

# Metlink performance report

OCTOBER 2024



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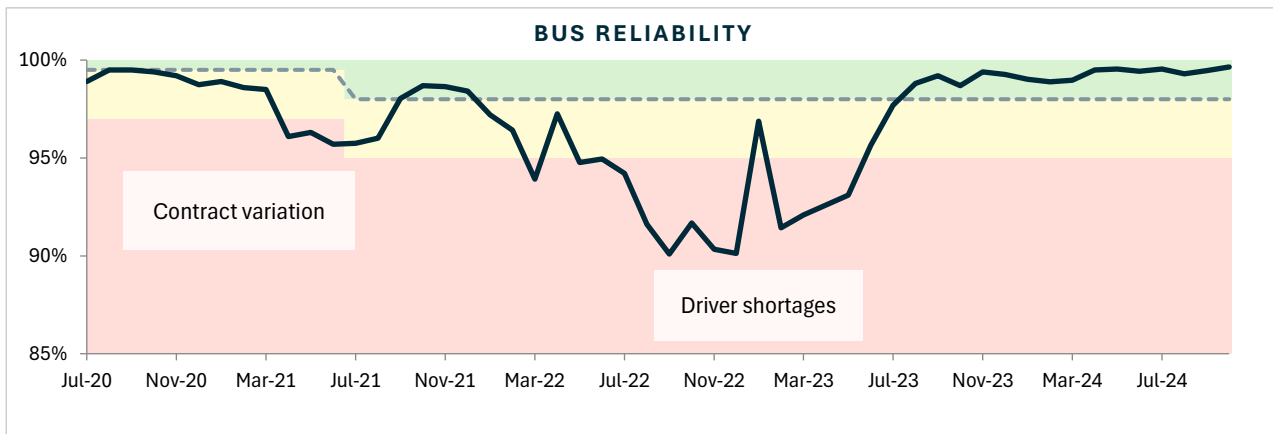
# Partner performance



## Bus operators

### Reliability

The bus reliability measure shows the percentage of scheduled services that ran, as tracked by RTI and Snapper systems. In October, 99.6% of bus services were delivered, and 99.5% for the year to date. Reliability this month continues to reflect stable driver numbers and retention rates, as well as reduced service levels due to school holidays in the first half of the month.



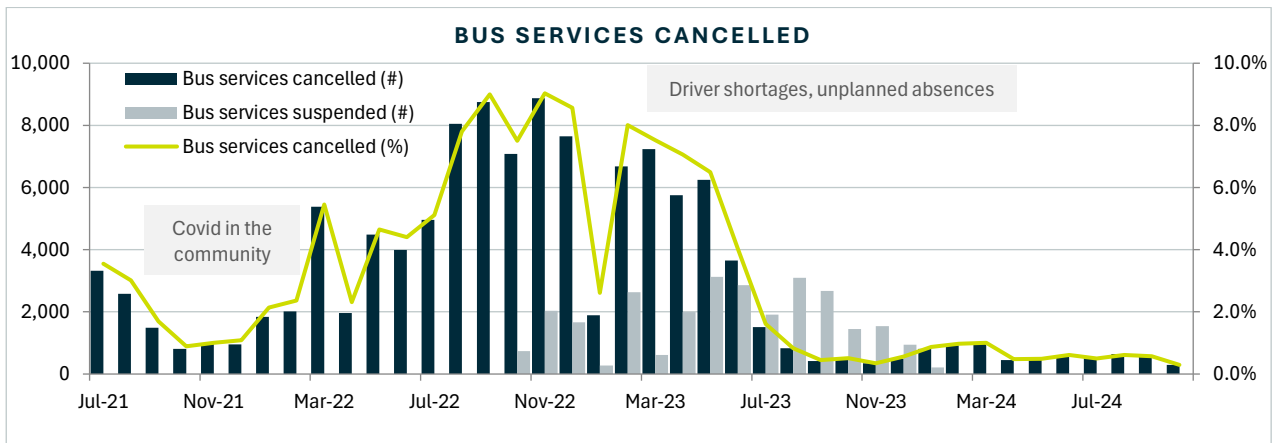
■ ≥98%, Meets/exceeds target  
 ■ 98%-95% Needs improvement  
 ■ <95% Unsatisfactory

#### Reliability - current month

	Oct-24	Oct-23	Change
Wellington City			
Newlands & Tawa	99.9%	99.4%	0.5%
East, West & City	99.8%	99.7%	0.0%
North, South, Khandallah & Brooklyn	99.2%	96.6%	2.5%
Hutt Valley	99.9%	98.9%	1.0%
Porirua	99.2%	98.0%	1.2%
Kapiti	100.0%	100.0%	0.0%
Wairarapa	99.6%	98.4%	1.2%
<b>Total</b>	<b>99.6%</b>	<b>98.7%</b>	<b>0.9%</b>

#### Reliability - year to date (July - October)

	2024/25	2023/24	Change
Wellington City			
Newlands & Tawa	99.4%	99.2%	0.2%
East, West & City	99.8%	99.7%	0.1%
North, South, Khandallah & Brooklyn	98.9%	96.7%	2.2%
Hutt Valley	99.7%	99.2%	0.5%
Porirua	98.9%	96.8%	2.1%
Kapiti	99.9%	99.0%	0.9%
Wairarapa	99.7%	98.3%	1.4%
<b>Total</b>	<b>99.5%</b>	<b>98.6%</b>	<b>0.9%</b>

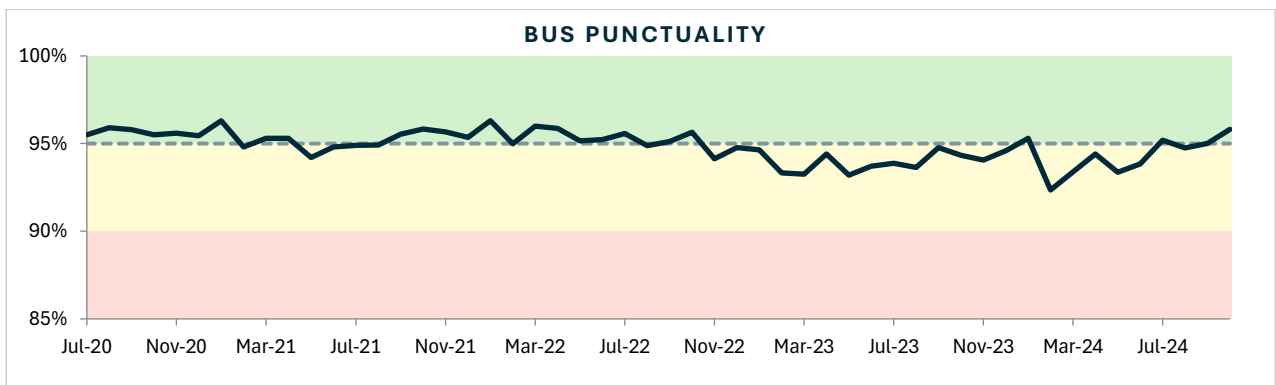


## Punctuality

We measure bus punctuality by recording the bus departure from origin, leaving between one minute early and five minutes late.

Bus service punctuality was 95.8% in October and 95.2% for the year to date. Punctuality this month continues to reflect various roadworks around the region, including disruption in the usual places in Wellington City (Thorndon Quay and Berhampore in particular). Wairarapa punctuality has been impacted by waiting for delayed trains to maintain service connections.

School holidays in the first half of the month have also positively impacted punctuality, likely due to less traffic congestion at peak times.



