

15 February 2023

File Ref: OIAP-7-26990

[REDACTED]

[REDACTED]

Request for information 2023-009

I refer to your request for information dated 17 January 2023 which was received by Greater Wellington Regional Council (Greater Wellington) on 7 January 2023. You have requested the following:

"I am requesting under the OIA any briefings internal communications or other relevant documents relating to the decision to operate buses on a Sunday schedule during January.

I am also requesting the number of buses and driver hours that have been used or will be used to shuttle cruise passengers during the months Dec 2022-Feb 2022"

Greater Wellington's response follows:

Background

From 4 – 27 January 2023, Metlink delivered a 'Saturday plus' timetable on weekdays that affected the majority of bus service in Wellington City and Porirua. The decision to run a 'Saturday plus' timetable for January was made in response to the ongoing driver shortage, and to reduce its impact on both drivers and customers. Running the 'Saturday plus' timetable allowed bus drivers to take leave and allowed more surety for customers by reducing unplanned cancellations on the network. However, we understand that the revised timetable and capacity issues affecting certain services had negative impacts on some commuters during the month of January.

The current state does not reflect the service level we would ideally be providing and are actively working alongside our bus operators to improve the situation. However, there are a number of ongoing challenges that we face, of which the most pressing is the workforce shortage (which is industry-wide and does not just affect Metlink and Wellington bus operators). In particular, the driver shortage makes it difficult to operate the public transport network to a level that we would consider to be efficient and effective.

Metlink has undertaken a number of steps to address driver workforce issues—acknowledging that these issues are multi-faceted and will likely require time and further work to get to a desired level. Working alongside our bus operators, we have taken the following actions:

- Greater Wellington has worked with our operators on driver recruitment and retention initiatives including the introduction of enhanced rest and meal breaks, embarking on a programme of driver rest facility upgrades, introducing a Living Wage, topping up wages to \$27 per hour, and reorganising timetables to remove many split-shifts.
- Greater Wellington has been working with Central Government to support the introduction of fair pay agreements, a set of standards that nationally recognise the workforce with pay rates that can be targeted to city, suburban and rural duties.
- More recently, we have worked with Central Government on immigration settings to get a regular recruitment pipeline back in place, without eroding existing pay and conditions here in New Zealand. We are making great progress in engaging with operators, drivers, and unions on this. We will continue to advocate to central government for assistance to address the driver shortage and continue to review our network to make improvements.
- Kinetic, the new owners of NZ Bus (one of the four Wellington bus operators), have an overseas recruitment campaign underway and 100 suitable candidates have accepted offers of employment.
- Tranzurban also has overseas recruitment underway.
- NZ Bus and Tranzurban are both also increasing domestic recruitment activities in the region and will be undertaking a series of recruitment advertising campaigns and direct targeting initiatives over the next two months to supplement the overall recruitment focus.

Being able to deliver an effective reliable service to our customers is at the heart of the work we do. We will continue to work with our bus operators and other stakeholders to reinvigorate the driver workforce and improve current levels of service.

The use of Saturday plus' timetables

A Saturday plus' timetable combines the Saturday timetable (which is lower frequency), with most peak only week-day services added. Over-all it results in an approximate 22% reduction in service compared to the current week-day timetable.

'Saturday plus' timetables have only been used on a small number of occasions due to exceptional circumstances (i.e. in recent Covid alert levels and where high sickness levels were causing mass cancellations of services).

Given the circumstances and relatively short timeframes to respond to driver shortages, 'Saturday plus' was proposed in September 2022 as one of a number of measures that could alleviate the extraordinary level of driver shortages being experienced at the time, and which continued through October, November and December 2022.

'Saturday plus' was introduced through January as a 'quick fix' to overcome temporary issues relating to capacity. It is a quick fix because the timetable is already largely established in the systems we use, and can be published relatively quickly without requiring weeks of analysis and timetable redesign work. It is also a change that bus operators (NZ Bus & Tranzurban) can quickly implement using existing driver rosters (Weekday school term, Weekday school holidays, Saturdays & Sundays), without having to create new driver duty rosters and negotiate those changes with their workforce, another process which can take several weeks.

The reduced timetable was intended to provide more certainty about the timetable for customers and to provide an opportunity for the driver workforce to take a rest after a busy year and to use their leave entitlements.

The assumption was that this level of service would align with the lower patronage levels typically experienced over January, of approximately between 40% and 75% – which in most locations is correct.

The impact on some specific localities and routes were under-estimated. This caused significantly longer wait times at some points in the network and prevented some customers from boarding buses due to buses being full. This included routes that service Khandallah and Ngaio (Routes 24,25,26), Eastbourne (Route 83), Island Bay (Routes 1, 32x), Wilton and Wadestown (Route 14), Owhiro Bay and Southgate (Routes 29,39) Kingston and Kowhai Park (Routes 7, 17), Miramar Heights and Evans Bay (Route 24), Johnsonville West and Churton Park (Route 1).

If required again in the future, a 'Saturday plus' timetable would need to be refined to provide adequate capacity to the areas where demand was not previously met.

Responses to your questions:

"I am requesting under the OIA any briefings, internal communications or other relevant documents relating to the decision to operate buses on a Sunday schedule during January."

The decision to implement the 'Saturday plus' timetable was an operational issue and was agreed at a Metlink Senior Management level. The decision was made to combat the issues relating to the ongoing cancellations due to driver shortages across the board. Attached in this response are internal communications discussing this decision, however, the decision to implement the 'Saturday plus' timetable was agreed verbally and as such we do not have a written record of this agreement.

Attachment 1 are internal emails with Senior Management discussing the current shortages and implementing a 'Saturday' plus schedule to mitigate these issues.

Attachment 2 is a PowerPoint presentation which was delivered to Councillors in September, briefing them on the current situation. In this presentation you will see the cancellation rates we were experiencing nationally and the impacts this was having on our network. The initiatives taken from July – September improved performance but we were still facing ongoing issues, concluding that a suspension was imminent to address the current shortage.

Attachment 3 is our weekly report for January for the week 23 – 29 January, which shows a clear reduction in cancellations due to the 'Saturday plus' timetable.

The data for our monthly performance report for January is not yet available but will be released to the public at the end of the month via our website www.metlink.or.nz.

"I am also requesting the number of buses and driver hours that have been used or will be used to shuttle cruise passengers during the months Dec 2022-Feb 2022"

We have refused this part of your request under section 17(g) of the Local Government Official Information and Meetings Act 1987 on the basis that the information requested is not held by the local authority and the person dealing with the request has no grounds for believing that the information is held by another local authority or a department or Minister of the Crown or organisation.

The cruise lines have a contract with their own NZ-based ground handlers whom they book shuttle and tours through, this is not done with input or oversight from Metlink.

If you have any concerns with the decision(s) referred to in this letter, you have the right to request an investigation and review by the Ombudsman under section 27(3) of the Local Government Official Information and Meetings Act 1987.

Please note that it is our policy to proactively release our responses to official information requests where possible. Our response to your request will be published shortly on Greater Wellington's website with your personal information removed.

Nāku i noa, nā



Samantha Gain
Kaiwhakahaere Matua Waka-ā-atea | General Manager Metlink

From: [Matthew Lear](#)
To: [David Boyd](#); [Scott Thorne](#); [Melissa Anderson](#)
Cc: [Trevor Jones](#); [Arne Brandt](#); [Susan Wilson](#); [Karen Jenkinson](#); [Rita Aiono](#); [Rob Braddock](#)
Subject: RE: Suspension of unallocated duties at NZ Bus
Date: Monday, 19 September 2022 1:47:23 pm
Attachments: [image001.png](#)

I just looked at the school hols for 2023 and Jan 30 is the first day of Term 1 so that fits in well. Before I ask these questions I am in favour of this idea just in case my questions come across negative. Most of this will be a customer information exercise so if we know the question we can prep the answer....

