

# Metlink performance report

SEPTEMBER 2024



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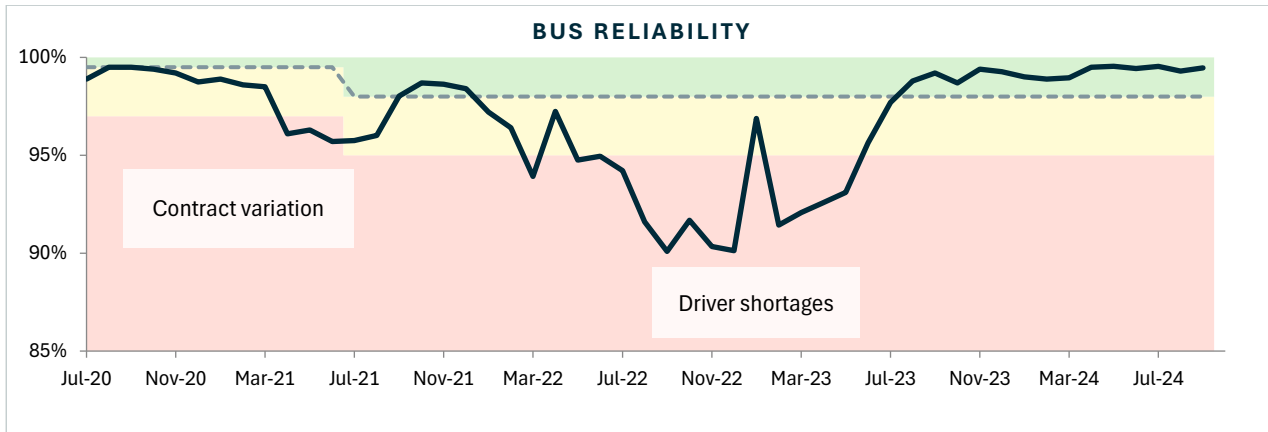
# Partner performance



## Bus operators

### Reliability

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



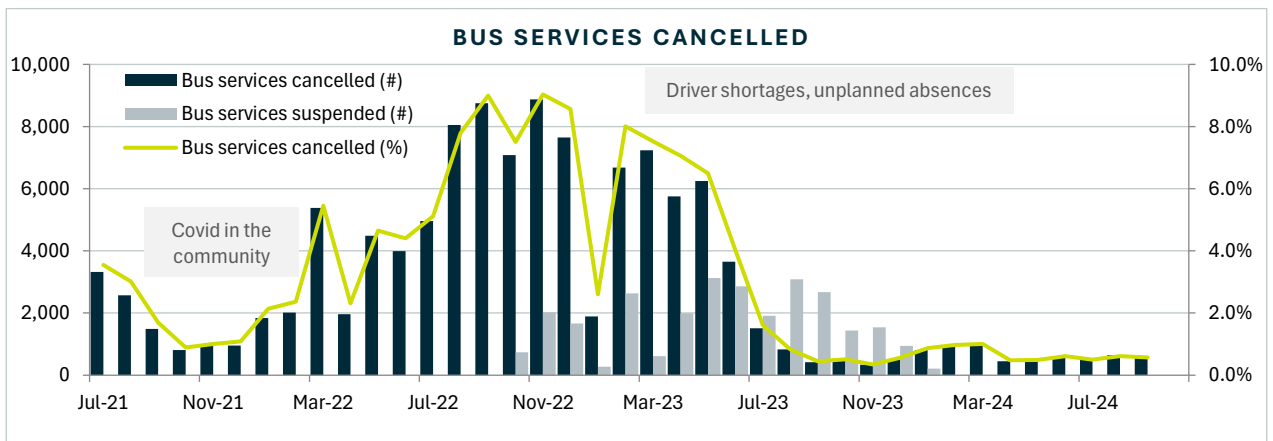
■ ≥98%, Meets/exceeds target  
 ■ 98%-95% Needs improvement  
 ■ <95% Unsatisfactory

#### Reliability - current month

	Sep-24	Sep-23	Change
Wellington City			
Newlands & Tawa	99.6%	99.2%	0.4%
East, West & City	99.9%	99.8%	0.1%
North, South, Khandallah & Brooklyn	98.8%	98.5%	0.4%
Hutt Valley	99.9%	99.6%	0.3%
Porirua	98.8%	97.4%	1.4%
Kapiti	99.9%	99.9%	0.1%
Wairarapa	99.6%	98.5%	1.1%
<b>Total</b>	<b>99.6%</b>	<b>99.2%</b>	<b>0.3%</b>

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

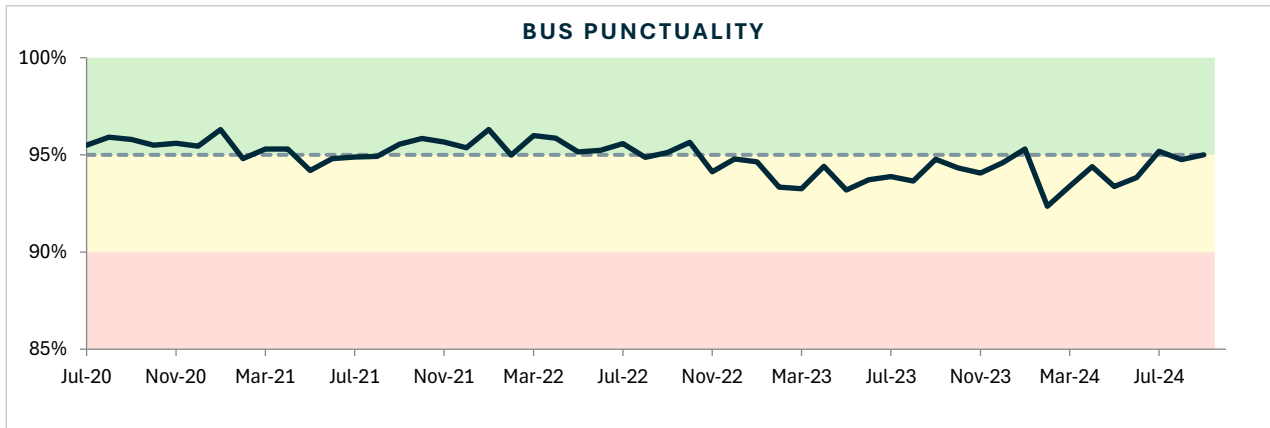
	2024/25	2023/24	Change
Wellington City			
Newlands & Tawa	99.2%	99.1%	0.1%
East, West & City	99.9%	99.7%	0.2%
North, South, Khandallah & Brooklyn	98.9%	96.8%	2.1%
Hutt Valley	99.7%	99.3%	0.4%
Porirua	98.8%	96.4%	2.4%
Kapiti	99.9%	98.6%	1.3%
Wairarapa	99.7%	98.2%	1.5%
<b>Total</b>	<b>99.5%</b>	<b>98.6%</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 95.2% in September and 95.0% for the year to date. Punctuality this month continues to reflect traffic congestion and 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.



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

### Punctuality - current month

	Sep-24	Sep-23	Change
Wellington City			
Newlands & Tawa	95.9%	95.9%	0.0%
East, West & City	95.6%	96.4%	-0.7%
North, South, Khandallah & Brooklyn	93.3%	91.3%	2.0%
Hutt Valley	94.8%	95.4%	-0.6%
Porirua	97.0%	95.0%	2.0%
Kapiti	97.1%	94.3%	2.8%
Wairarapa	92.8%	91.5%	1.3%
<b>Total</b>	<b>95.2%</b>	<b>94.8%</b>	<b>0.4%</b>