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

### Punctuality - current month

	Oct-24	Oct-23	Change
Wellington City			
Newlands & Tawa	96.6%	95.1%	1.6%
East, West & City	96.8%	95.8%	1.0%
North, South, Khandallah & Brooklyn	93.8%	91.2%	2.6%
Hutt Valley	95.1%	94.8%	0.3%
Porirua	97.2%	95.8%	1.4%
Kapiti	97.2%	92.7%	4.5%
Wairarapa	94.3%	92.9%	1.3%
<b>Total</b>	<b>95.8%</b>	<b>94.3%</b>	<b>1.5%</b>

### Punctuality - year to date (July - October)

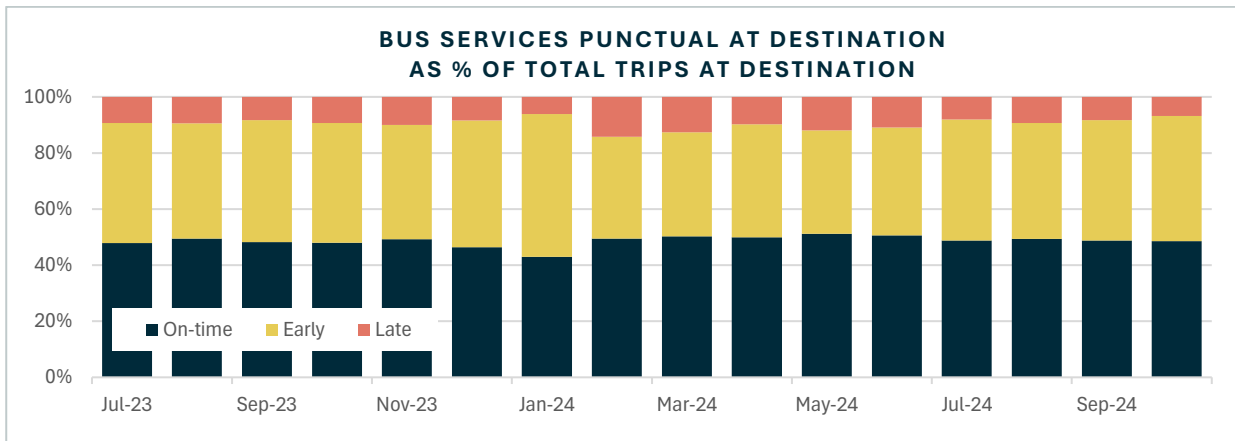
	2024/25	2023/24	Change
Wellington City			
Newlands & Tawa	96.3%	95.3%	1.0%
East, West & City	95.9%	95.8%	0.1%
North, South, Khandallah & Brooklyn	93.4%	90.1%	3.3%
Hutt Valley	94.7%	95.0%	-0.3%
Porirua	97.0%	94.8%	2.2%
Kapiti	96.1%	93.9%	2.2%
Wairarapa	93.5%	91.5%	2.0%
<b>Total</b>	<b>95.2%</b>	<b>94.2%</b>	<b>1.0%</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 October, 48.6% of bus services recorded at destination arrived on time, with a further 44.6% arriving more than one minute early, while 6.8% of services arrived more than five minutes late.



### Punctuality at destination - current month

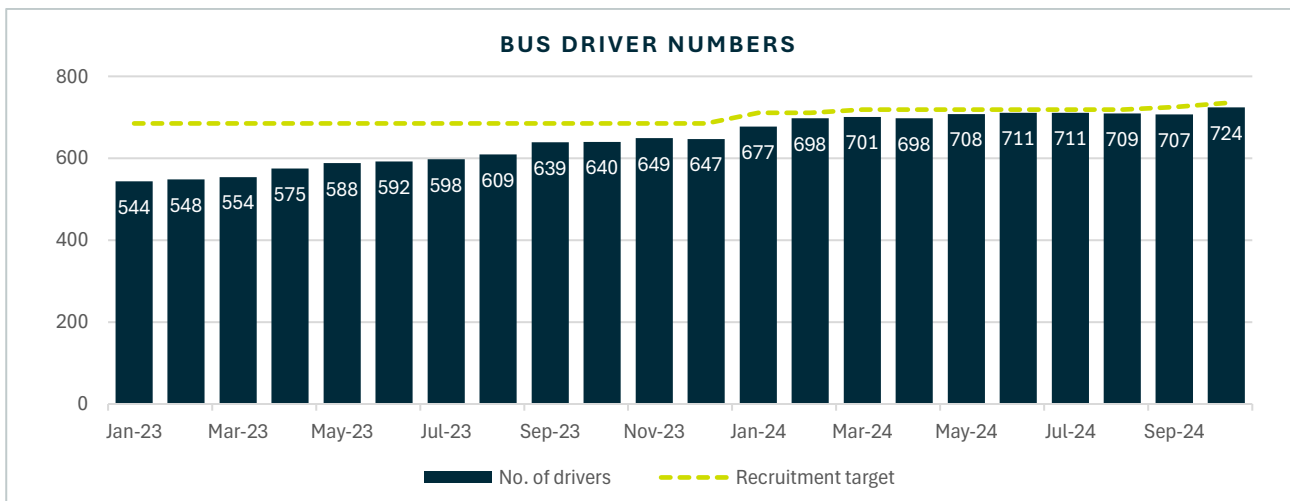
	Oct-24	Oct-23	Change
On-time	48.6%	48.0%	0.6%
Early	44.6%	42.7%	1.9%
Late	6.8%	9.3%	-2.5%

### Punctuality at destination - year to date (July - October)

	2024/25	2023/24	Change
On-time	48.8%	48.4%	0.4%
Early	41.7%	42.5%	-0.8%
Late	9.6%	9.1%	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 7235 drivers required to run the network.



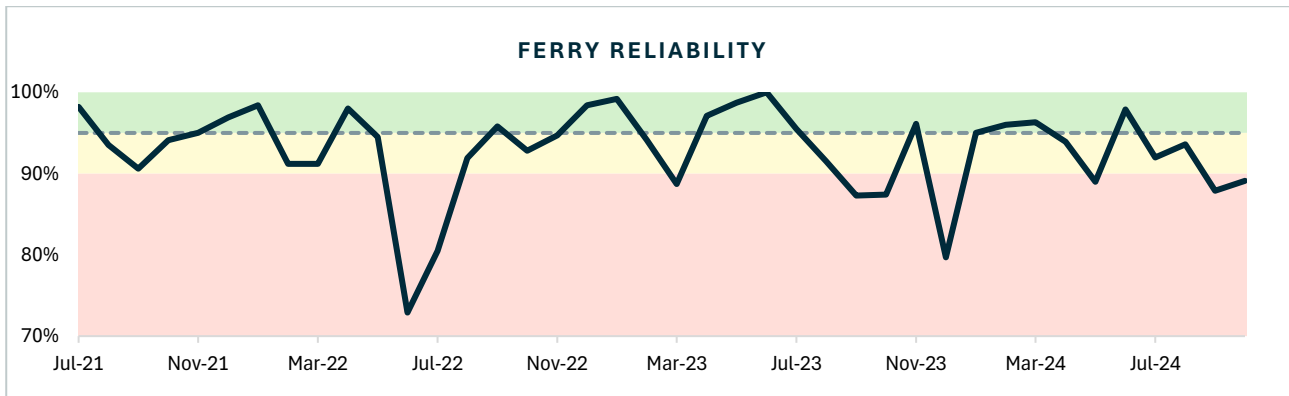


# Ferry operator

## Reliability

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

Reliability for October was 89.1%, compared to 87.4% for the same month last year. There were 74 weather-related cancellations this month, and 11 non-weather related cancellations.