- Are we going Saturday timetable for bus across the entire network? If not will we do it unit based? If so we need to be conscious that Transurban may roster drivers across Units, some which may be a Sat timetable and some that may be bau- they will need to work around that
- Does a Saturday bus timetable still connect with a weekday rail timetable? particularly late night and early morning services
- How do we communicate SuperGold usage for a Sat timetable on a weekday?
- What happens when we go back to the normal timetable- back to significant cancellations? Should we be working on a Saturday + (+schools)?
- Note there will be no after midnights on the weekday Saturday timetable

Ngā mihi,
Matthew

Matthew Lear *he/him*

Kaiwhakahaere Matua | Manager Network Operations

Metlink

M [021 984 651](tel:021984651)

100 Cuba St, Te Aro, Wellington 6011 | PO Box 11646, Manners St, Wellington 6142

Follow us online: [Facebook](#) | [Twitter](#)

To find out how to plan your journey, go to metlink.org.nz

Metlink Co Branded logo



From: David Boyd <David.Boyd@gw.govt.nz>

Sent: Monday, 19 September 2022 12:38 pm

To: Scott Thorne <Scott.Thorne@gw.govt.nz>; Melissa Anderson <Melissa.Anderson@gw.govt.nz>

Cc: Trevor Jones <Trevor.Jones@gw.govt.nz>; Arne Brandt <Arne.Brandt@gw.govt.nz>; Susan Wilson <Susan.Wilson@gw.govt.nz>; Karen Jenkinson <Karen.Jenkinson@gw.govt.nz>; Matthew Lear <Matthew.Lear@gw.govt.nz>; Rita Aiono <Rita.Aiono@gw.govt.nz>

Subject: RE: Suspension of unallocated duties at NZ Bus

Thanks Scott

As with Mel – service suspensions good with me. I think comms around this will be important – ensuring the public know we still aspire to deliver the designed timetable at some point in the future. I can talk to Mel/Matthew and Sam about this.

Re. January timetable changes. Agree in principle. It would be good to get a quick assessment of patronage level for January just for peace of mind. Rita – can the team provide please.

Thanks. DB

David Boyd *he/him*

Kaiwhakahaere Matua, Te Aka me Kiritaki | **Manager, Network and Customer** (Acting)

Metlink Public Transport | Ngā Waka Tūmatanui

Greater Wellington Regional Council | Te Pane Matua Taiao

david.boyd@gw.govt.nz

+64 21 817 907

From: Scott Thorne <Scott.Thorne@gw.govt.nz>

Sent: Monday, 19 September 2022 12:14 pm

To: David Boyd <David.Boyd@gw.govt.nz>; Melissa Anderson <Melissa.Anderson@gw.govt.nz>

Cc: Trevor Jones <Trevor.Jones@gw.govt.nz>; Arne Brandt <Arne.Brandt@gw.govt.nz>; Susan Wilson <Susan.Wilson@gw.govt.nz>; Karen Jenkinson <Karen.Jenkinson@gw.govt.nz>; Matthew Lear <Matthew.Lear@gw.govt.nz>; Rita Aiono <Rita.Aiono@gw.govt.nz>

Subject: Suspension of unallocated duties at NZ Bus

Immediate suspension of NZ Bus trips

We need to make a final call on the suspension of duties for term 4 (16 Oct?) that have been discussed internally and with NZ Bus

Anthony James sent me a spreadsheet with 11 duties that could be suspended without impacting schools and which will minimise consecutive cancellations etc.

I have had feedback from David and Trevor and based on that (see email attached from Trevor), I recommend we suspend 10 of the 11 duties – one of them had a trip that would be very problematic - 07:50 R34 ex Karori West to Brandon St – peak trip for 8.30am CBD starters. 7.20am previous trip, 8.20am following trip so no Karori West service for one hour at peak. I discussed this with Anthony and was not able to come up with a better alternative through duty swaps etc without cancelling lots of route 2 services. The Eastbourne service can be allocated to another duty and the other service has other option for customers

I have had a blanket verbal authority from the Kinetic NZ CEO and Kinetic global co-CEO to proceed with this, and **recommend we proceed immediately** to confirm this with Anthony James and start implementing the change and processing the TCP paperwork (BSF reductions) etc. Anthony's email with the duty list is attached to the email from AJ.

Saturday + timetables for January

If we want to, I also have blanket verbal authority from Kinetic to proceed with a Saturday+

timetable for January, and they also suggested we start it from the end of term 4, acknowledging the BSF reductions that would result. I know things are getting complicated with the route 2 diversions etc, but we need to sit down and agree whether we are going to do this change and if so how – eg what does Saturday+ look like (I understand we may already have such a timetable developed), do we apply for all NZ Bus Units (recommend yes), do we apply it to any other operator (recommend yes) and if so who (Tranzit) and where (at least the wellington city units, but could consider Hutt and Porirua).

Last week David, Matthew, Rita and I met to discuss our options and these were certainly prominent amongst them, but our plans will keep evolving.

Mel and David - I am away for 1-2 weeks from Thursday, so let me know how you want to proceed.

Scott

LEASE

T

Bus Network Reliability

Driver Shortages and Cancellations

September 2022



EXECUTIVE SUMMARY

Customers are experiencing a significant reduction in service:

- The **20% driver shortage** is at an all-time high
- Cancellation rates are at levels not seen previously - in excess of 7% in August
- Worker shortages are a **national issue** - Auckland is experiencing similar issues – 500 drivers (20%) short, up to 12% cancellations per day

The issues are structural, made worse by COVID and seasonal illnesses, and the restrictions imposed during the pandemic such as closed borders

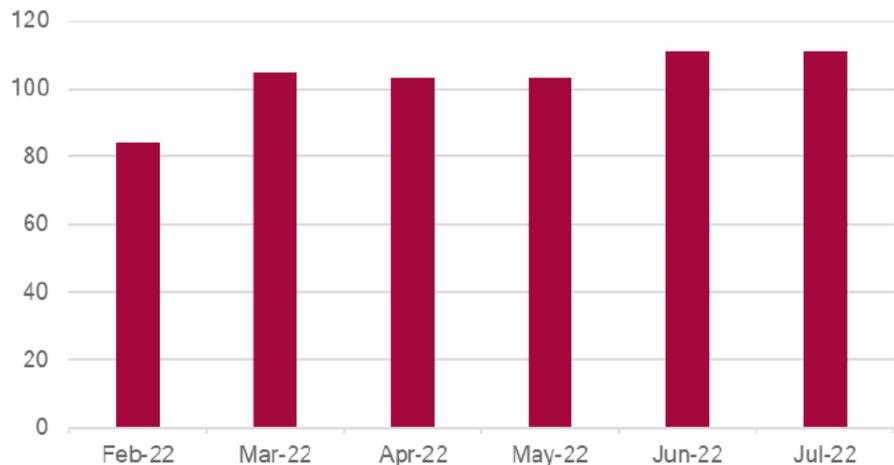
There are **no signs that conditions will significantly improve** in the near term

Metlink has implemented many initiatives and is reviewing additional actions to:

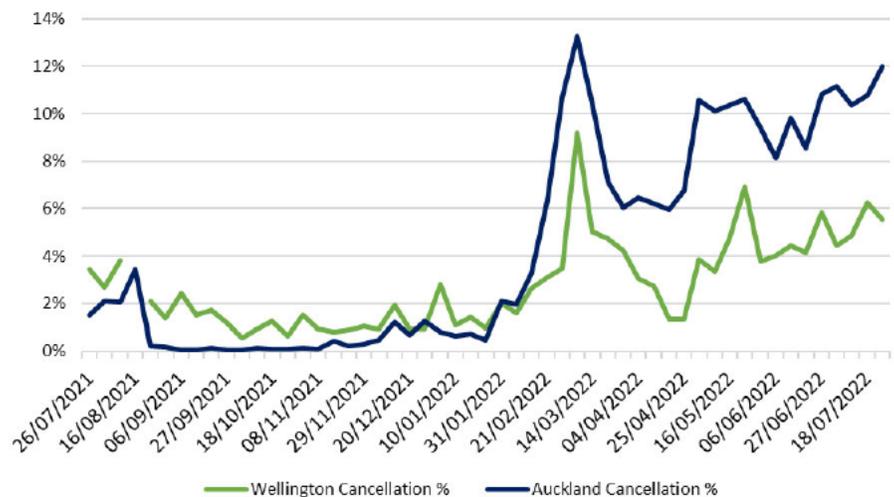
- **Improve driver numbers**
- **Give customers greater certainty over what services can be delivered**

DRIVER SHORTAGES

Driver shortages by Month



CANCELLED TRIPS %



Since July 2021

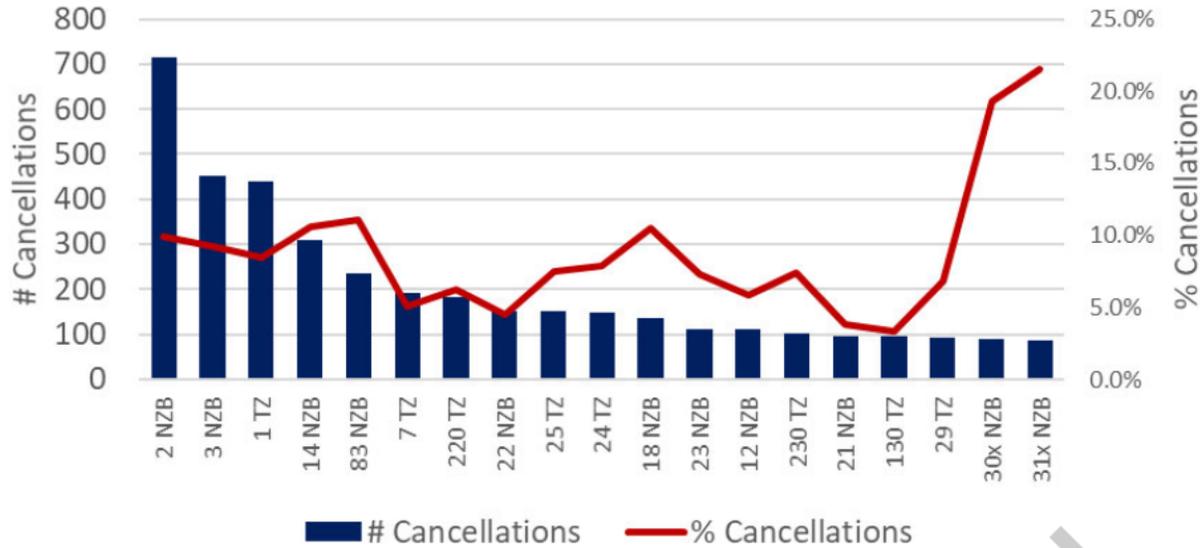
- Driver shortages  **50 %**
- Cancellations  **50 %**

Comparison

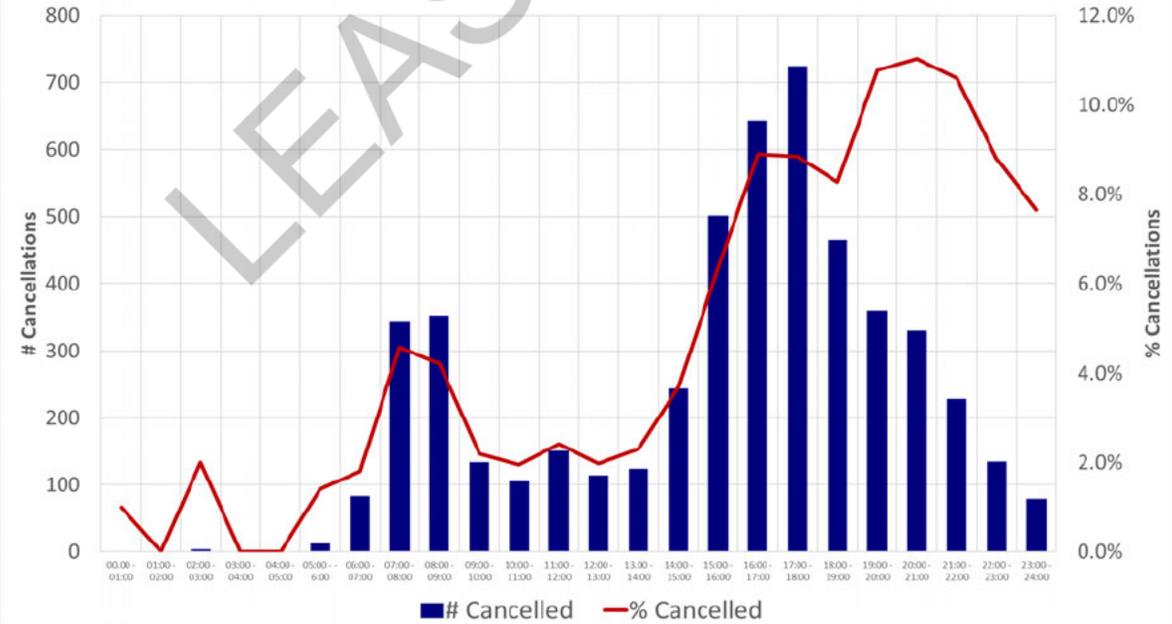
- 50% of Auckland cancellation rates

NETWORK IMPACTS

Cancellations by Route - July 2022



July 2022 Cancellations by time of day - all operators



- High numbers on high frequency routes are impacted (e.g. routes 1, 2, 3)
- The % of peak express services affected is higher (e.g. routes 30x, 31x)
- Cancellations primarily in Wellington City, where driver shortages are highest
- P.M. peak is disproportionately affected
- Cancellation percentages are similar for two largest operators

UNDERLYING CAUSES

CAUSES	COMMENTS
Low wages	<\$20 for some before Living Wage changes funded by Metlink. \$27 still considered low by many
Unattractive shift patterns	Shifts up to 14 hours and split shifts with up to 4-hour unpaid breaks. Driven by timetable design and operator processes
Poor culture	Reduced training (quantity, type) denial of leave, extra shifts, pressure
Lack of a clear career pathway	Not an obvious career choice
Difficulty of the role	Busy, narrow streets make driving challenging
Safety concerns	Media profile of assaults and abuse of drivers. Comments from unions
Industrial relations reputation	Industrial action impacts job reputation
COVID and seasonal illnesses	Significant absenteeism on top of shortages. Unpredictable nature means greater disruption
National worker shortages	Other sectors competing for the same scarce resource
No immigration options	Traditional source of drivers not available

INITIATIVES TAKEN

A number of significant initiatives from July to September 2021 improved performance significantly:

ACTIONS	COMMENTS
Funded wage increases above Living Wage	Base rate of \$27 for flat rate contracts is now \$3.35 above the Living Wage. Initially reduced churn and encouraged recruitment in some areas
Removed peak trips from timetables	Demand for drivers reduced, while providing greater certainty for customers
Added off-peak trips to timetables	Eliminated many split shifts and created full-time roles instead of part-time
Prioritised trips	Minimised customer impacts through business rules: <ul style="list-style-type: none">• Wherever possible, don't cancel school trips, end of day trips or consecutive trips on a service
Reporting	<ul style="list-style-type: none">• Driver numbers vacancies, numbers in training, recruitment• Greater focus through transparency
Advertising	New channels and increased volumes of job advertising by Operators, with limited success
Abatements	Payment reduced for non-performance
Utilised other operators	Non-contracted operators ran school trips to alleviate pressure on operators
Immigration	Lobbied government for changes to immigration rules for drivers
Facilities	Improvements, including driver toilets

ADDITIONAL INITIATIVES

TIMING	ACTIONS	COMMENTS	Status
Immediate	Stop express services in Hataitai	Address capacity issues at a key hub.	Commenced 5 September
Immediate	Optimise bus allocations	Prioritise largest buses on the road at peaks.	Ongoing
Immediate	Route prioritisation	Review cancellation processes with Operators to ensure some routes aren't disproportionately impacted	Ongoing
17 October (Term 4)	Remove more trips from timetables	Formally suspend unallocated driver shifts (mainly p.m. shifts) and the trips included therein. Reduces Operator payments	Close to agreement with NZB (80 trips). TZ a work in progress.
17 October (Term 4)	Additional outsourcing	Limited opportunity to bring in additional resource	In discussions
17 October (Term 4)	Abatements	Revisions to provide even greater incentive to improve	Under review

ADDITIONAL INITIATIVES

TIMING	ACTIONS	COMMENTS	Status
4 Months +	Saturday + timetables in January	An opportunity in a period of low demand to ease pressures and allow drivers to take leave, recuperate	Under consideration
4 Months +	Comprehensive re-timetabling	Review in light of new operating environment e.g. work from home	Under consideration
6 Months +	Fund additional wage increases	Metlink participating in SPTF forums which are actively considering wages and conditions	Under consideration
6 Months +	Driver Training	Expansion of industry training (e.g. include qualifications, supervision, management), with marketing to supplement	Under consideration

Industry changes such as the push for the Sustainable Public Transport Framework, the likely change to COVID settings and the change of ownership of NZ Bus provide an opportunity for a re-set of commercial strategies and relationships with our bus partners.

KPIS AND ABATEMENTS

TIMING	Value of Abatement or Bonus - % of Base Service Fee (BSF)	COMMENTS
RELIABILITY – Trip must run, and driver must sign-in to Snapper before leaving the origin point		
Daily Abatements	For each day under 96% but above 80%, 1% of daily BSF will be abated. Below 80%, 50% of daily BSF will be abated.	Currently, relief granted for cancellations due to Omicron
Daily Bonus	For each day above 99%, 2% of daily BSF will be added.	Not applied while cancellation relief in place
Monthly Abatements	If under 98% for the month, the percentage of under performance multiplied by 100% of the monthly BSF abated.	Currently, relief granted for cancellations due to Omicron
PUNCTUALITY		
Monthly Abatements	If under 95% for the month, the percentage of under performance multiplied by 50% of the monthly BSF abated.	Fully applied
Monthly Bonus	For each Unit that performs over 97% for the month, the percentage of over performance multiplied by 25% of the monthly Base Service Fee will be added to the BSF payments	Fully applied

CONCLUSION

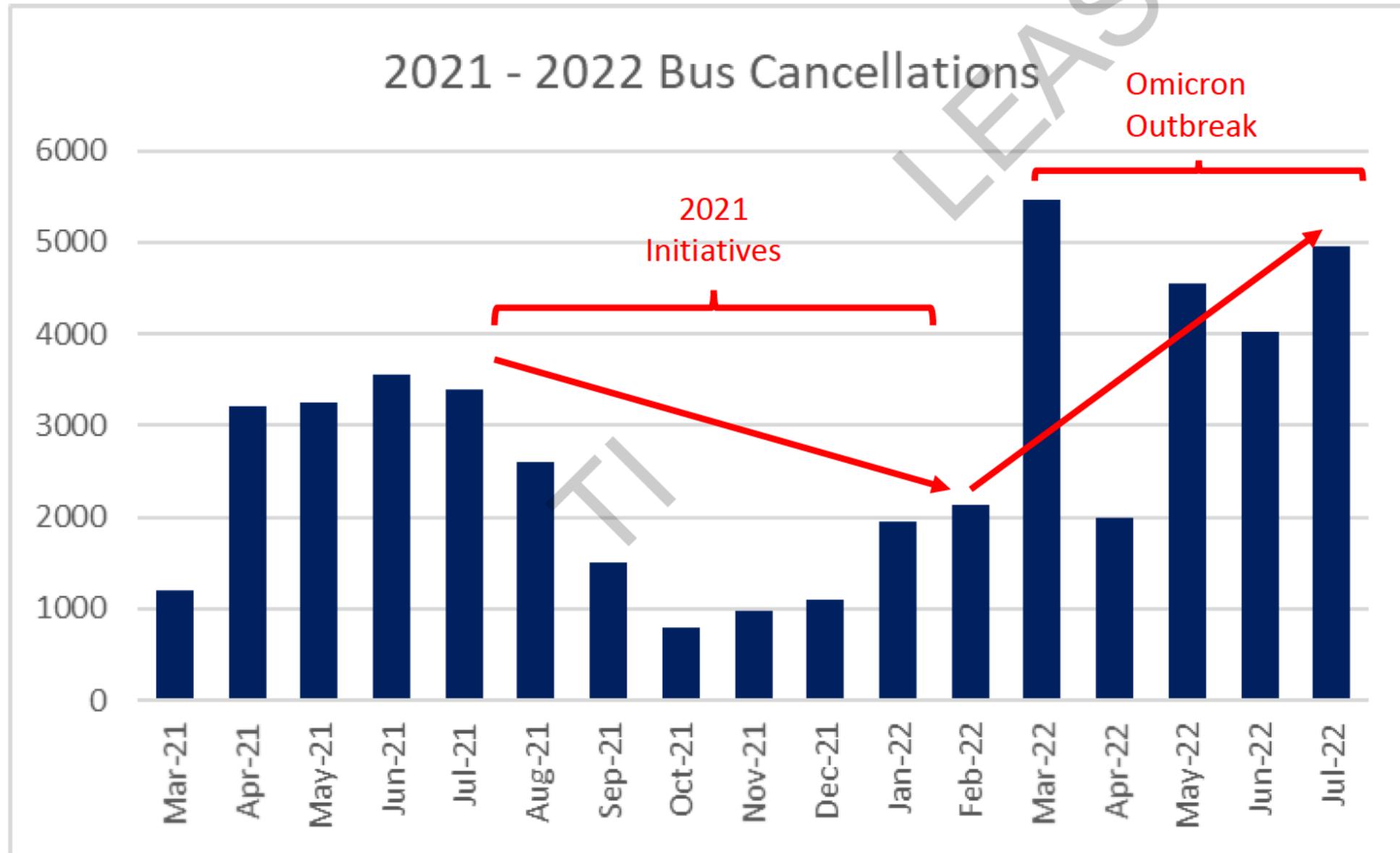
- 20% driver shortage, despite ongoing efforts to recruit
- Initiatives taken to date were successful, but won't address larger shortages
- Time needed to recruit 120+ driver is substantial, even with immigration options. 6 months minimum to make a dent in shortages
- No choice but to suspend services to give customers greater certainty
- Additional initiatives won't solve all the issues, so we should expect ongoing cancellations
- Contingency planning underway to address wider issues in February 2023 if shortage persists

NEXT STEPS

- Internally at Metlink
 - Continued active oversight of performance
 - Timetable options
 - Increased customer comms
- With Operators
 - Abatement regime
 - Training programmes
- Nationally
 - Bus driver wages
 - Immigration settings

Other ideas?