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

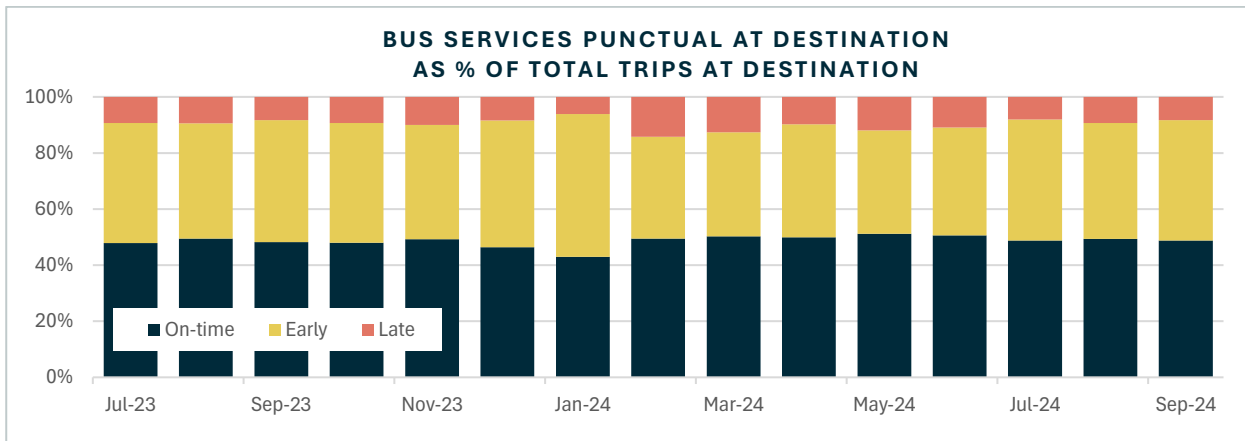
	2024/25	2023/24	Change
Wellington City			
Newlands & Tawa	96.2%	95.5%	0.7%
East, West & City	95.6%	95.8%	-0.2%
North, South, Khandallah & Brooklyn	93.3%	89.7%	3.6%
Hutt Valley	94.6%	95.1%	-0.5%
Porirua	96.9%	94.5%	2.4%
Kapiti	95.7%	94.3%	1.4%
Wairarapa	93.3%	91.0%	2.3%
<b>Total</b>	<b>95.0%</b>	<b>94.1%</b>	<b>0.9%</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 September, 48.8% of bus services recorded at destination arrived on time, with a further 43.0% arriving more than one minute early, while 8.2% of services arrived more than five minutes late.



### Punctuality at destination - current month

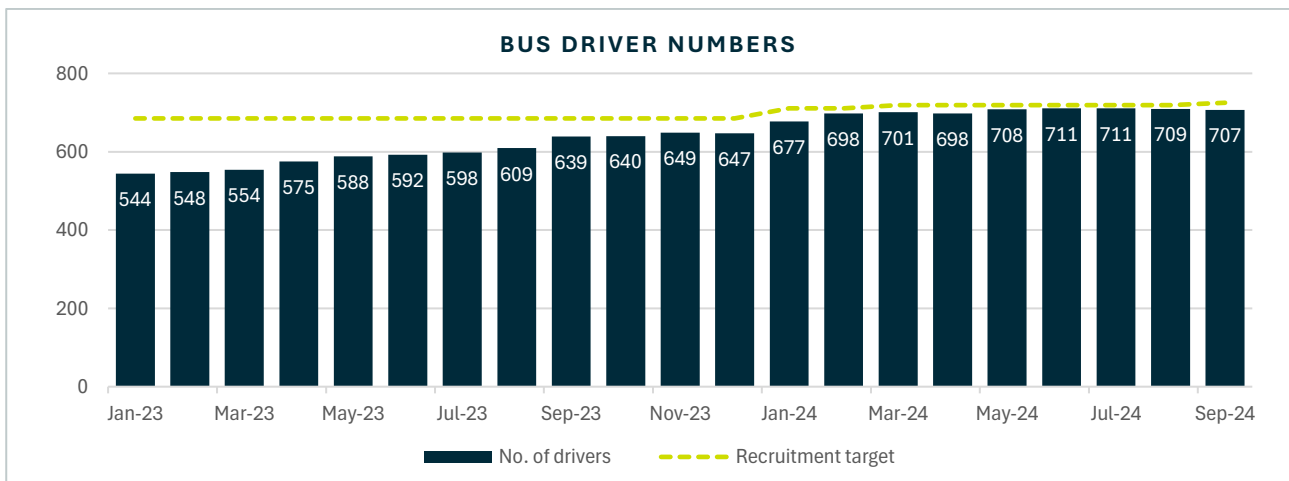
	Sep-24	Sep-23	Change
On-time	48.8%	48.3%	0.6%
Early	43.0%	43.4%	-0.5%
Late	8.2%	8.3%	-0.1%

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

	2024/25	2023/24	Change
On-time	48.8%	48.6%	0.2%
Early	41.5%	42.4%	-1.0%
Late	9.8%	9.0%	0.8%

## 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 725 drivers required to run the network.



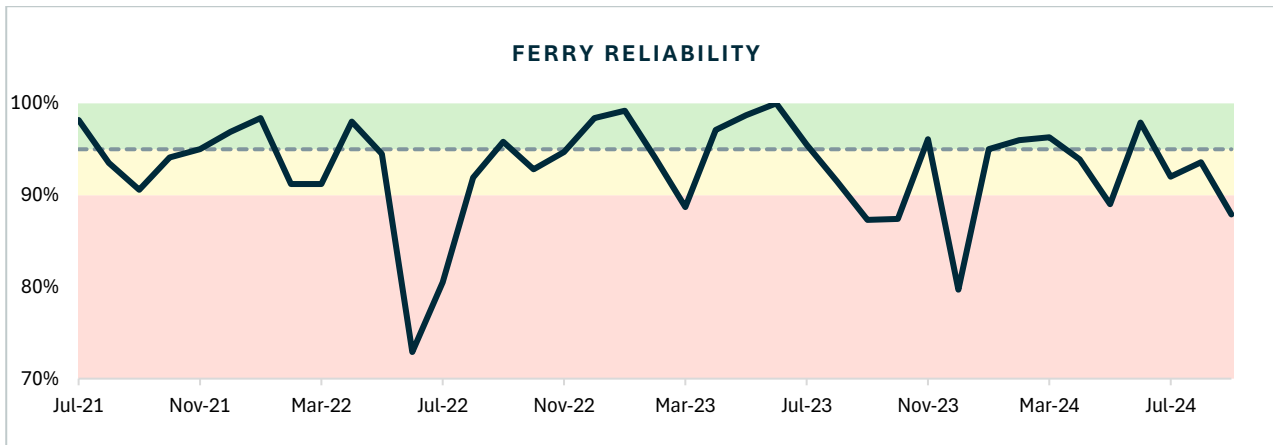


# Ferry operator

## Reliability

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

Reliability for September was 87.9%, compared to 87.3% for the same month last year. There were 48 weather-related cancellations this month, and 42 non-weather related cancellations.



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

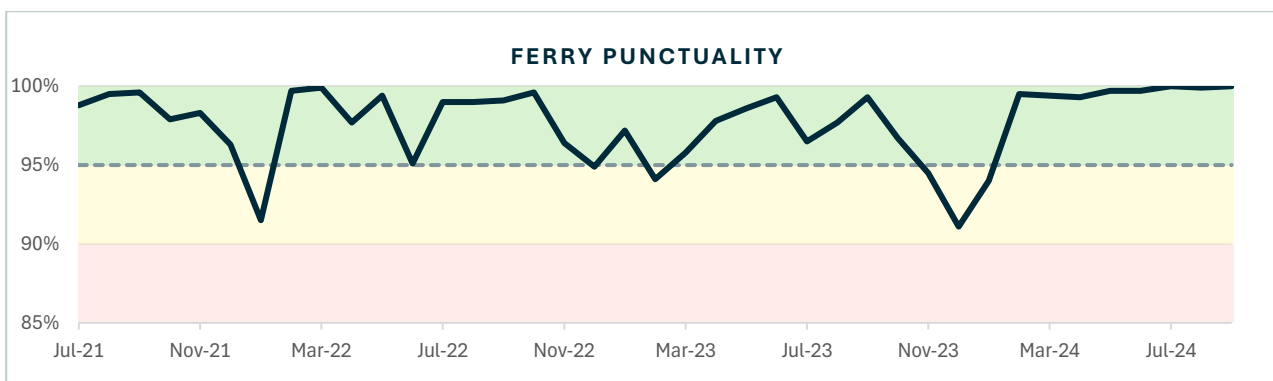
### Reliability - current month

	Sep-24	Sep-23	% Change
Total	87.9%	87.3%	0.6%

## Punctuality

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

Punctuality for September was 100.0%, compared to 99.3% for the same month last year.



