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

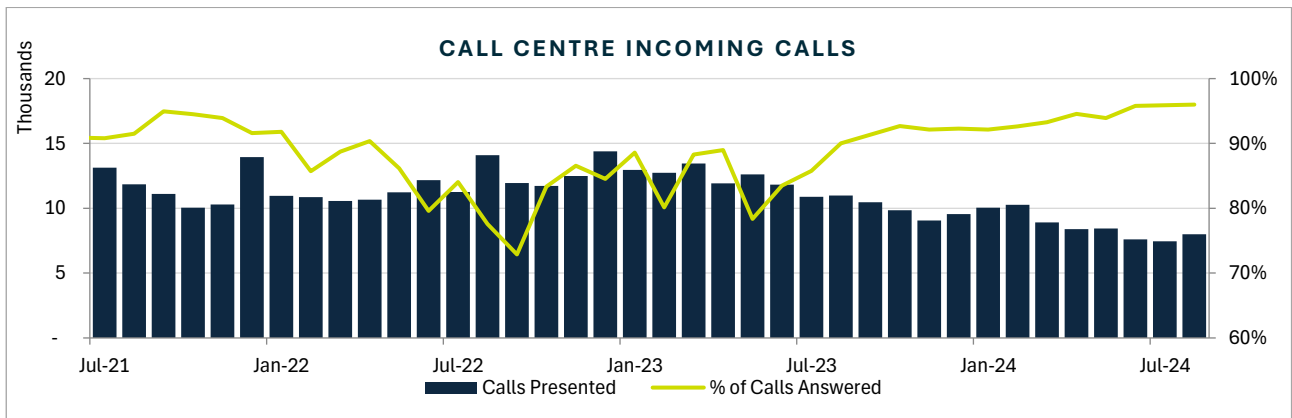
The table below shows the number of vehicles by engine type that ran bus network services in the Greater Wellington region in August 2024.

Engine type	Count
Electric	99
EURO3	46
EURO4	19
EURO5	69
EURO6	215
Unknown	10
Total	458