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

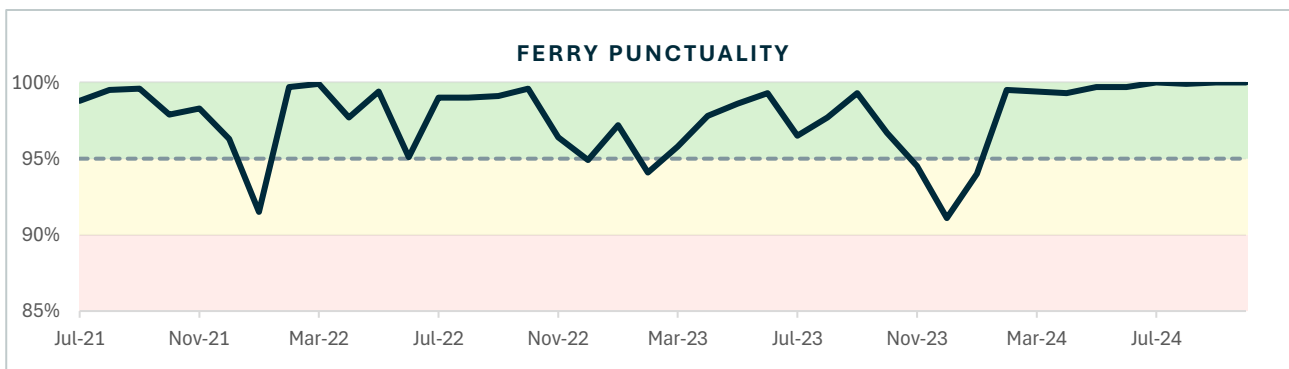
### Reliability - current month

	Oct-24	Oct-23	% Change
Total	89.1%	87.4%	1.7%

## 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 100.0%, compared to 96.7% for the same month last year.



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

### Punctuality - current month

	Oct-24	Oct-23	% Change
Total	100.0%	96.7%	3.3%



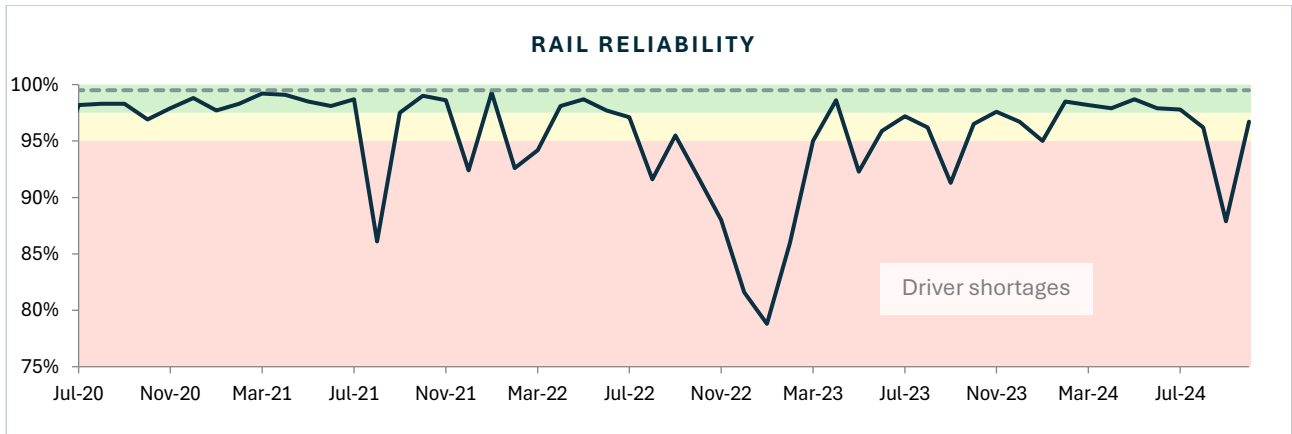
## Reliability

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 96.7% in October, and 94.7% for the year to date.

Reliability was affected by an earthquake closed the network early in October for a morning while precautionary inspections were undertaken to ensure no major damage had occurred and on slip on the Johnsonville Line in the middle of October also impacted services.

Staff absence through sickness impacts reliability as there are agreed staffing levels to operate services. When a staff member is not available on a rostered shift and a replacement cannot be found, service levels are impacted. Staff absence through sickness accounted for 0.9% of the reliability failures in October 2024.



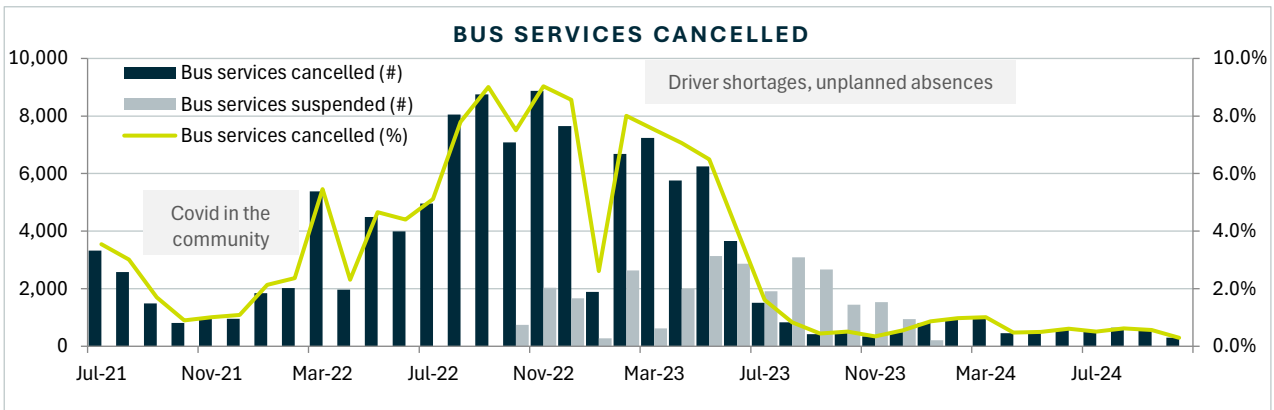
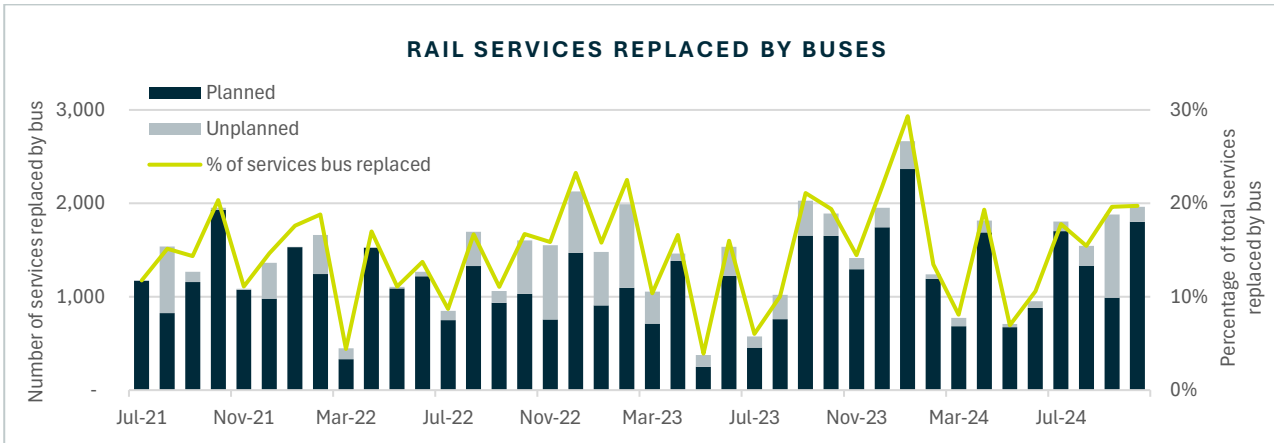
Reliability - current month

	Oct-24	Oct-23	Change
Hutt Valley	96.3%	97.2%	-0.9%
Johnsonville	98.1%	95.3%	2.8%
Kapiti	96.7%	96.9%	-0.2%
Wairarapa	89.4%	94.8%	-5.4%
<b>Total</b>	<b>96.7%</b>	<b>96.5%</b>	<b>0.2%</b>

Reliability - year to date (July - October)

	2024/25	2023/24	Change
Hutt Valley	95.4%	97.0%	-1.6%
Johnsonville	96.7%	94.8%	1.9%
Kapiti	93.1%	96.9%	-3.8%
Wairarapa	85.9%	91.0%	-5.1%
<b>Total</b>	<b>94.7%</b>	<b>96.3%</b>	<b>-1.6%</b>

In October, 19.7% of rail services were replaced by buses, compared to 19.6% the previous month.

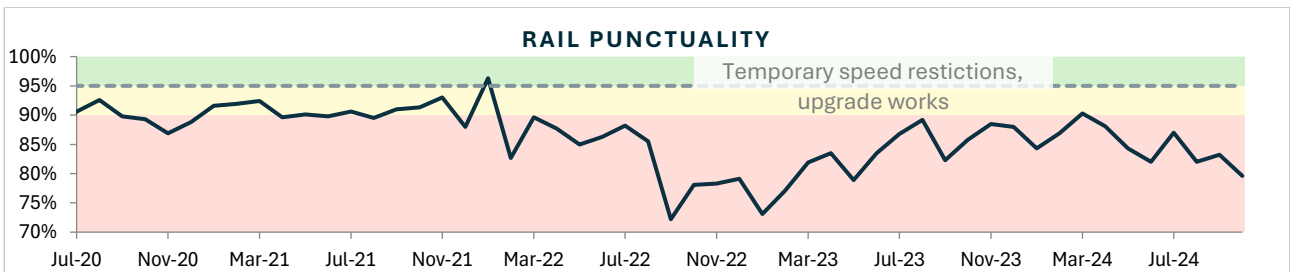


In October, there were 9957 rail trips run, carrying 912,401 passengers.

## Punctuality

Punctuality continues to be impacted by a high level of speed restrictions across the network, on the Kāpiti and Wairarapa Lines. Speed restrictions are put in place to help keep everyone safe while KiwiRail works on the line are completed or bedded in.

Speed restrictions on the Wairarapa line reduced significantly with the removal of restrictions related to carriage hunting in the middle of October.



### Punctuality - current month

	Oct-24	Oct-23	Change
Hutt Valley	89.6%	82.0%	7.6%
Johnsonville	96.3%	97.8%	-1.5%
Kapiti	56.9%	85.1%	-28.2%
Wairarapa	34.8%	34.0%	0.8%
<b>Total</b>	<b>79.6%</b>	<b>85.8%</b>	<b>-6.2%</b>

### Punctuality - year to date (July - October)

	2024/25	2023/24	Change
Hutt Valley	90.3%	87.3%	3.0%
Johnsonville	96.0%	94.4%	1.6%
Kapiti	68.0%	88.7%	-20.7%
Wairarapa	23.1%	29.3%	-6.2%
<b>Total</b>	<b>83.0%</b>	<b>88.0%</b>	<b>-5.0%</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.*

### October Commentary

Wellington Metro performance decreased for both punctuality and reliability in October. Multiple signals and points issues impacted performance across for the month.