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

### Punctuality - current month

	Sep-24	Sep-23	% Change
Total	100.0%	99.3%	0.7%



# Rail operator

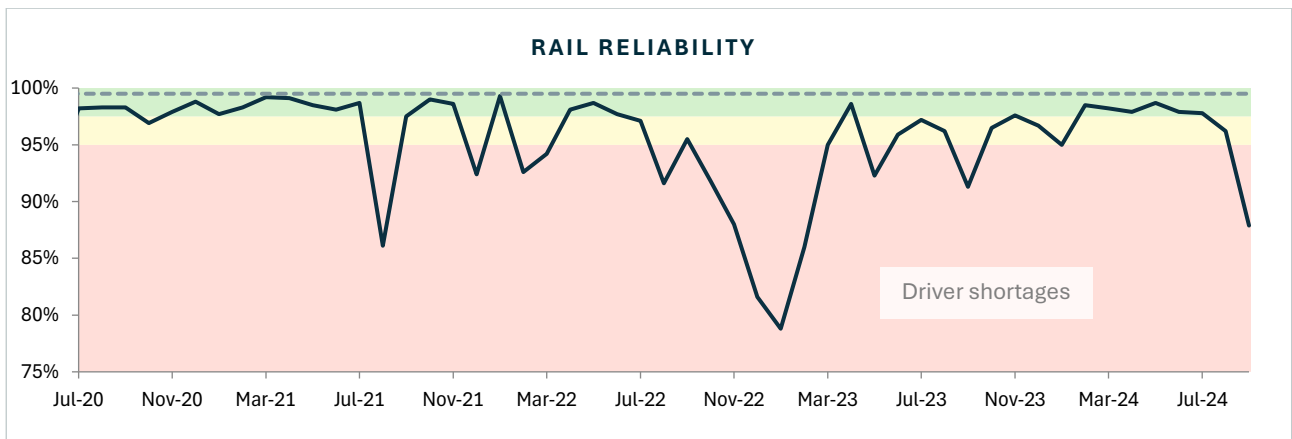
## Reliability

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 87.9% in September, and 91.3% for the year to date.

Reliability was affected by a slip on the Kāpiti Line at the beginning of September and another slip on the Johnsonville Line at the end of September. 8.2% of services were also affected by industrial action that caused bus replacements and cancellations for a week.

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 1.8% of the reliability failures in September 2024.



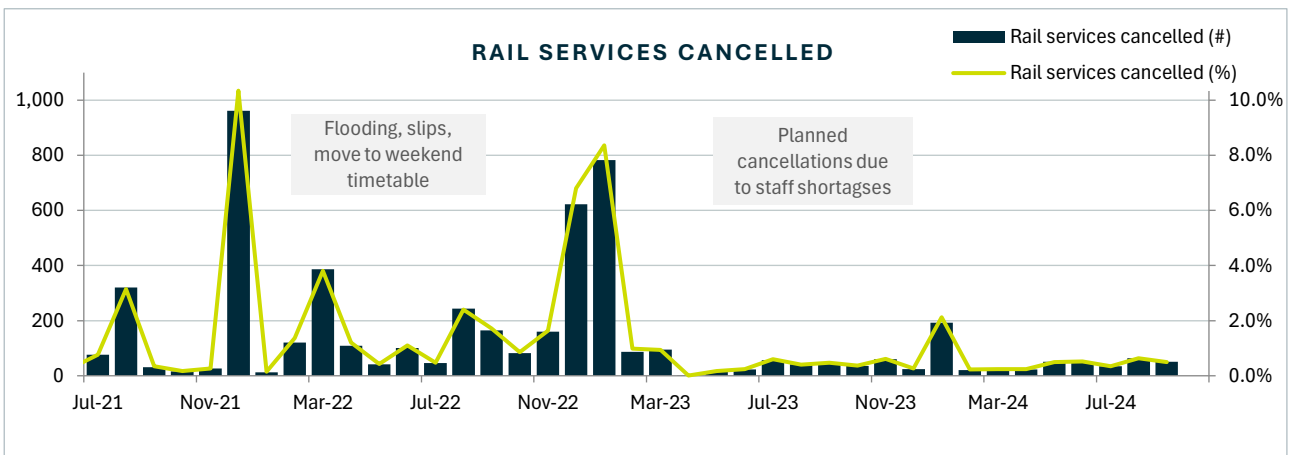
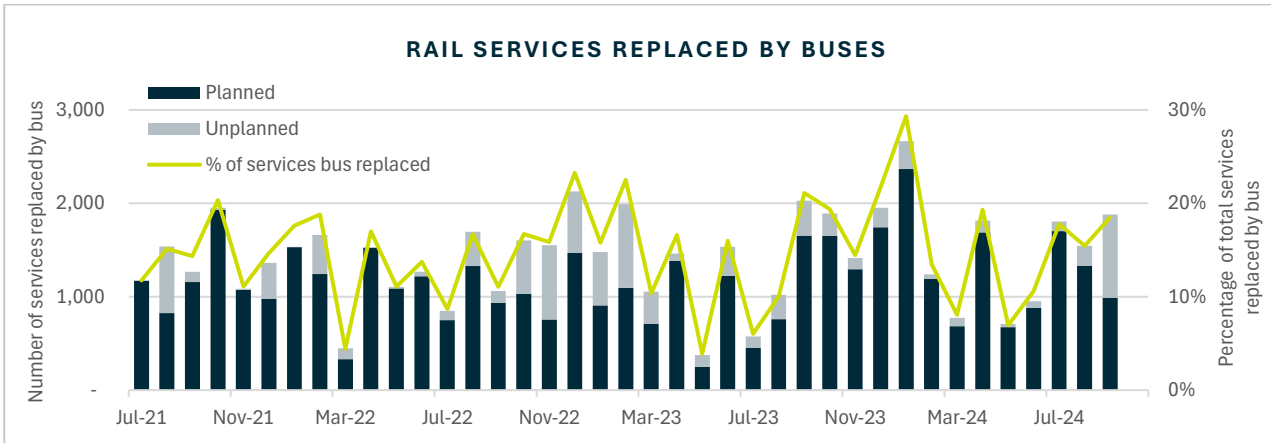
Reliability - current month

	Sep-24	Sep-23	Change
Hutt Valley	89.6%	93.3%	-3.7%
Johnsonville	91.6%	82.4%	9.2%
Kapiti	84.0%	94.4%	-10.4%
Wairarapa	72.0%	91.7%	-19.7%
<b>Total</b>	<b>87.9%</b>	<b>91.3%</b>	<b>-3.4%</b>

Reliability - year to date (July - September)

	2024/25	2023/24	Change
Hutt Valley	95.1%	95.9%	-0.8%
Johnsonville	96.2%	89.0%	7.2%
Kapiti	91.9%	95.6%	-3.7%
Wairarapa	84.7%	83.9%	0.8%
<b>Total</b>	<b>94.1%</b>	<b>93.8%</b>	<b>0.3%</b>

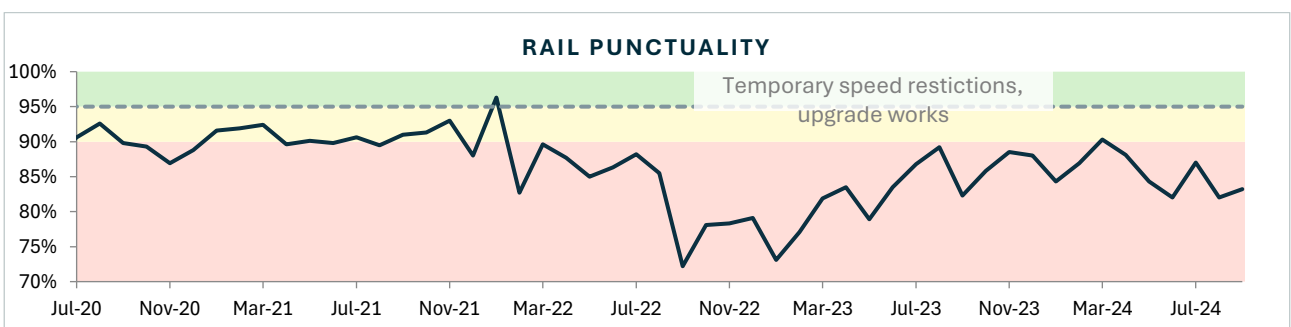
In September, 18.5% of rail services were replaced by buses, compared to 15.5% the previous month.



In September, there were 9,583 rail trips run, carrying 899,550 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.