Customer contact

Call centre incoming calls

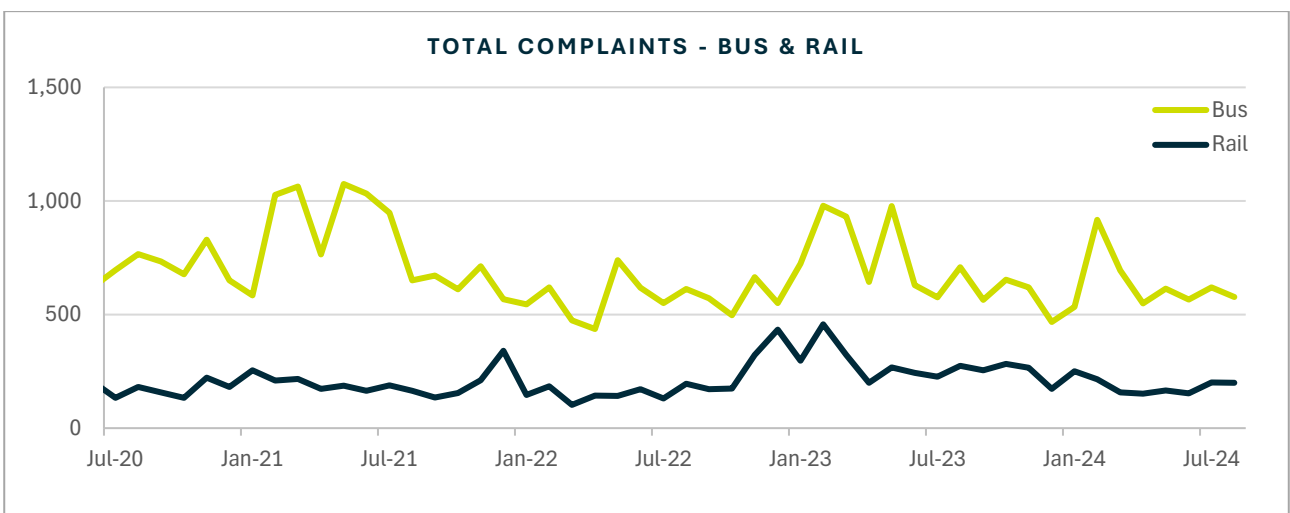
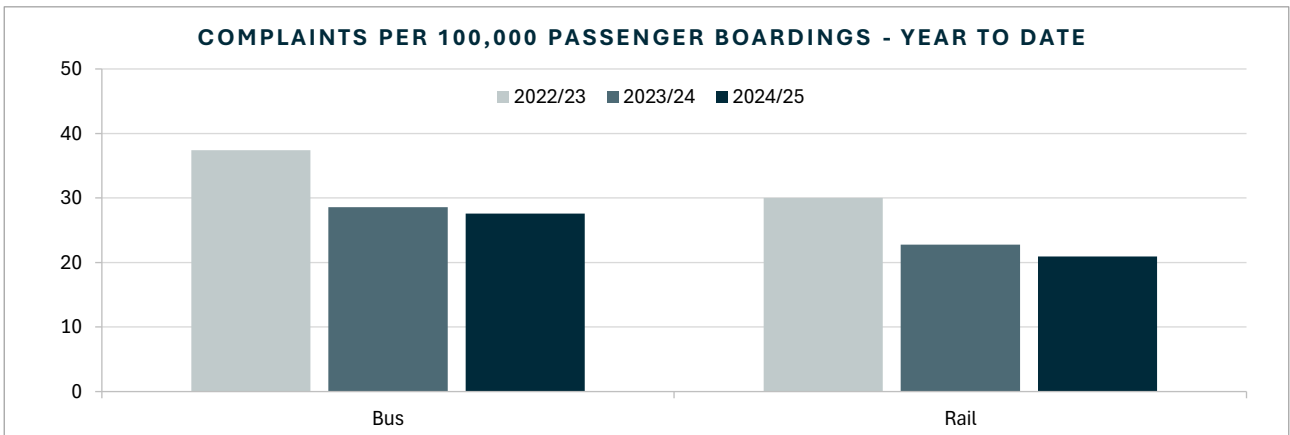
Metlink answered 96.0% of the 8,008 calls received in August.



Complaints

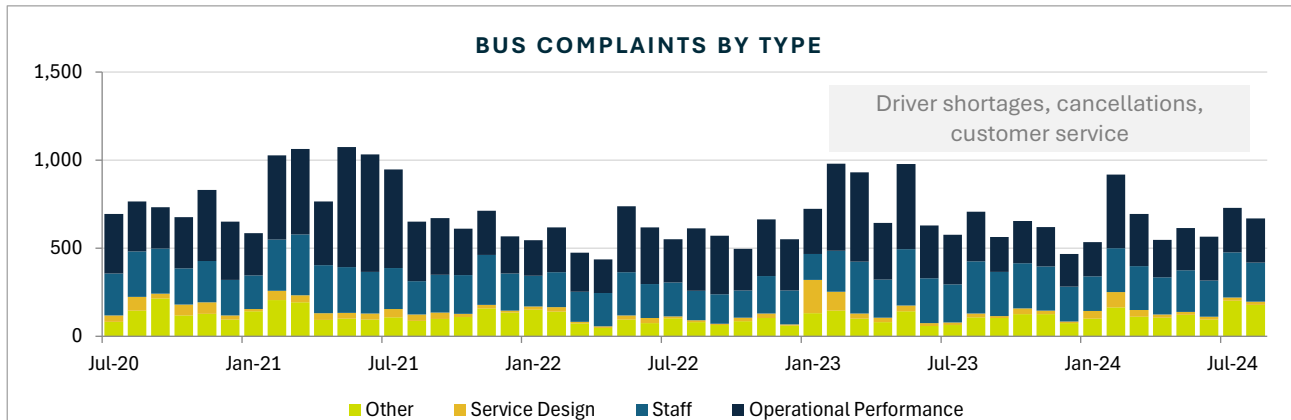
Complaints volume

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 18.5% lower than August last year, and 6.9% lower for the year to date. Complaint levels remain consistent. They relate mostly to customer service and driver behaviour.