IMPACTS OF ACTIONS



Metlink Performance Report



Performance data for the week of 23/1/2023 to 29/1/2023
Published 1/2/2023



Proudly part of
Greater Wellington
Te Pane Matua Taiao

FOR INTERNAL METLINK DISTRIBUTION ONLY

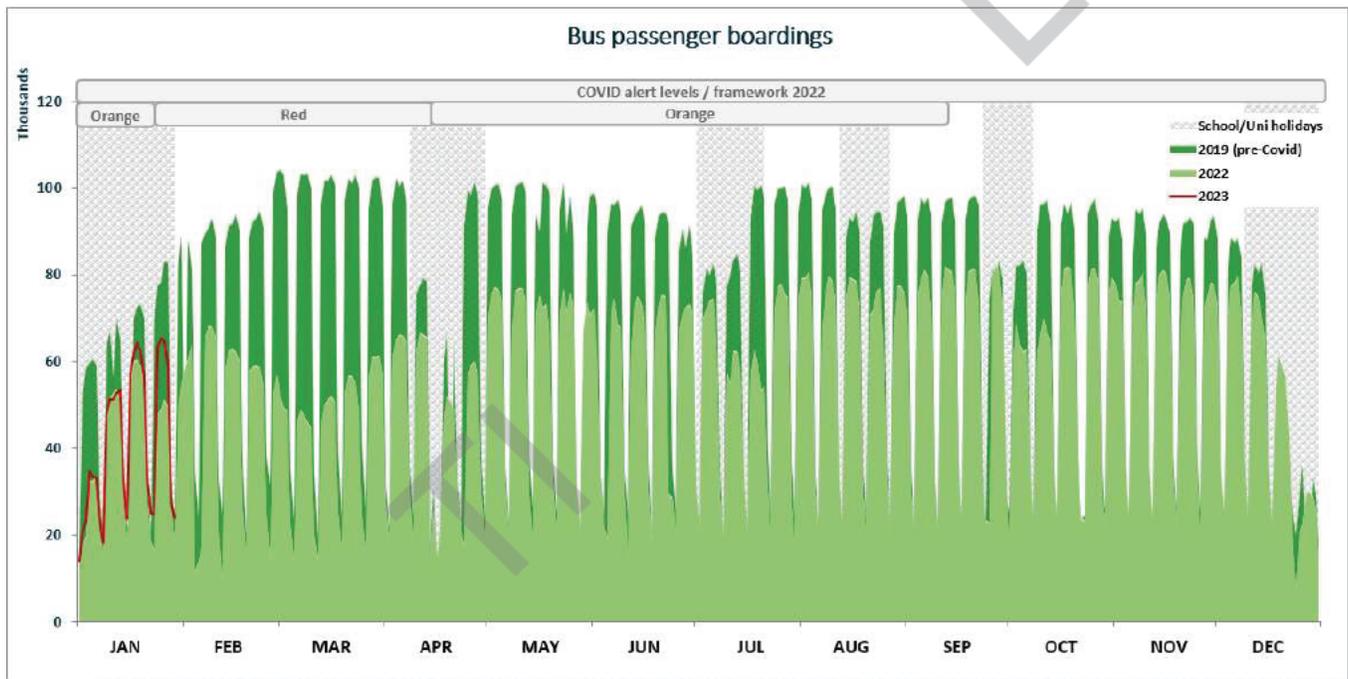
Patronage

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.

With a public holiday on Monday, boardings were lower than the previous week, and higher than the equivalent week last year when NZ was under Red of the Covid Protection Framework.

Bus Passenger Boardings

Over the last week bus boardings were 126.2% of the equivalent days in 2022 (73.4% c.f. 2019), and 110.7% over the last four weeks (78.2% c.f. 2019) – in the equivalent week last year NZ was under Red of the Covid Protection Framework.

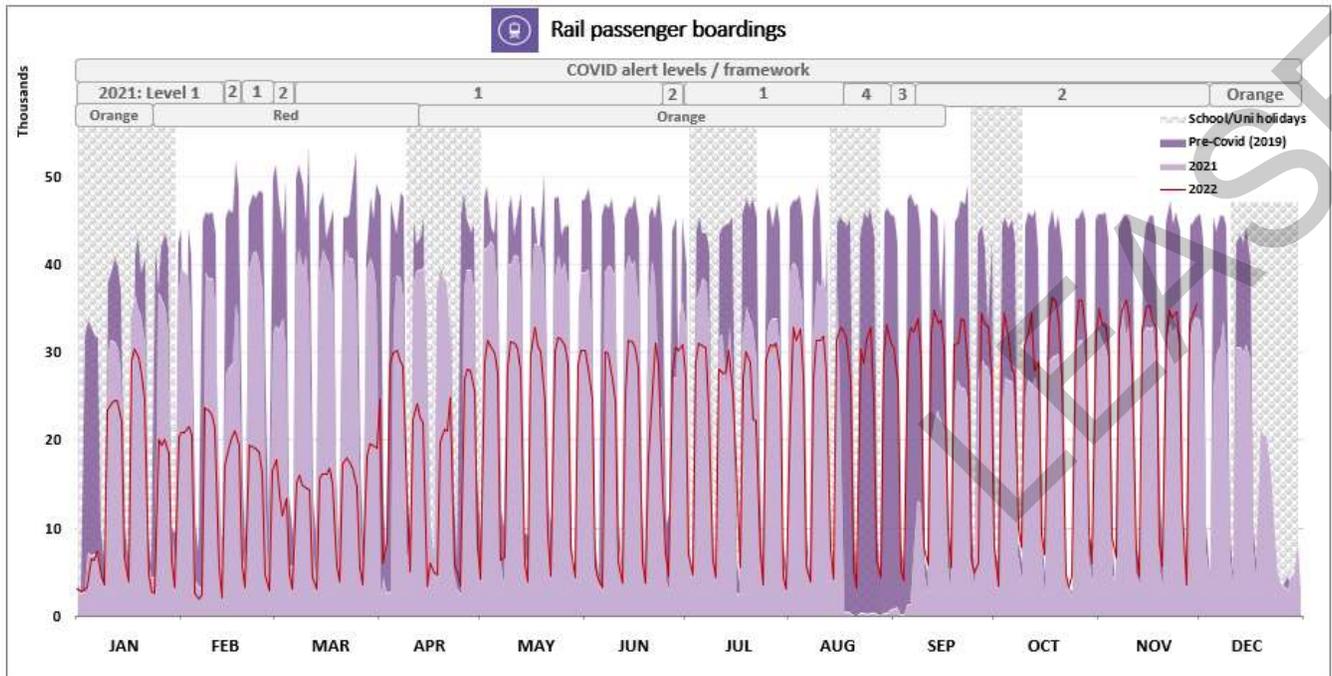


Area	Week commencing:				Trend
	2/01/2023	9/01/2023	16/01/2023	23/01/2023	
Newlands & Tawa	8,094	19,077	24,772	21,630	
East, West & City	71,845	125,148	146,212	132,434	
North, South, Khandallah & Brooklyn	48,384	85,284	95,057	86,142	
Upper Hutt	12,858	17,690	19,792	18,922	
Lower Hutt	28,589	41,223	47,688	42,512	
Porirua	5,767	8,012	9,091	8,563	
Kapiti	4,791	6,834	7,421	7,050	
Wairarapa	1,016	1,812	2,001	1,750	
Total bus passenger boardings	181,344	305,080	352,034	319,003	
Week on week change	10.4%	68.2%	15.4%	-9.4%	