### Punctuality - current month

	Sep-24	Sep-23	Change
Hutt Valley	89.4%	81.8%	7.6%
Johnsonville	94.3%	96.0%	-1.7%
Kapiti	70.8%	87.2%	-16.4%
Wairarapa	32.0%	3.4%	28.6%
<b>Total</b>	<b>83.2%</b>	<b>82.3%</b>	<b>0.9%</b>

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

	2024/25	2023/24	Change
Hutt Valley	90.6%	81.1%	9.5%
Johnsonville	95.9%	85.8%	10.1%
Kapiti	71.8%	84.2%	-12.4%
Wairarapa	19.2%	8.4%	10.8%
<b>Total</b>	<b>84.1%</b>	<b>79.2%</b>	<b>4.9%</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.*

### September Commentary

KiwiRail contractual performance in September improved on the previous month with both punctuality and reliability increasing.

Severe weather impacted the metro network throughout the month resulting in slips and track closures. On the 1st of September, a slip closed the down main between North Junction and Paekakariki. Overhead power was isolated, and track gangs worked to clear debris while services were replaced by buses between Plimmerton and Waikanae.

On the Johnsonville Line a slip occurred on the 16th of September, after inspection this resulted in a 10kph speed restriction being temporarily applied. On the 19th of September rockfall and a tree fouled the track with branches caught in the OHL at Johnsonville. An emergency power isolation was carried out and the track closed while infrastructure staff worked to clear the track and overhead of debris.

Temporary Speed Restrictions (TSR's) on the Kapiti Line (NIMT) continue to impact performance with the Kapiti Line being over KPI throughout the month. A defective weld repair at the 21.945km planned for the weekend of 15th of September was unable to be carried out to due stop work requirements on Traction Isolations. This will now be replanned for after Labour weekend. Multiple Slip sites remain under TSR leading to high delay minutes.

On the Wairarapa Line a location is still under speed restriction as Wellington Water complete the last of their works. The sewer pipe has now been repaired with some minor follow up work required and a permanent work plan to be provide before the TSR can be lifted.

Two incidents of cable theft in Tunnel 2 on the Kapiti Line (NIMT) significantly impacted the network during September. The first occurring on the evening of the 8th of September with Signals Technicians working through the night to repair cable for in time for the AM Peak. Further theft occurred on the 25th of September with Signal Technicians replacing 150 metres of cable.



# KPI summary

## Network Availability

Line closures on the 1st September (NIMT) 19th September (Johnsonville) both were severe weather related.

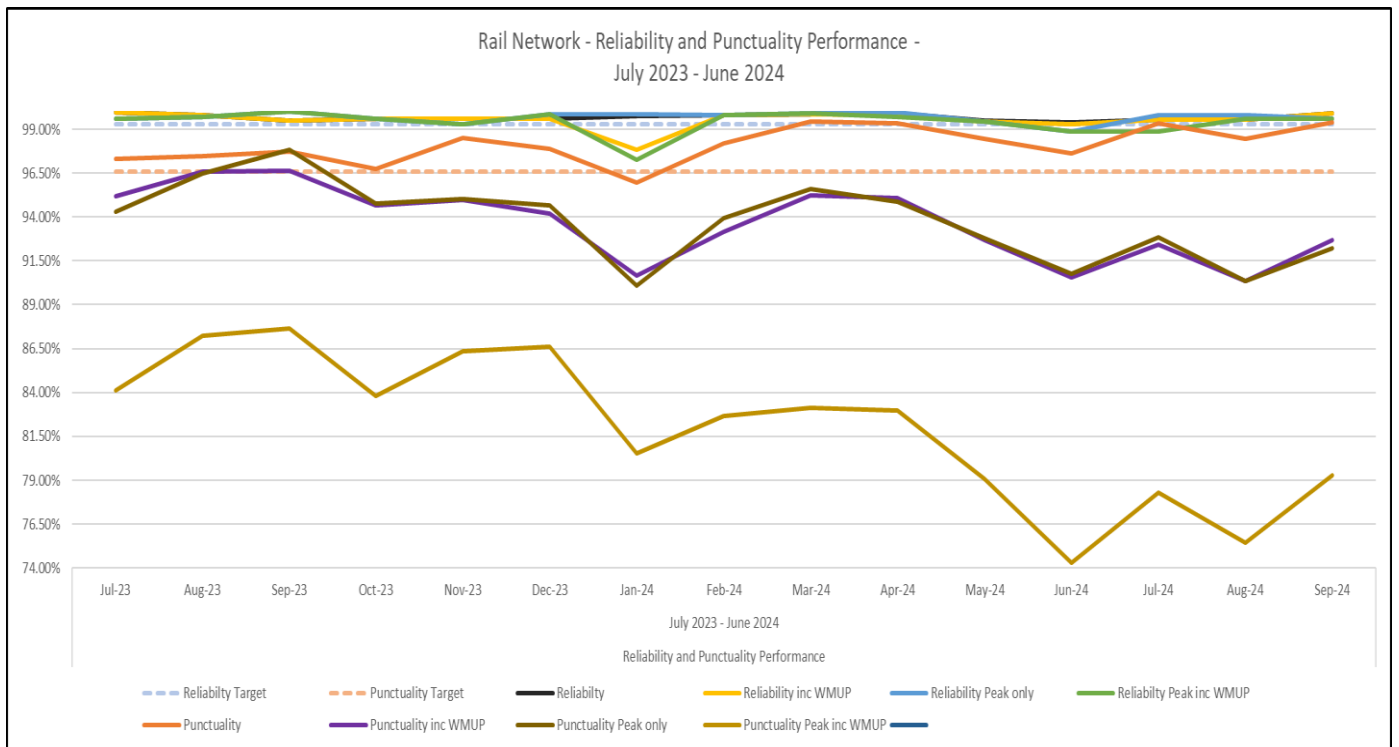
## Maintenance Compliance

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

## Maintenance Backlog (not Renewals)

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 Track work order remains open for over a Tilt Sensor over threshold at 25.800km on the NIMT.

Graph showing Network Punctuality and reliability performance trends



# Operational performance

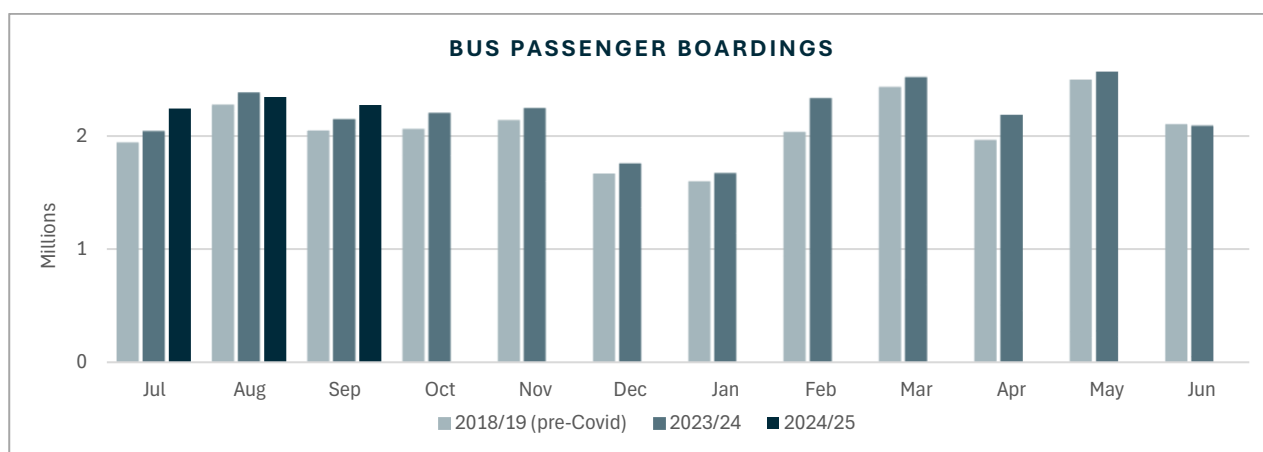
## Patronage

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

September bus passenger boardings were 5.9% higher than the same month last year, and 4.4% higher for the year to date.

Boardings this month were 1.4% higher than September 2019 numbers (pre-Covid).