A new turnout was installed at Porirua on the weekend of the 5th of October, but alterations to the traction overhead lines were unable to be made until the Labour Weekend BOL. This resulted in the crossover being unavailable to EMU services for that timeframe, this added to disruption on the NIMT.

On the 3rd of October, in the afternoon peak, A Box 42 points lost detection in normal. This caused 315 minutes of delay time including congestion of services. 1.9 services were terminated early at Trentham due to late running.

On the 7th of October a CTC failure occurred between Kaiwharawhara and Redwood. On arrival our Signal Technician found the RCD (Protection device) which protects the Signalling equipment had tripped, due to a current spike in the power grid. This caused an outage which affected the signals in Tunnel 2 and the CTC system.

On the 14th of October a slip occurred on the Johnsonville Line as Metlink service 9220 approached. The line was closed for 6 hours while track staff and plant worked to clear the area of debris.

On Friday the 29th of October during the morning Peak, 64 points in Wellington failed, with Signals staff working until the early afternoon to repair. Services were bus replaced during the disruption.

TSRs for vibration issues on the Wairarapa line were removed on the 16th of October.

Following severe weather, a new TSR for a slip site was added on the Johnsonville line between Wadestown and Crofton downs. The site is currently being reviewed by track and civil engineering for a mitigation strategy.



October saw the beginning of the heat season with 5 heat sites initially across the Network. Two sites on the NIMT and Hutt Valley, and one on the Johnsonville Line. On the 28th of October one heat site was removed on the NIMT between Porirua and Mana. So far Heats have had a minimal impact, with one warm day on the 22nd of October causing delay time.

## KPI summary

### Network Availability

Line closure on the 14th of October on the Johnsonville Line caused by a Slip.

### Maintenance Compliance

Maintenance is 100% compliant across both Track and 84% compliant across STTE.

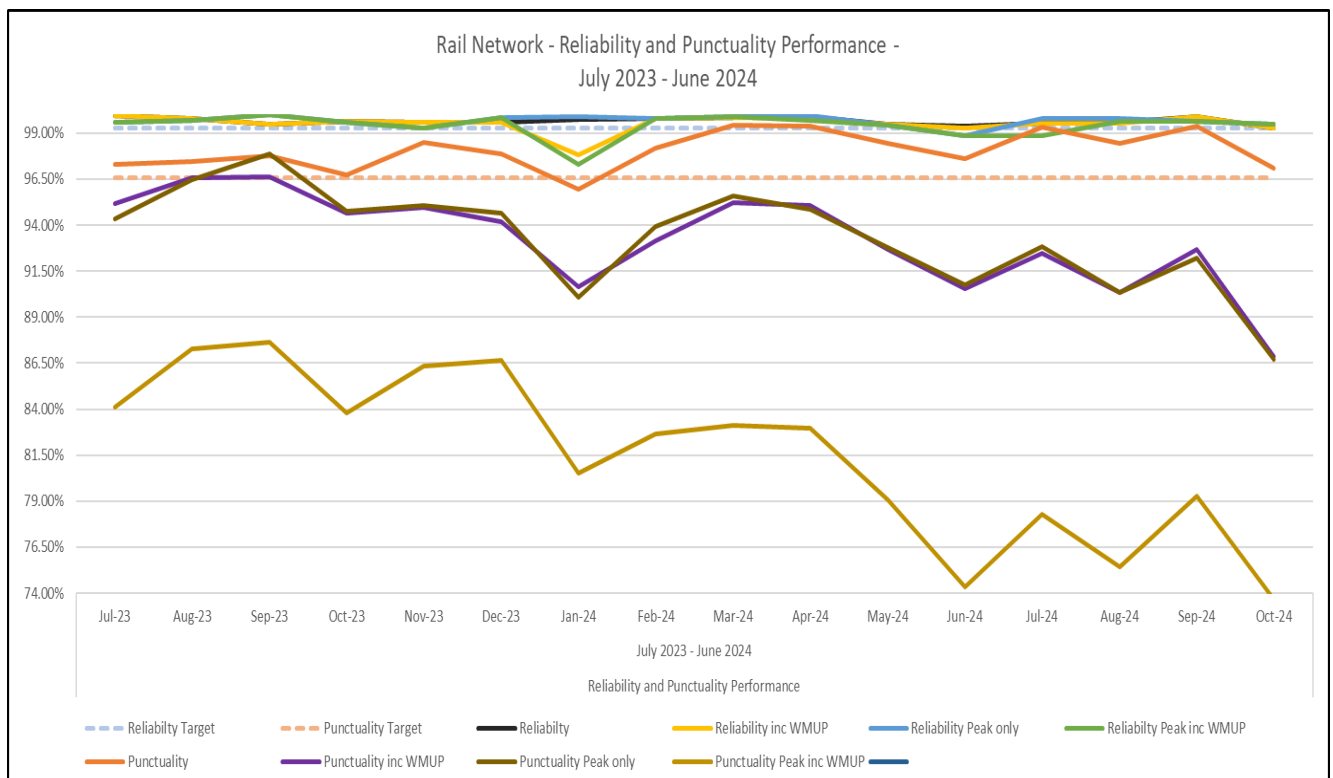
### Maintenance Backlog

One Signals work order is outstanding for the Level Crossing Alarm at Ngamutawa Road in Masterton, it is in plan status and is currently with Signals Engineering for design. One Structures work order remains open for a collapsed culvert at 90.041km on the Wairarapa Line.

### HSE

31 Harm Free days in October.

Graph showing Network Punctuality and reliability performance trends



# Operational performance

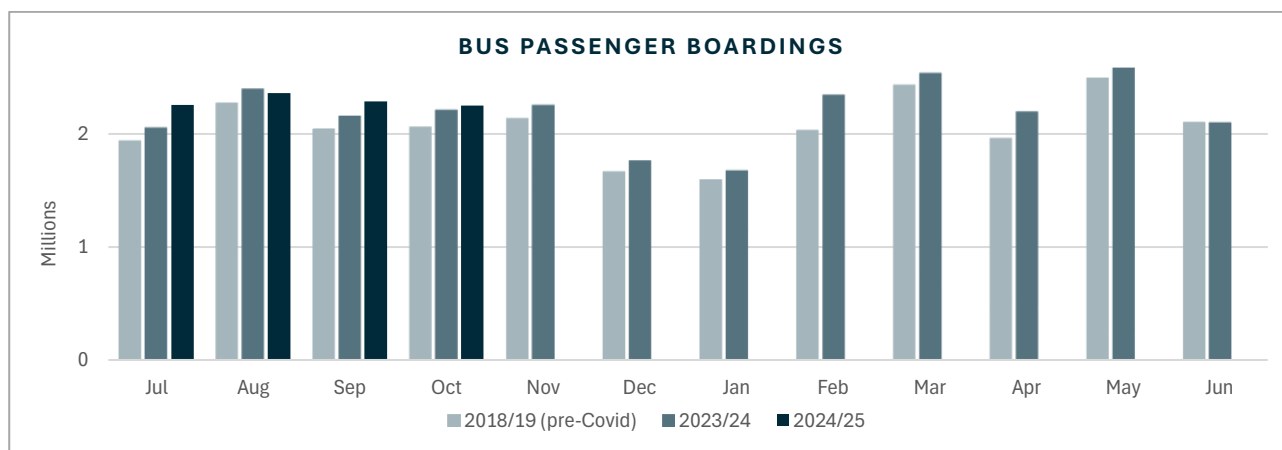
## Patronage

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

October bus passenger boardings were 1.7% higher than the same month last year, and 3.7% higher for the year to date.

Boardings this month were 0.9% higher than October 2019 numbers (pre-Covid).