Rail Passenger Boardings

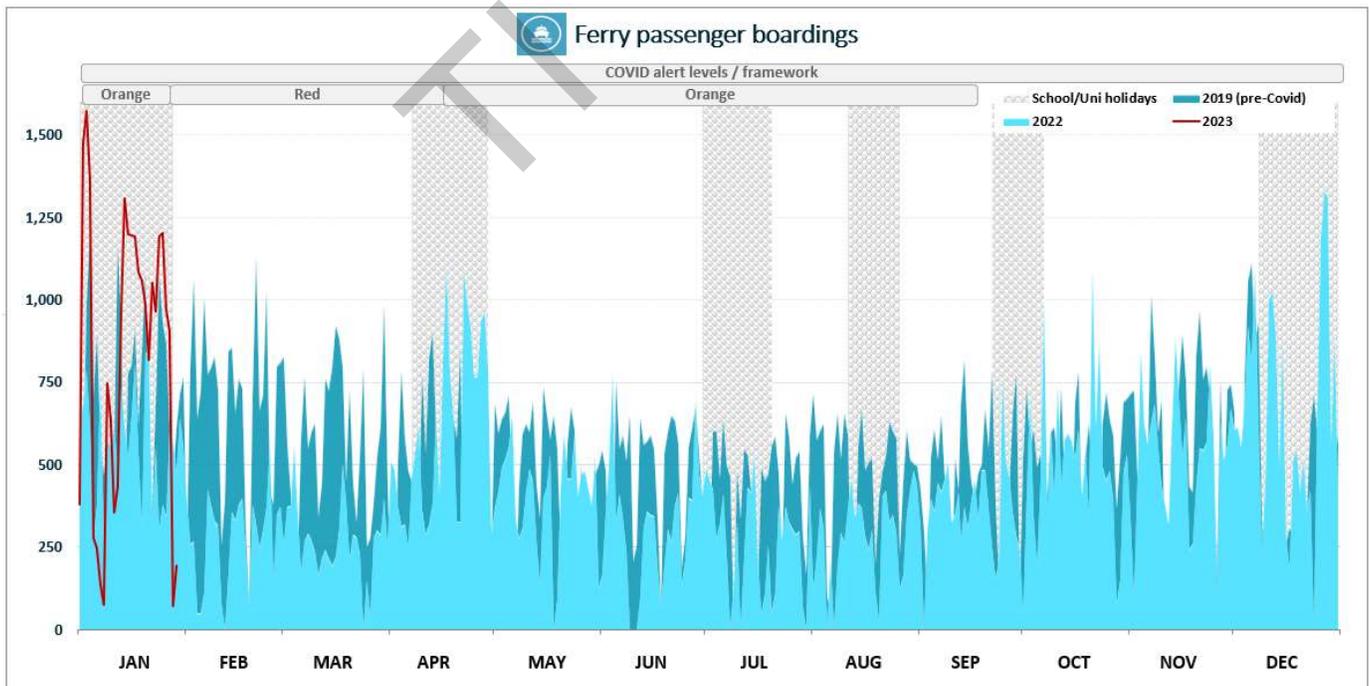
No daily data is available for December or January.

We are currently unable to provide accurate daily boarding data – Transdev provides monthly rail data and this included in the [Monthly Performance Report](#).



Ferry Passenger Boardings

Over the last week, ferry boardings were 171.3% of the equivalent days in 2022, and 153.8% over the last four weeks – in the equivalent week last year NZ was under Red of the Covid Protection Framework.



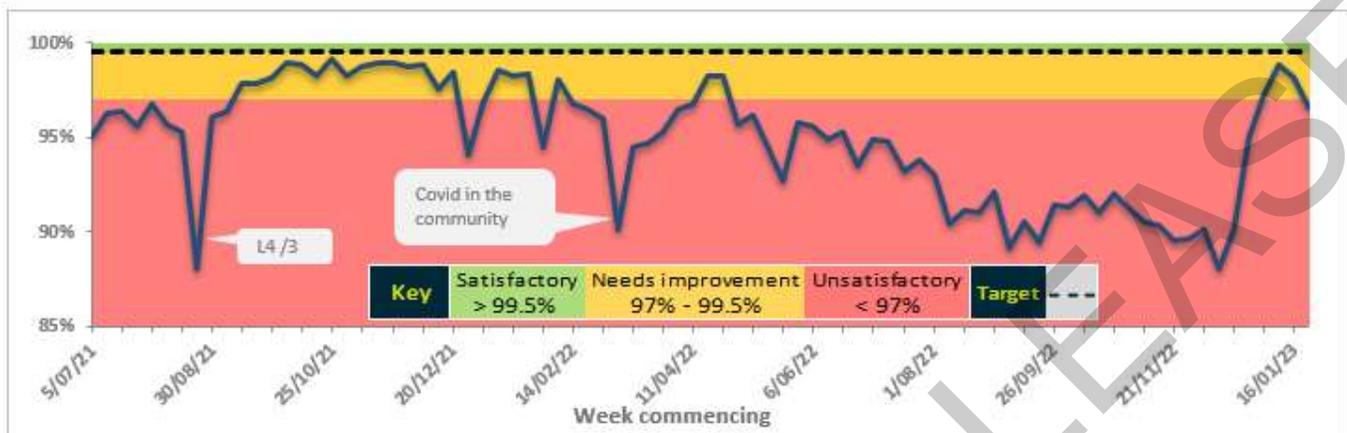
	Week commencing:				Trend
	2/01/2023	9/01/2023	16/01/2023	23/01/2023	
Ferry passenger boardings	5,147	5,624	7,278	5,497	



Bus Service Delivery

Reliability

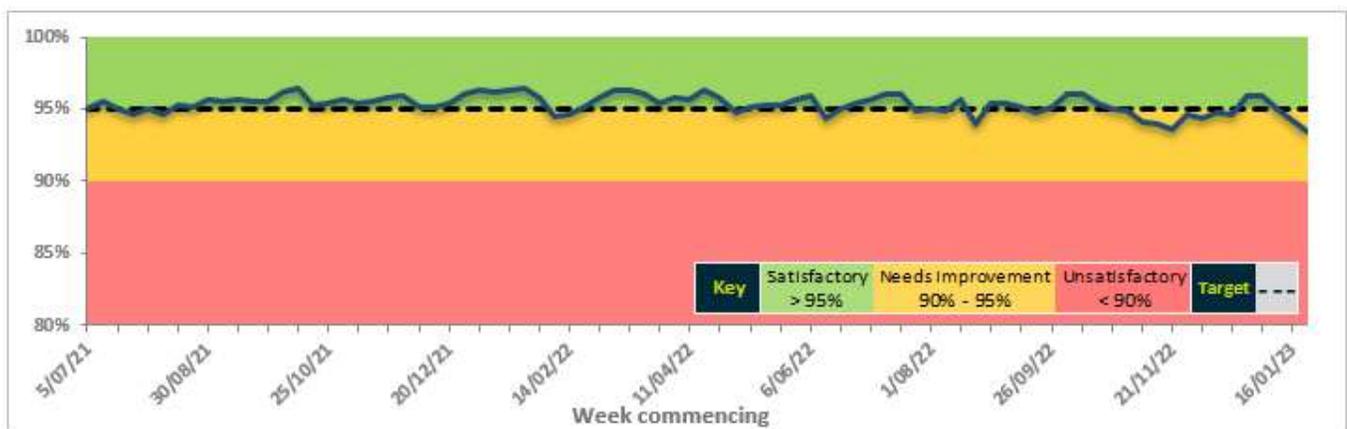
Reliability overall has been good over January, attributed mainly to reduced timetables more readily able to be maintained by operators.