#### Boardings by area - current month

	Sep-24	Sep-23	% Change
Wellington	1,682,622	1,592,855	5.6%
Hutt Valley	430,768	409,043	5.3%
Porirua	87,979	75,804	16.1%
Kapiti	58,269	55,057	5.8%
Wairarapa	14,137	13,901	1.7%
<b>Total</b>	<b>2,273,775</b>	<b>2,146,660</b>	<b>5.9%</b>

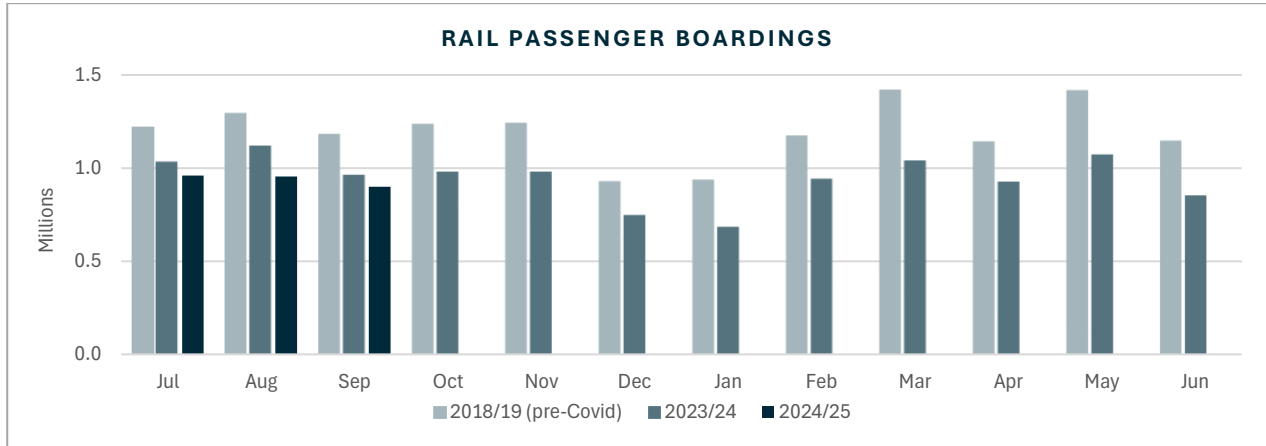
#### Boardings by area - year to date (July - September)

	2024/25	2023/24	% Change
Wellington	5,088,847	4,910,504	3.6%
Hutt Valley	1,292,027	1,220,268	5.9%
Porirua	265,145	231,117	14.7%
Kapiti	175,046	167,778	4.3%
Wairarapa	42,174	42,980	-1.9%
<b>Total</b>	<b>6,863,239</b>	<b>6,572,647</b>	<b>4.4%</b>

## Rail passenger boardings

September rail passenger boardings were 7.3% lower than the same month last year, and 9.6% lower for the year to date.

Boardings this month were 28.7% lower than September 2019 numbers (pre-Covid).



### Boardings by line - current month

	Sep-24	Sep-23	% Change
Hutt Valley	395,939	405,465	-2.3%
Kapiti	353,829	397,726	-11.0%
Johnsonville	97,857	105,882	-7.6%
Wairarapa	41,924	50,459	-16.9%
<b>Total</b>	<b>889,549</b>	<b>959,532</b>	<b>-7.3%</b>

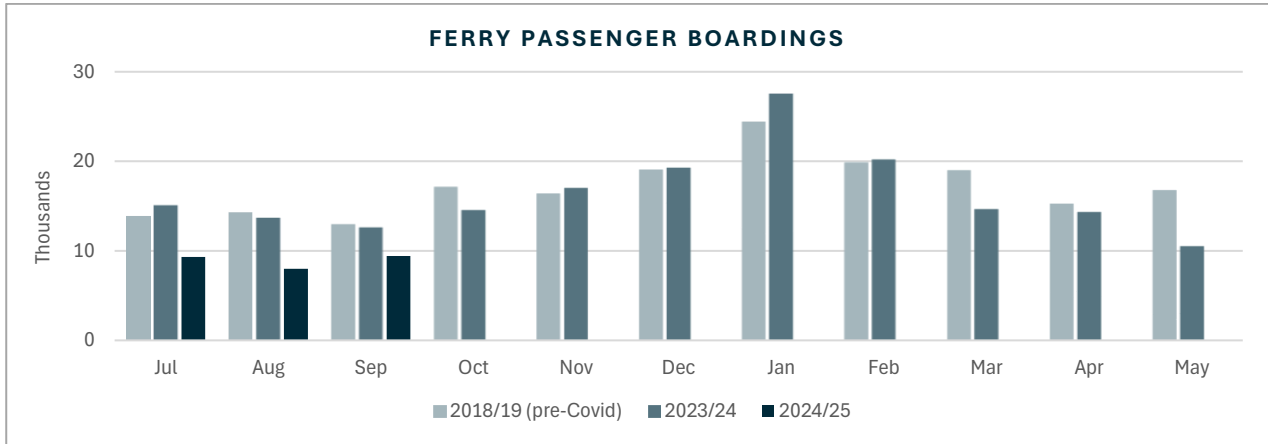
### Boardings by line - year to date (July - September)

	2024/25	2023/24	% Change
Hutt Valley	1,227,580	1,333,816	-8.0%
Kapiti	1,134,807	1,254,748	-9.6%
Johnsonville	294,964	353,408	-16.5%
Wairarapa	147,256	161,772	-9.0%
<b>Total</b>	<b>2,804,607</b>	<b>3,103,744</b>	<b>-9.6%</b>

## Ferry passenger boardings

Ferry boardings show a decrease of 25.0% on the same month last year, and a decrease of 35.2% 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 35.0% lower than September 2019 numbers (pre-Covid).



### Boardings - current month

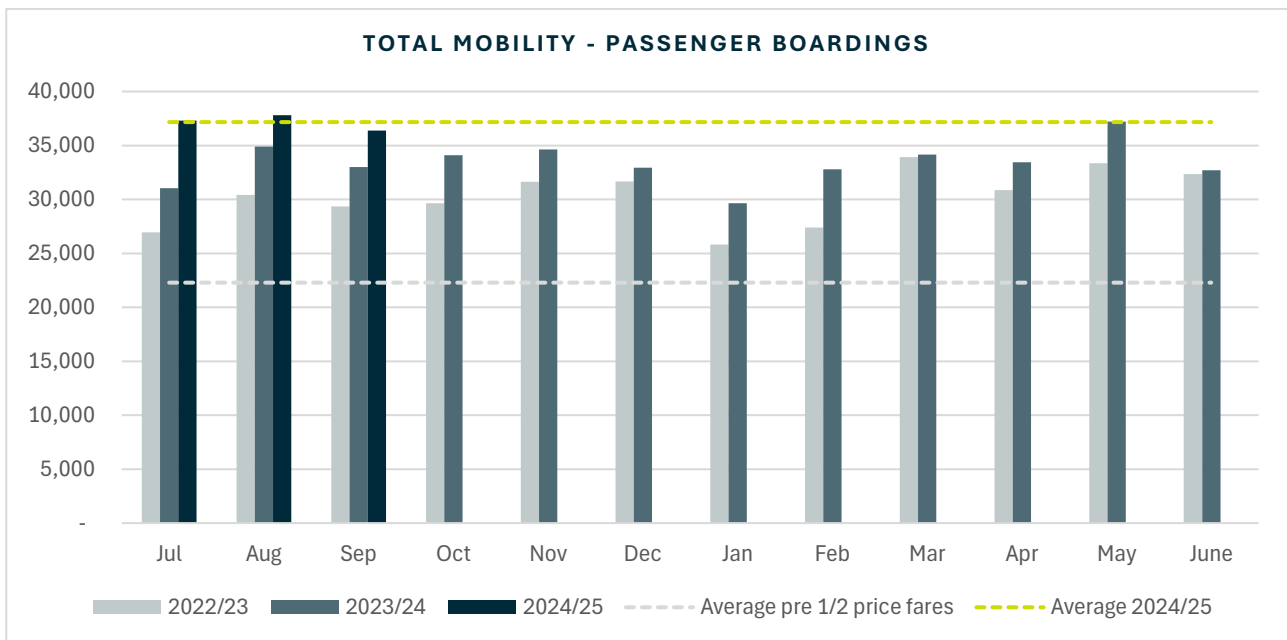
	Sep-24	Sep-23	% Change
<b>Total</b>	<b>9,436</b>	<b>12,574</b>	<b>-25.0%</b>

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

	2024/25	2023/24	% Change
<b>Total</b>	<b>26,747</b>	<b>41,268</b>	<b>-35.2%</b>

## Te Hunga Whaikaha Total Mobility passenger boardings

In September there were 36,382 Te Hunga Whaikaha Total Mobility trips, an increase of 10.3% 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.