#### Boardings by area - current month

	Oct-24	Oct-23	% Change
Wellington	1,673,092	1,630,813	2.6%
Hutt Valley	414,916	419,247	-1.0%
Porirua	83,861	79,115	6.0%
Kapiti	52,307	56,938	-8.1%
Wairarapa	13,382	14,659	-8.7%
<b>Total</b>	<b>2,237,558</b>	<b>2,200,772</b>	<b>1.7%</b>

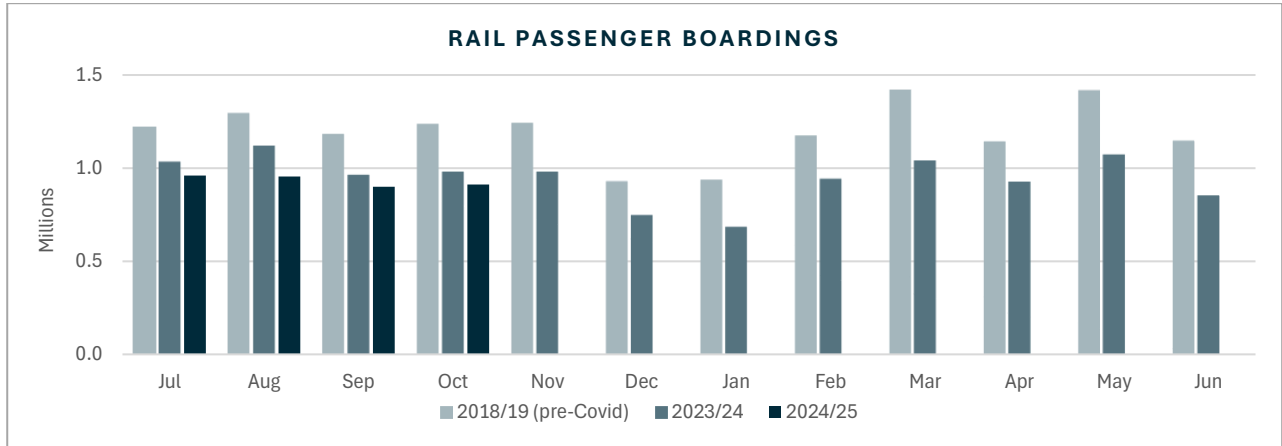
#### Boardings by area - year to date (July - October)

	2024/25	2023/24	% Change
Wellington	6,761,939	6,541,317	3.4%
Hutt Valley	1,706,943	1,639,515	4.1%
Porirua	349,006	310,232	12.5%
Kapiti	227,353	224,716	1.2%
Wairarapa	54,350	57,639	-5.7%
<b>Total</b>	<b>9,099,591</b>	<b>8,773,419</b>	<b>3.7%</b>

## Rail passenger boardings

October rail passenger boardings were 6.6% lower than the same month last year, and 8.9% lower for the year to date.

Boardings this month were 26.9% lower than October 2019 numbers (pre-Covid).



### Boardings by line - current month

	Oct-24	Oct-23	% Change
Hutt Valley	400,600	414,079	-3.3%
Kapiti	365,520	398,990	-8.4%
Johnsonville	94,738	109,561	-13.5%
Wairarapa	51,543	54,182	-4.9%
<b>Total</b>	<b>912,401</b>	<b>976,812</b>	<b>-6.6%</b>

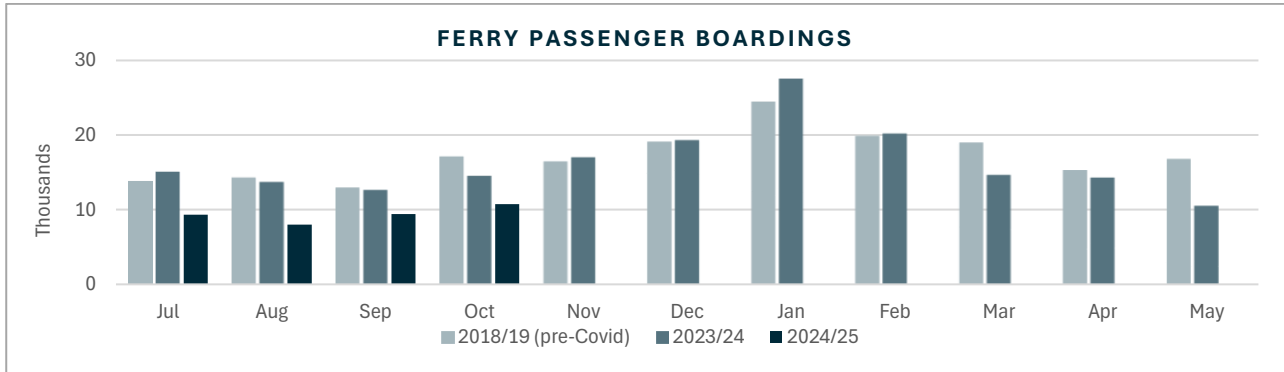
### Boardings by line - year to date (July - October)

	2024/25	2023/24	% Change
Hutt Valley	1,628,180	1,747,895	-6.8%
Kapiti	1,500,328	1,653,738	-9.3%
Johnsonville	389,702	462,969	-15.8%
Wairarapa	198,799	215,954	-7.9%
<b>Total</b>	<b>3,717,009</b>	<b>4,080,556</b>	<b>-8.9%</b>

## Ferry passenger boardings

Ferry boardings show a decrease of 25.8% on the same month last year, and a decrease of 32.7% for the year to date. Boardings are often affected by weather. Services to Matiu/Somes Island have been suspended from 19 February 2024. Expected opening date is 22 November 2024.

Boardings for the month were 35.8% lower than September 2019 numbers (pre-Covid).



### Boardings - current month

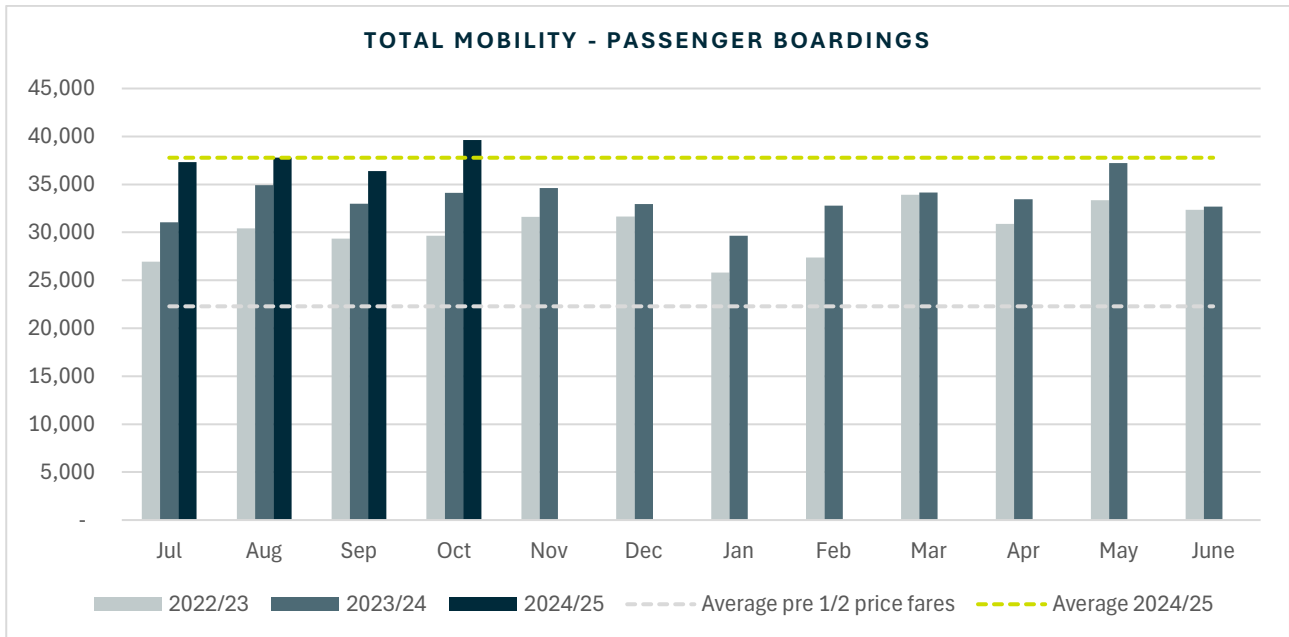
	Oct-24	Oct-23	% Change
<b>Total</b>	<b>10,752</b>	<b>14,486</b>	<b>-25.8%</b>

### Boardings - year to date (July - October)

	2024/25	2023/24	% Change
<b>Total</b>	<b>37,499</b>	<b>55,754</b>	<b>-32.7%</b>

## Te Hunga Whaikaha Total Mobility passenger boardings

In October there were 39,630 Te Hunga Whaikaha Total Mobility trips, an increase of 16.19% 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.