Area	Week commencing:				Trend
	2/01/2023	9/01/2023	16/01/2023	23/01/2023	
Newlands & Tawa	98.4%	95.4%	99.3%	98.9%	
East, West & City	98.6%	99.2%	98.9%	96.6%	
North, South, Khandallah & Brooklyn	94.9%	98.3%	96.8%	95.3%	
Upper Hutt	99.5%	99.8%	98.6%	98.7%	
Lower Hutt	97.3%	99.1%	98.4%	95.4%	
Porirua	92.9%	97.8%	95.7%	93.9%	
Kapiti	99.8%	99.7%	99.9%	100.0%	
Wairarapa	97.8%	100.0%	97.3%	100.0%	
Bus reliability - all	97.3%	98.8%	98.2%	96.6%	

Punctuality

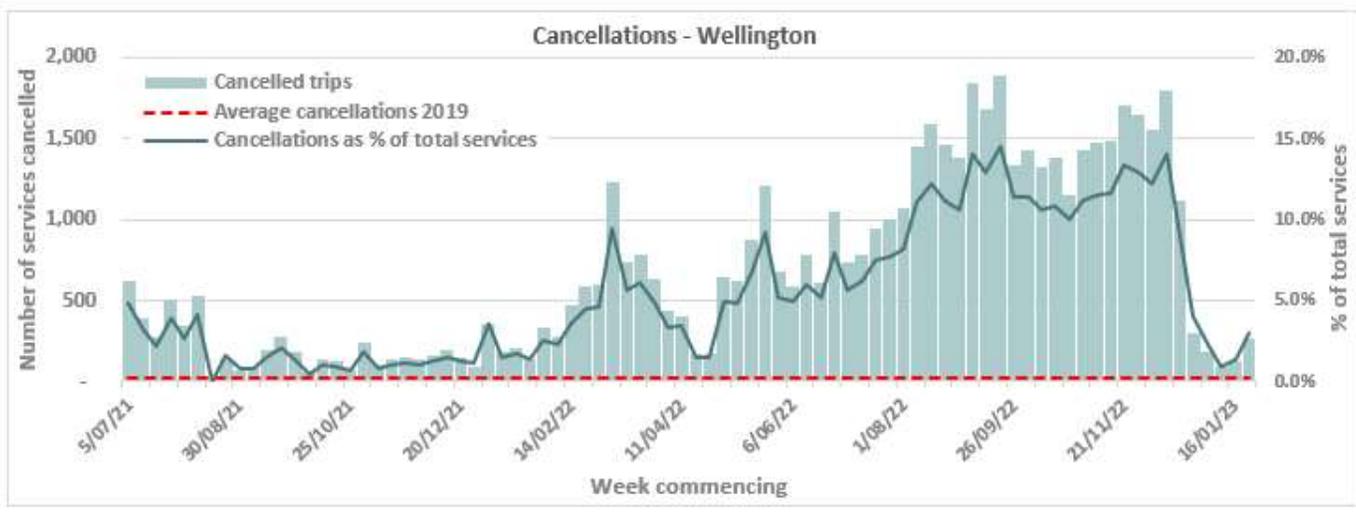
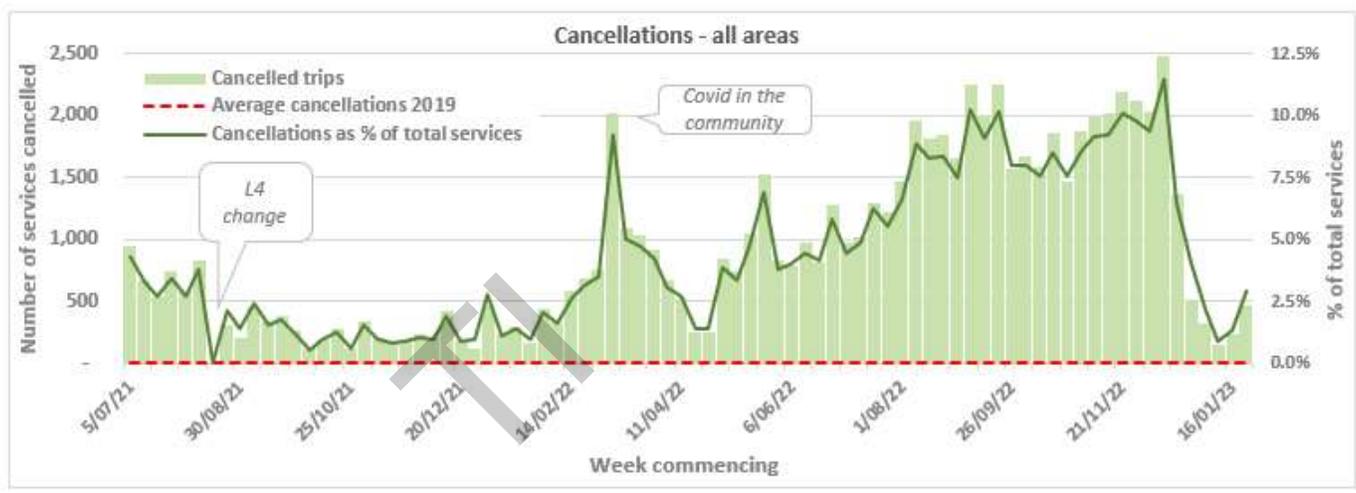
Punctuality is now reflecting normal levels of traffic delays and roadworks related disruption. In addition, delays remain present in the Wairarapa due to delays in connections with buses replacing trains.