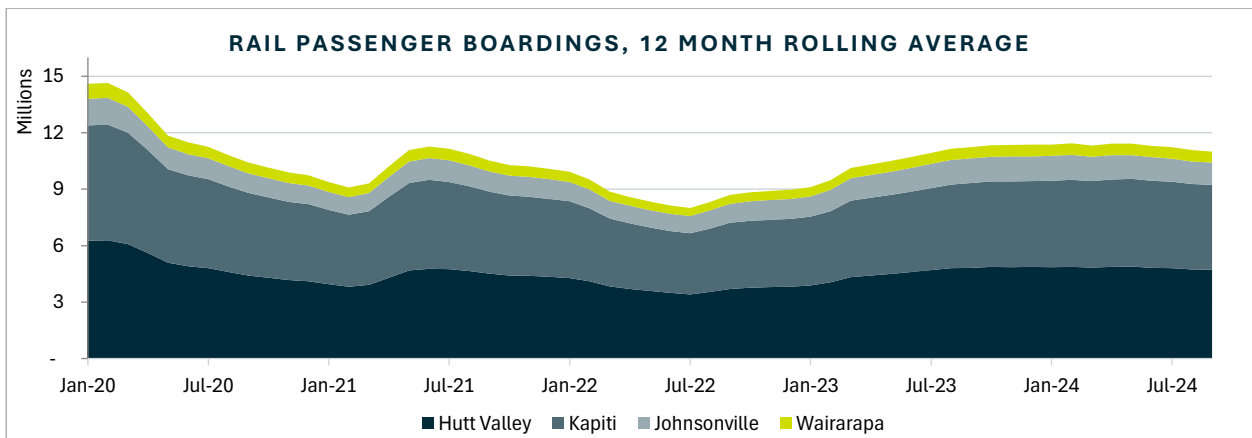
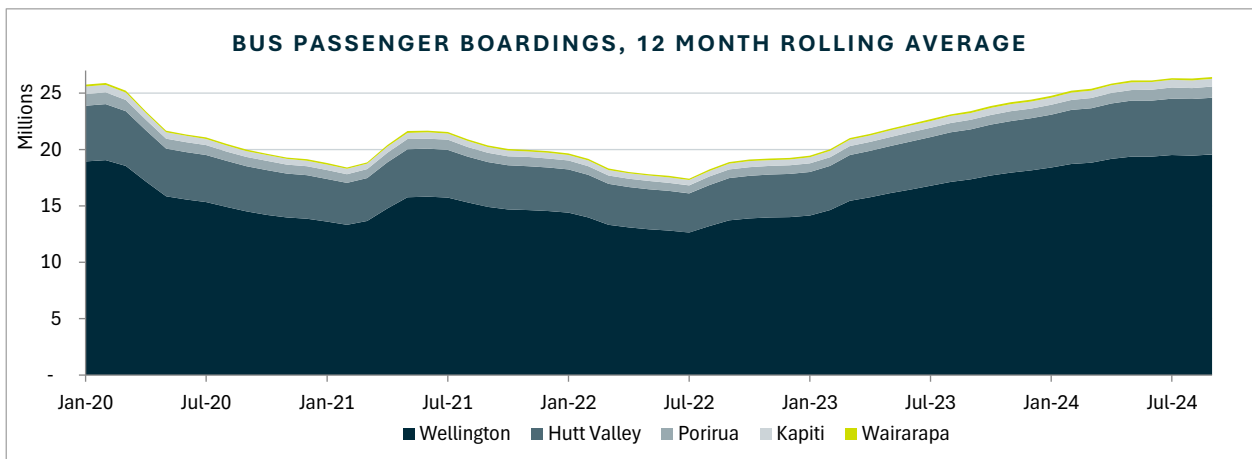
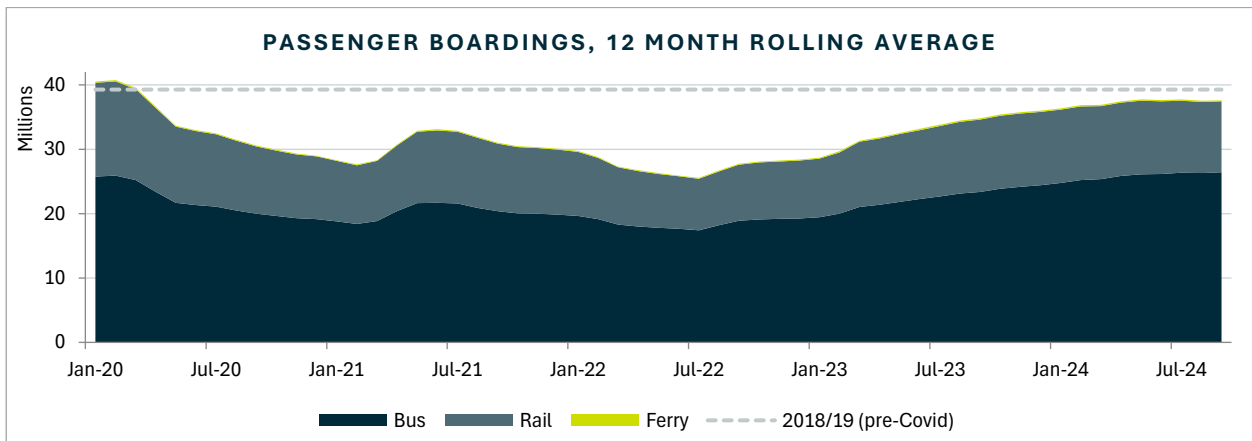


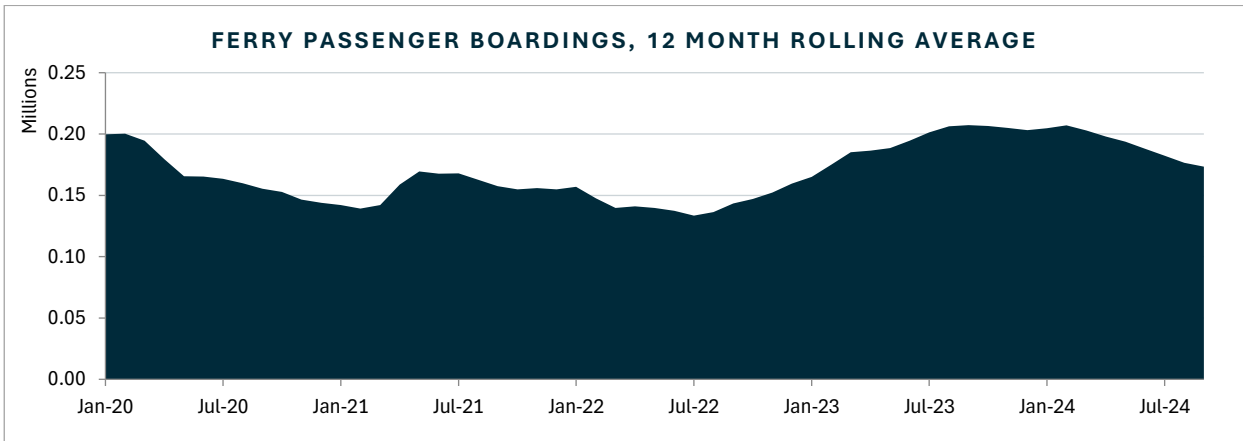
## Passenger boardings trend – 12 month rolling totals

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.