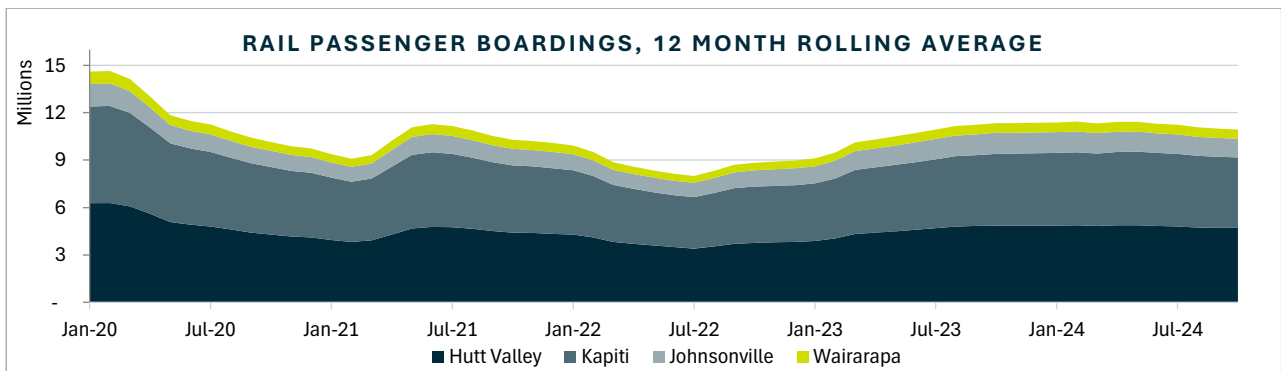
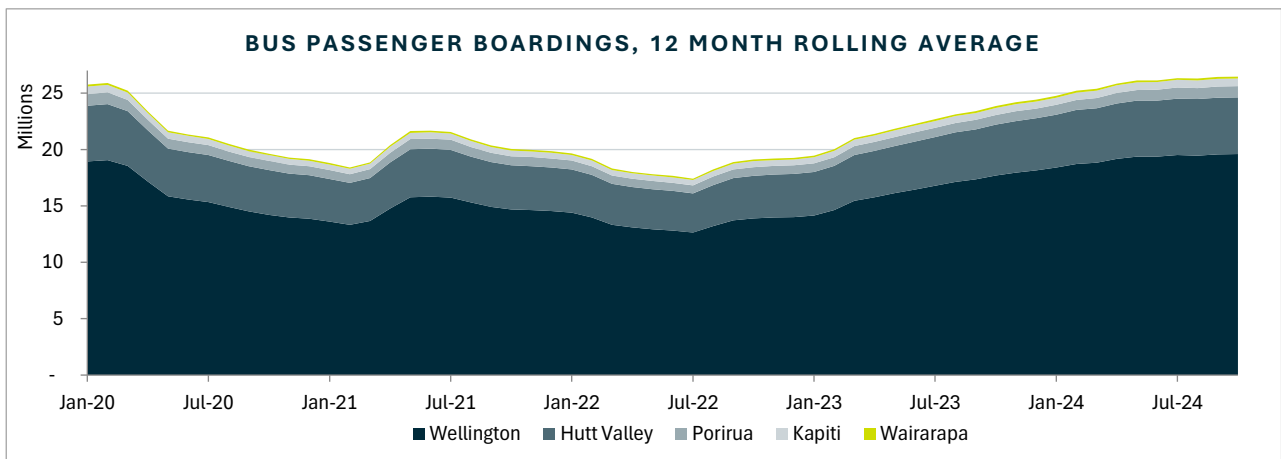
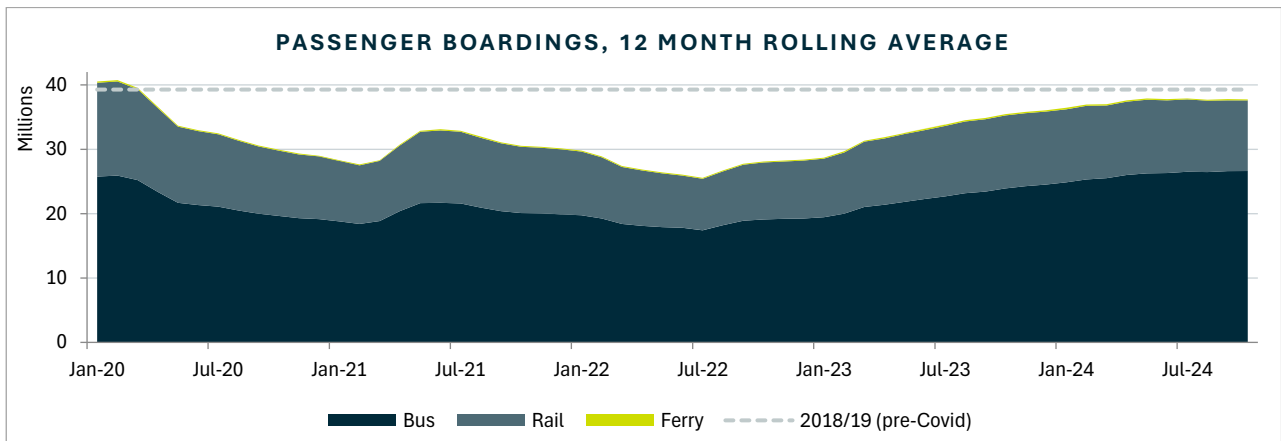


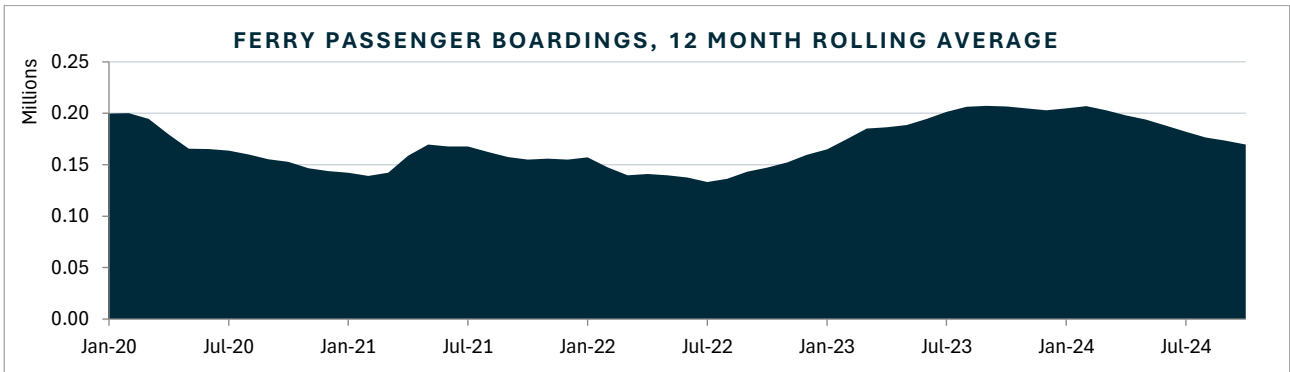
## Passenger boardings trend – 12 month rolling totals

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.