Bus complaints - current month

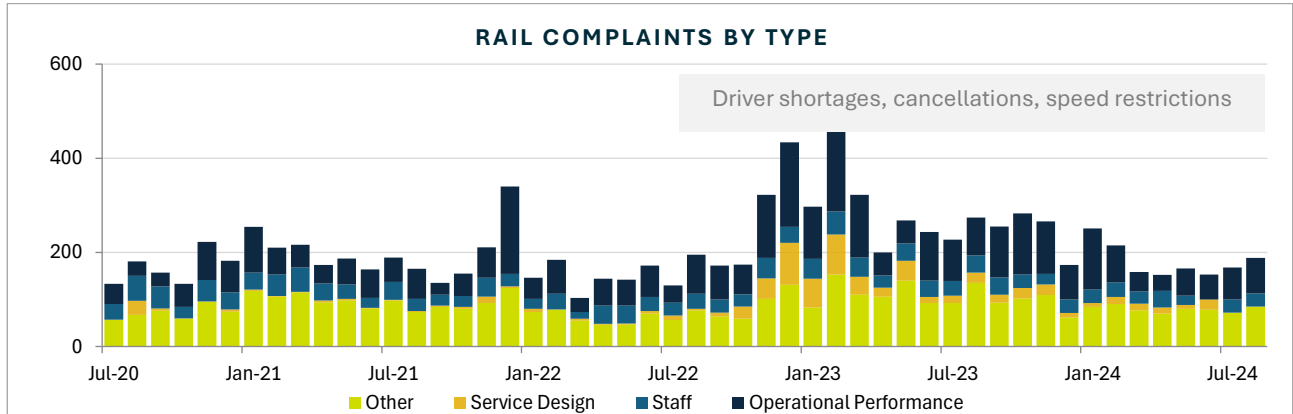
	Aug-24	Aug-23	Change
Wellington			
Newlands, Tawa	39	49	-20.4%
East-West, City	189	181	4.4%
North-south, Khandallah, Brooklyn	165	244	-32.4%
Hutt Valley	130	172	-24.4%
Porirua	31	35	-11.4%
Kapiti	19	21	-9.5%
Wairarapa	4	6	-33.3%
Total	577	708	-18.5%

Bus complaints - year to date (Jul - August)

	2024/25	2023/24	Change
Wellington			
Newlands, Tawa	77	82	-6.1%
East-West, City	395	338	16.9%
North-south, Khandallah, Brooklyn	329	460	-28.5%
Hutt Valley	277	300	-7.7%
Porirua	62	61	1.6%
Kapiti	43	33	30.3%
Wairarapa	13	10	30.0%
Total	1,196	1,284	-6.9%

Rail complaints

Rail complaints stayed steady during August despite a high number of service cancellations.



Rail complaints - current month

	Aug-24	Aug-23	Change
Hutt Valley	74	76	-2.6%
Kapiti	60	92	-34.8%
Johnsonville	6	12	-50.0%
Wairarapa	25	29	-13.8%
General	35	65	-46.2%
Total	200	274	-27.0%

Rail complaints - year to date (Jul - August)

	2024/25	2023/24	Change
Hutt Valley	145	151	-4.0%
Kapiti	118	144	-18.1%
Johnsonville	15	36	-58.3%
Wairarapa	42	57	-26.3%
General	81	113	-28.3%
Total	401	501	-20.0%

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 August there was a budget shortfall of \$976 thousand. Year to date the shortfall is \$1.57 million.

Fare revenue - current month

	Aug-24	Budget	Excess/Shortfall
Bus	3,603,067	3,861,872	-258,805
Rail	3,468,435	4,186,172	-717,736
Total	\$ 7,071,502	\$ 8,048,044	-\$ 976,541

Fare revenue - year to date (Jul - August)

	2024/25	Budget	Excess/Shortfall
Bus	7,330,252	7,723,743	-393,491
Rail	7,191,207	8,372,345	-1,181,138
Total	\$ 14,521,458	\$ 16,096,088	-\$ 1,574,629