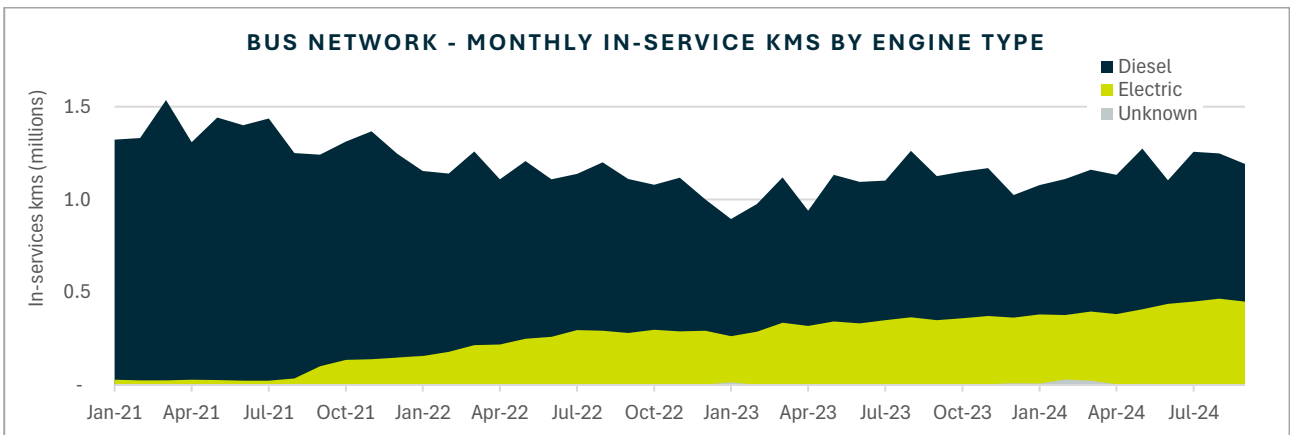




## Bus emissions

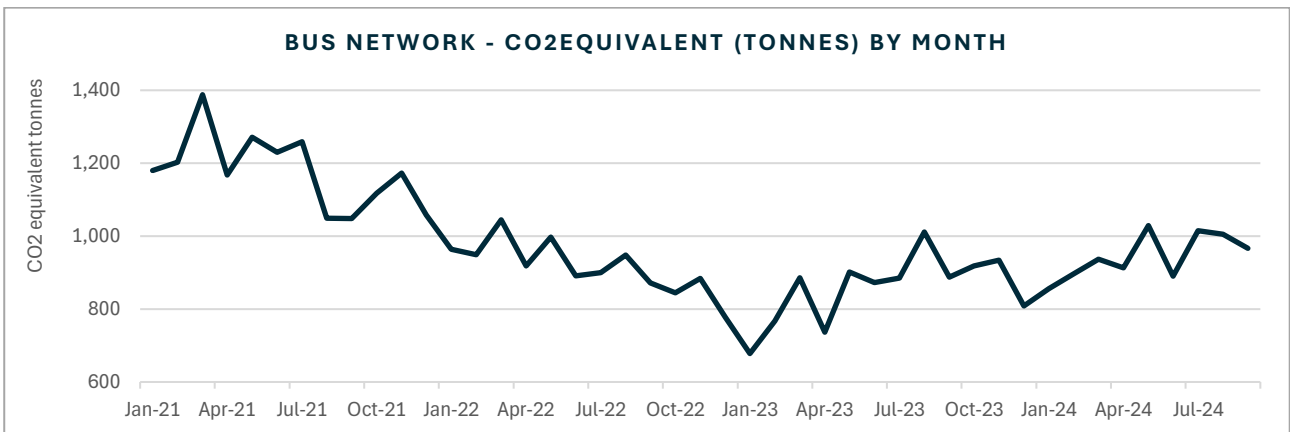
### In-service kilometres by engine type

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

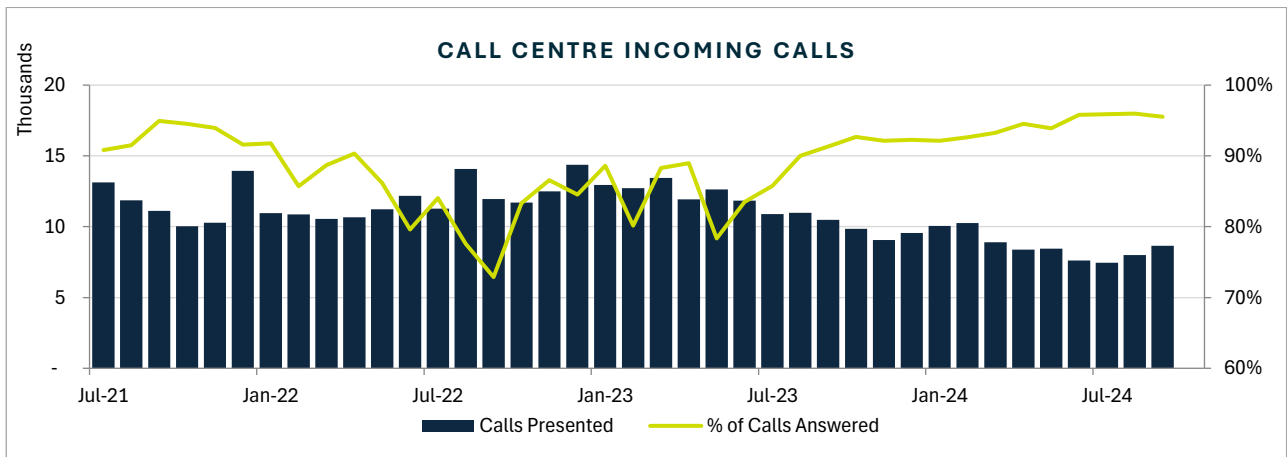
The table below shows the number of vehicles by engine type that ran bus network services in the Greater Wellington region in September 2024.

Engine type	Count
Electric	99
EURO3	45
EURO4	19
EURO5	70
EURO6	213
Unknown	6
<b>Total</b>	<b>452</b>

## Customer contact

### Call centre incoming calls

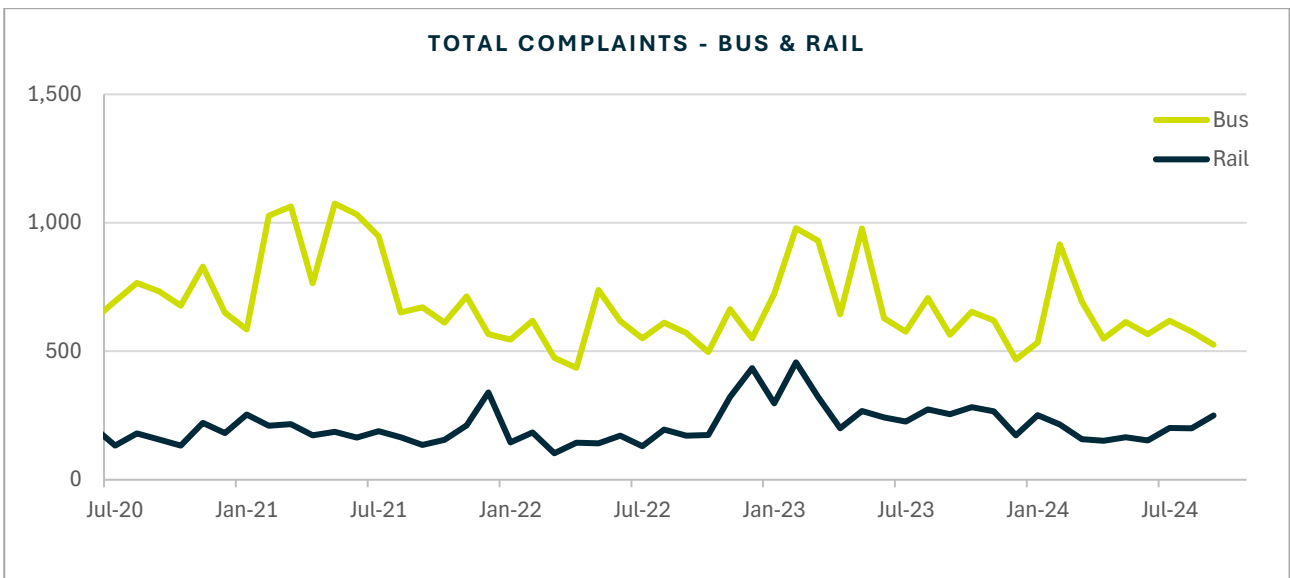
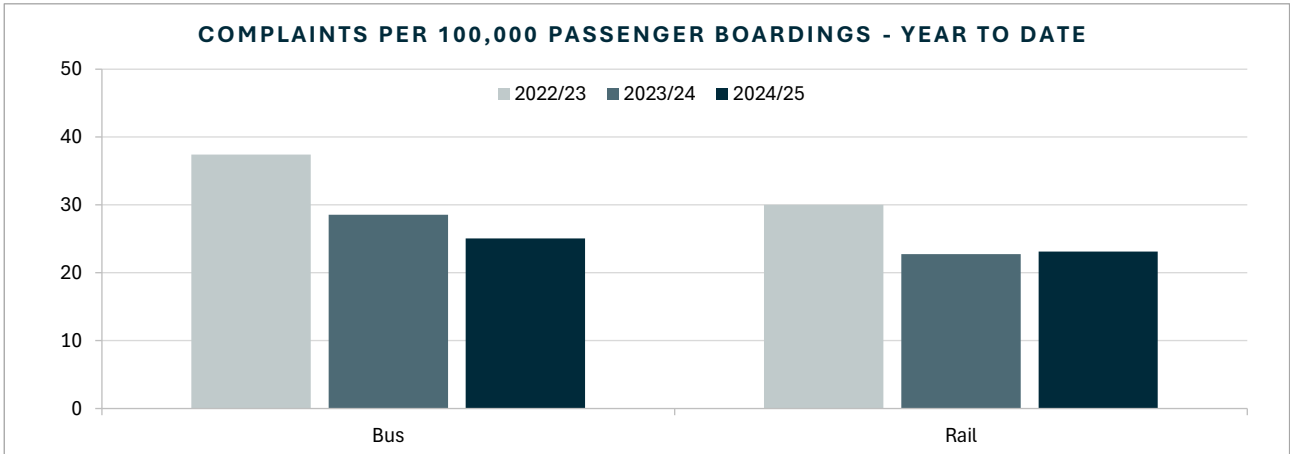
Metlink answered 95.5% of the 8,644 calls received in September.