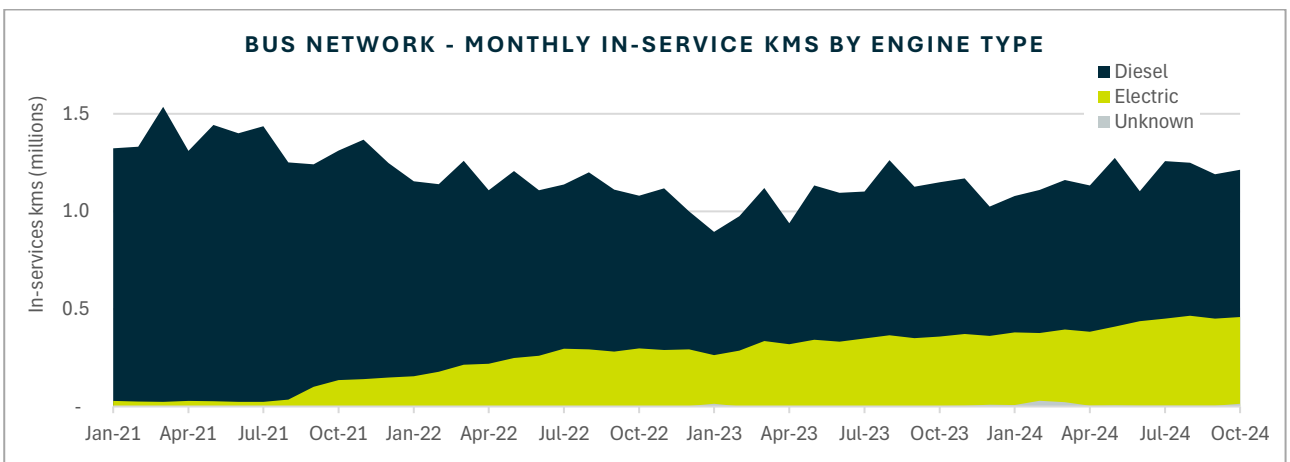




## Bus emissions

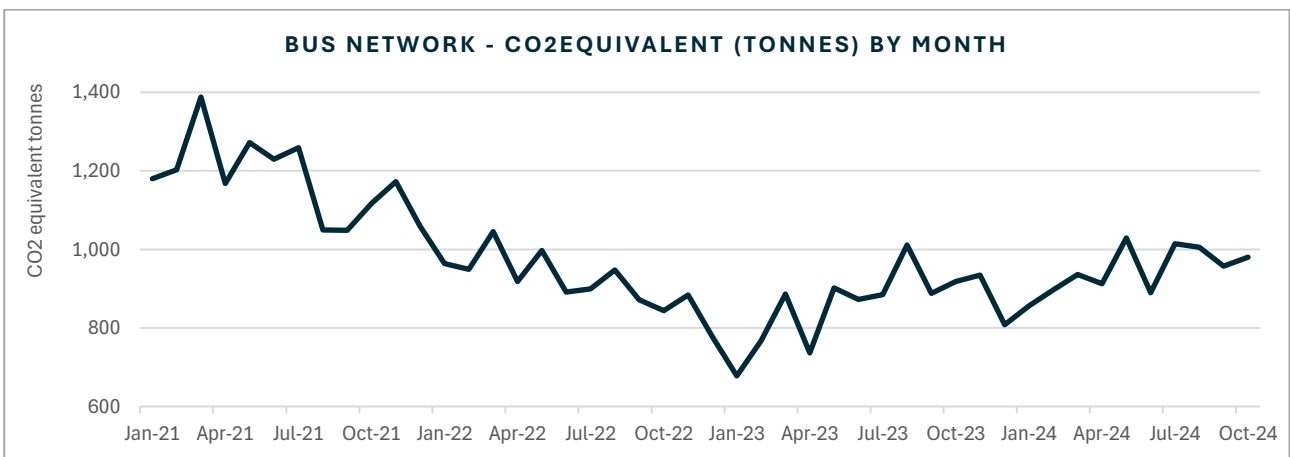
### In-service kilometres by engine type

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

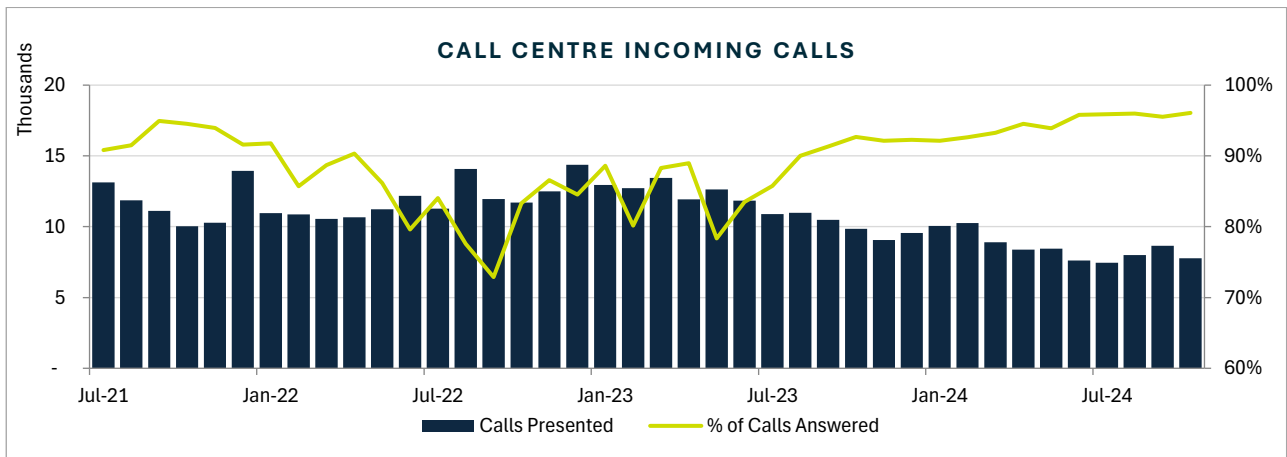
The table below shows the number of vehicles by engine type that ran bus network services in the Greater Wellington region in October 2024.

Engine type	Count
Electric	97
EURO3	46
EURO4	19
EURO5	70
EURO6	215
Unknown	19
<b>Total</b>	<b>466</b>

## Customer contact

### Call centre incoming calls

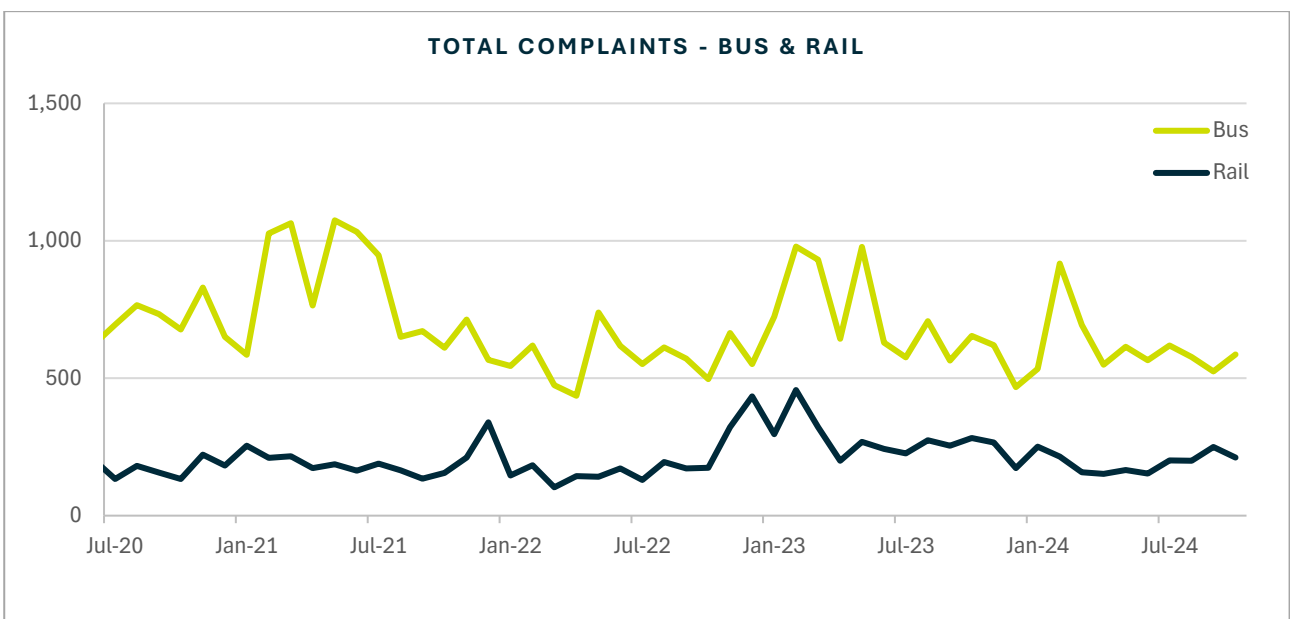
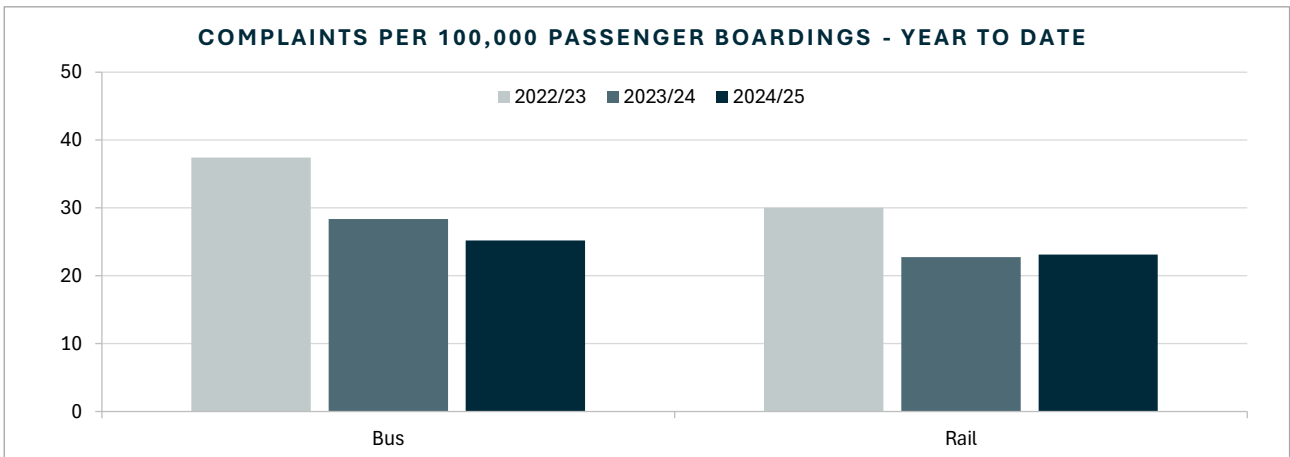
Metlink answered 96.1% of the 7,772 calls received in October.