# Complaints

## Complaints volume

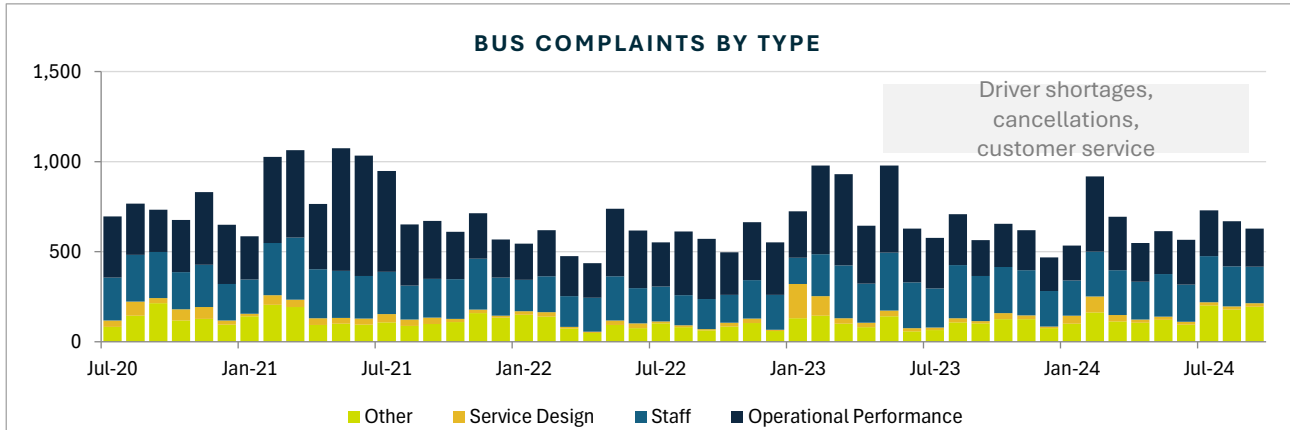
To compare complaint volumes, Metlink reports the number of complaints per 100,000 passenger boardings. This shows that complaint volumes relative to passenger boardings are slightly higher for bus than rail.





## Bus complaints

Bus complaints for the month were 6.9% lower than September 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

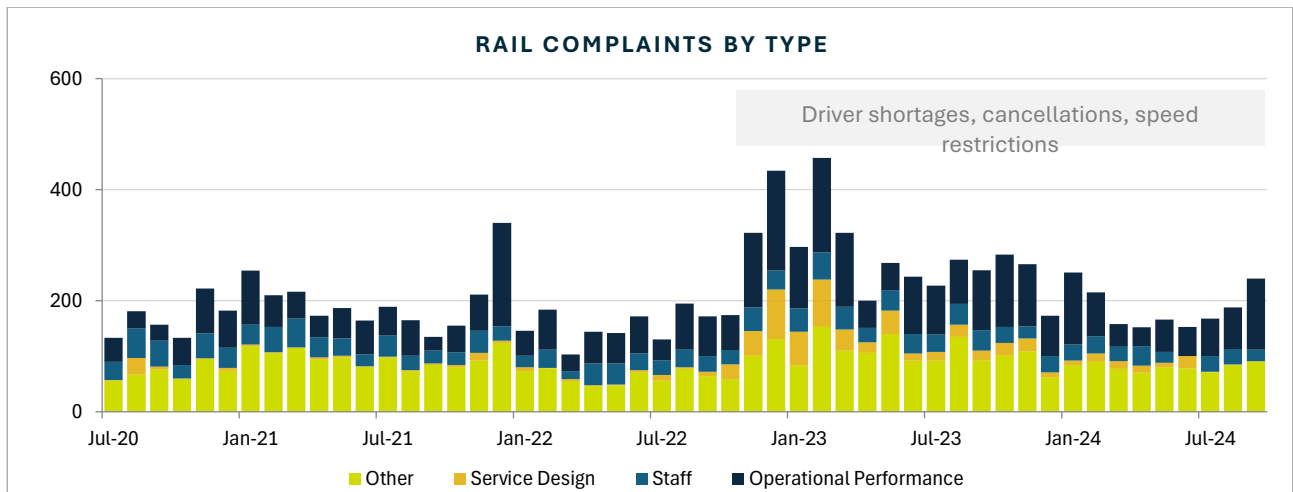
	Sep-24	Sep-23	Change
Wellington			
Newlands, Tawa	47	35	34.3%
East-West, City	158	179	-11.7%
North-south, Khandallah, Brooklyn	162	155	4.5%
Hutt Valley	117	143	-18.2%
Porirua	21	29	-27.6%
Kapiti	17	20	-15.0%
Wairarapa	3	3	0.0%
<b>Total</b>	<b>525</b>	<b>564</b>	<b>-6.9%</b>

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

	2024/25	2023/24	Change
Wellington			
Newlands, Tawa	124	117	6.0%
East-West, City	553	517	7.0%
North-south, Khandallah, Brooklyn	491	615	-20.2%
Hutt Valley	394	443	-11.1%
Porirua	83	90	-7.8%
Kapiti	60	53	13.2%
Wairarapa	16	13	23.1%
<b>Total</b>	<b>1,721</b>	<b>1,848</b>	<b>-6.9%</b>

## Rail complaints

Rail complaints increased during September, this can be attributed to operational performance, which was impacted by the industrial action on the rail network.



### Rail complaints - current month

	Sep-24	Sep-23	Change
Hutt Valley	64	120	-46.7%
Kapiti	103	68	51.5%
Johnsonville	17	16	6.3%
Wairarapa	19	19	0.0%
General	47	32	46.9%
<b>Total</b>	<b>250</b>	<b>255</b>	<b>-2.0%</b>

### Rail complaints - year to date (July - September)

	2024/25	2023/24	Change
Hutt Valley	209	271	-22.9%
Kapiti	221	212	4.2%
Johnsonville	32	52	-38.5%
Wairarapa	61	76	-19.7%
General	128	145	-11.7%
<b>Total</b>	<b>651</b>	<b>756</b>	<b>-13.9%</b>

# 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 September 2024, there was a budget shortfall of \$1.4 million for the month across bus and rail services. The year-to-date budget shortfall is \$2.9 million.

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 due to school and public holidays during July; and
- lower patronage on rail – which has higher fare revenues collection and lower average fare payments for the network overall.

The assumptions behind the fare revenue budget are being tested and a reforecast is being worked on.

Differences shown between rail and bus revenue is due to an accounting reclassification of monthly pass sale revenue between bus and rail. The total excess/shortfall has been corrected, however the balance between bus and rail is affected by the accounting reclassification.

#### Fare revenue - current month

	Sep-24	Budget	Excess/Shortfall
Bus	2,153,212	3,861,872	- 1,708,659
Rail	4,499,078	4,186,172	312,906
<b>Total</b>	<b>\$ 6,652,290</b>	<b>\$ 8,048,044</b>	<b>- \$ 1,395,754</b>

#### Fare revenue - year to date (July - September)

	2024/25	Budget	Excess/Shortfall
Bus	10,889,337	11,585,615	- 696,278
Rail	10,305,916	12,558,517	- 2,252,601
<b>Total</b>	<b>\$ 21,195,253</b>	<b>\$ 24,144,132</b>	<b>- \$ 2,948,879</b>