# Complaints

## Complaints volume

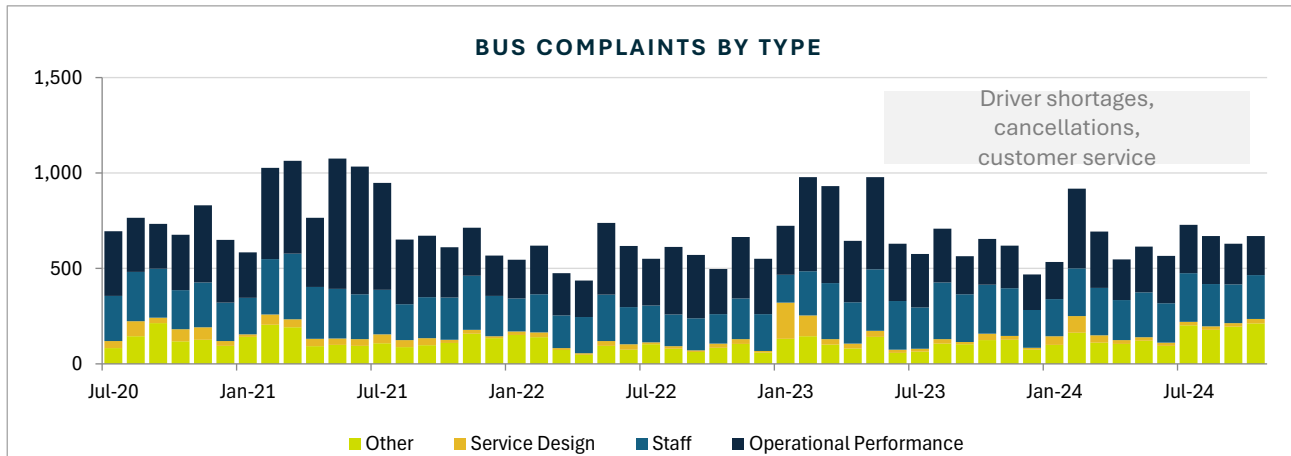
To compare complaint volumes, Metlink reports the number of complaints per 100,000 passenger boardings. This shows that complaint volumes relative to passenger boardings are slightly higher for bus than rail.





## Bus complaints

Bus complaints for the month were 10.4% lower than October last year, and 7.8% lower for the year to date. Complaint levels remain consistent. They relate mostly to customer service and driver behaviour.



### Bus complaints - current month

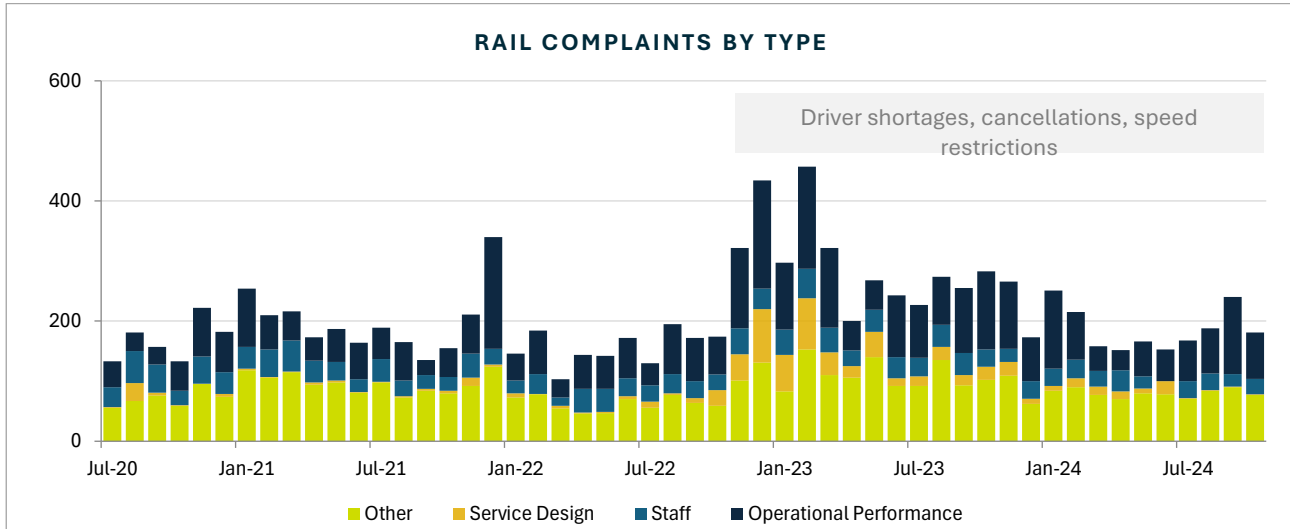
	Oct-24	Oct-23	Change
Wellington			
Newlands, Tawa	31	32	-3.1%
East-West, City	217	201	8.0%
North-south, Khandallah, Brooklyn	178	198	-10.1%
Hutt Valley	116	171	-32.2%
Porirua	21	21	0.0%
Kapiti	20	26	-23.1%
Wairarapa	3	5	-40.0%
<b>Total</b>	<b>586</b>	<b>654</b>	<b>-10.4%</b>

### Bus complaints - year to date (July - October)

	2024/25	2023/24	Change
Wellington			
Newlands, Tawa	155	149	4.0%
East-West, City	770	718	7.2%
North-south, Khandallah, Brooklyn	669	813	-17.7%
Hutt Valley	510	614	-16.9%
Porirua	104	111	-6.3%
Kapiti	80	79	1.3%
Wairarapa	19	18	5.6%
<b>Total</b>	<b>2,307</b>	<b>2,502</b>	<b>-7.8%</b>

## Rail complaints

Rail complaints remain steady, this can be attributed to operational performance and service delays.



### Rail complaints - current month

	Oct-24	Oct-23	Change
Hutt Valley	59	100	-41.0%
Kapiti	89	101	-11.9%
Johnsonville	10	21	-52.4%
Wairarapa	24	26	-7.7%
General	29	35	-17.1%
<b>Total</b>	<b>211</b>	<b>283</b>	<b>-25.4%</b>

### Rail complaints - year to date (July – October)

	2024/25	2023/24	Change
Hutt Valley	268	371	-27.8%
Kapiti	310	313	-1.0%
Johnsonville	42	73	-42.5%
Wairarapa	85	102	-16.7%
General	157	180	-12.8%
<b>Total</b>	<b>862</b>	<b>1,039</b>	<b>-17.0%</b>

# Financial performance

## Fare revenue

### Bus and rail fare revenue

In October 2024, there was a budget shortfall of \$1.05 million for the month across bus and rail services. The year-to-date budget shortfall is \$4 million.

The assumptions behind the fare revenue budget have been reassessed and 24/25 full year forecast is now expected to be \$10 million less than originally budgeted.

The budgeted fare revenue includes expected Crown funding allocations for Community Connect, However, the actual revenue received for the month and year to date does not include Crown funding for Community Connect. The allocation of Crown funding for Community Connect is in the process of being agreed with NZ Transport Agency Waka Kotahi for the 24/25 year. Allocated Crown funding for Community Connect will be included as part of fare revenue in future reports.

There are several factors contributing to the year-to-date fare revenue budget shortfall, including:

- the budget being phased evenly across the year
- lower patronage on rail – which has higher fare revenues collection and lower average fare payments for the network overall.

The budget does not include ferry fare revenue as harbour ferry services operate under a different (net) PTOM contract. Unlike the bus and rail operators, the ferry operator has revenue responsibility for its Metlink harbour ferry services.

The table below compares actual fare revenue collected from fare paying passengers travelled on Metlink bus and rail services over the reporting period, compared to budgeted fare revenue.

**Fare revenue - current month**

	Oct-24	Budget	Excess/Shortfall
Bus	3,970,258	3,861,872	108,386
Rail	3,021,825	4,186,172	- 1,164,347
<b>Total</b>	<b>\$ 6,992,083</b>	<b>\$ 8,048,044</b>	<b>-\$ 1,055,961</b>

**Fare revenue - year to date (July - October)**

	2024/25	Budget	Excess/Shortfall
Bus	14,859,595	15,447,486	- 87,891
Rail	13,327,741	16,744,689	- 3,416,948
<b>Total</b>	<b>\$ 28,187,336</b>	<b>\$ 32,192,176</b>	<b>-\$ 4,004,840</b>