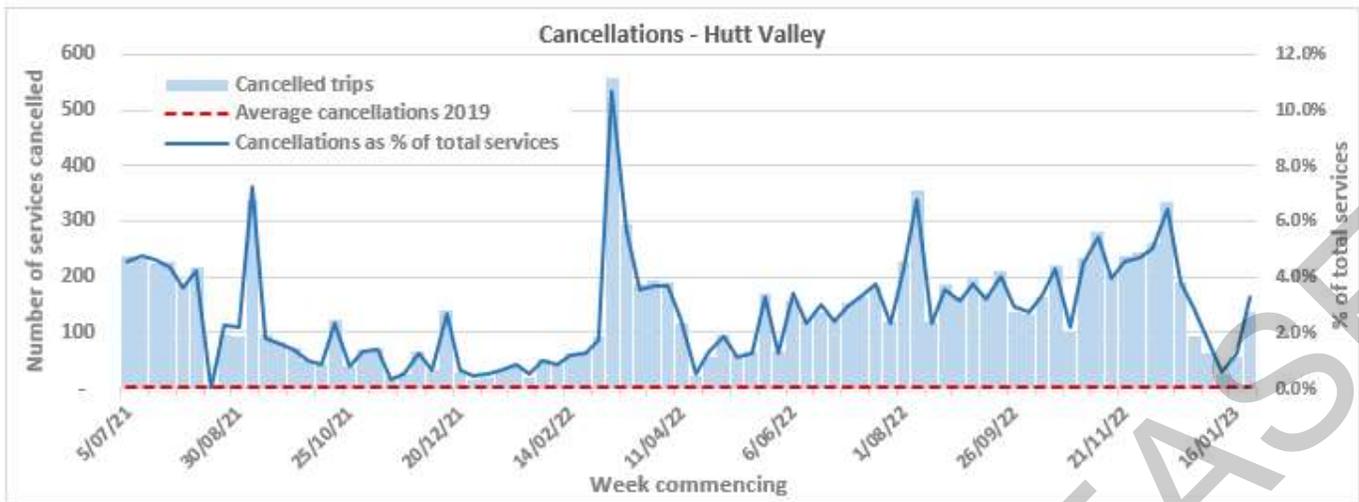


Area	Week commencing:				Trend
	2/01/2023	9/01/2023	16/01/2023	23/01/2023	
Newlands & Tawa	98.4%	95.3%	94.1%	94.9%	
East, West & City	97.1%	96.3%	95.9%	94.6%	
North, South, Khandallah & Brooklyn	91.5%	87.6%	87.3%	86.2%	
Upper Hutt	97.1%	98.9%	97.6%	97.9%	
Lower Hutt	96.5%	97.7%	95.6%	95.2%	
Porirua	94.7%	94.9%	95.8%	90.9%	
Kapiti	95.8%	93.7%	92.9%	94.9%	
Wairarapa	97.5%	93.5%	93.2%	93.6%	
Bus punctuality - all	95.9%	95.0%	94.2%	93.5%	

Cancellations

Cancellation levels are generally lower over the course of January while a reduced timetable is in effect, and operators are better able to maintain them.





BUS CANCELLATIONS

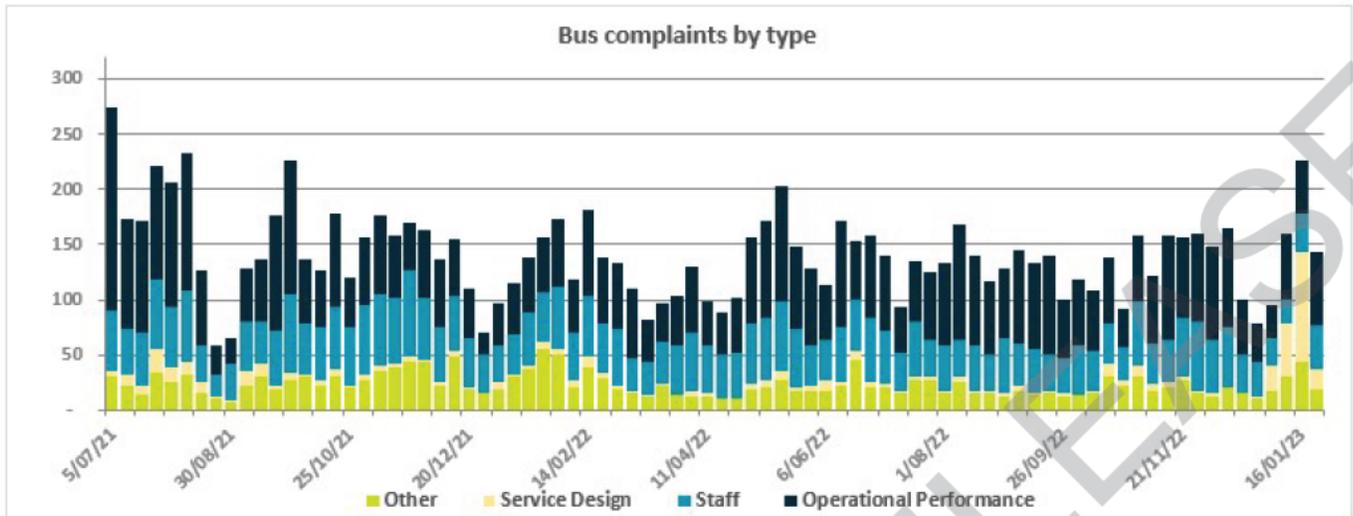
Area	Week commencing:				Trend
	2/01/2023	9/01/2023	16/01/2023	23/01/2023	
Wellington	188	89	130	259	
Hutt Valley	62	26	57	136	
Porirua	71	31	43	66	
Kapiti	-	1	-	-	
Wairarapa	-	-	-	-	
Bus cancellations - all	321	147	230	461	

BUS CANCELLATIONS as % of total services

Area	Week commencing:			
	2/01/2023	9/01/2023	16/01/2023	23/01/2023
Wellington	2.3%	1.0%	1.4%	3.0%
Hutt Valley	1.7%	0.6%	1.2%	3.3%
Porirua	6.4%	2.5%	3.5%	5.7%
Kapiti	0.0%	0.1%	0.0%	0.0%
Wairarapa	0.0%	0.0%	0.0%	0.0%
Bus cancellations - all as % of total services	2.2%	0.9%	1.4%	2.9%

Complaints

Complaints this week relate mainly to reduced timetable service levels and the effects on operational performance.



NB: in the table below, we show the number of bus complaints per 100k of passenger boardings - when patronage is lower, e.g. during holidays, the number of complaints per 100k can appear artificially high. The actual number of complaints for the last four weeks were 95, 160, 226, 144 – with 1 for Newlands & Tawa, 3 for Upper Hutt, 6 for Porirua, and 3 for Kapiti over the last week.

BUS COMPLAINTS PER 100,000 PASSENGERS

Area	Week commencing:				Trend
	2/01/2023	9/01/2023	16/01/2023	23/01/2023	
Newlands & Tawa	25	10	24	5	
East, West & City	36	30	38	32	
North, South, Khandallah & Brooklyn	56	90	128	77	
Upper Hutt	62	51	30	16	
Lower Hutt	49	58	63	52	
Porirua	277	125	44	70	
Kapiti	21	0	27	43	
Wairarapa	98	0	0	0	
Total bus complaints per 100K passengers	52	52	64	45	

Operational Focus

The focus this week has been on placing temporary additional service into the network in response to capacity requirements, and planning for a return to school term timetables from 30 January.

Unplanned Disruptions

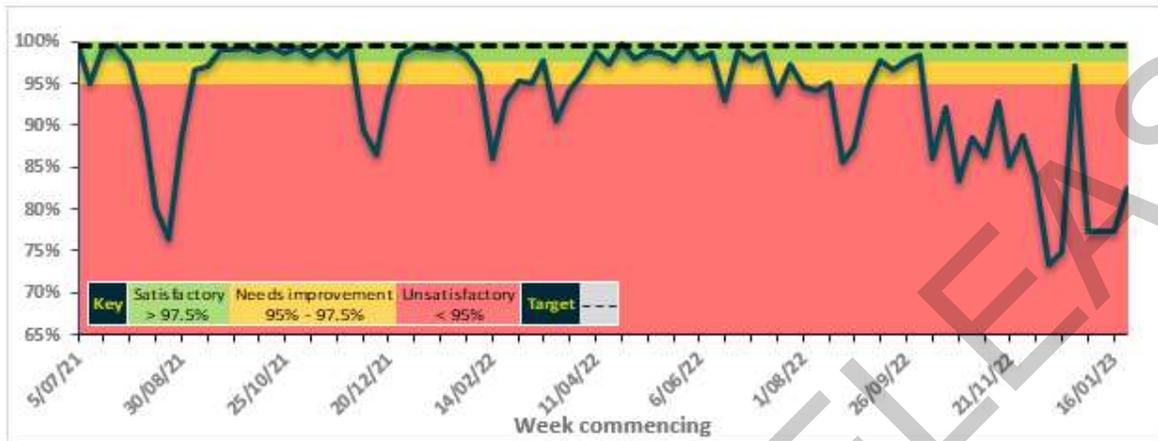
There were no major unplanned disruptions this week.



Rail Service Delivery

Reliability

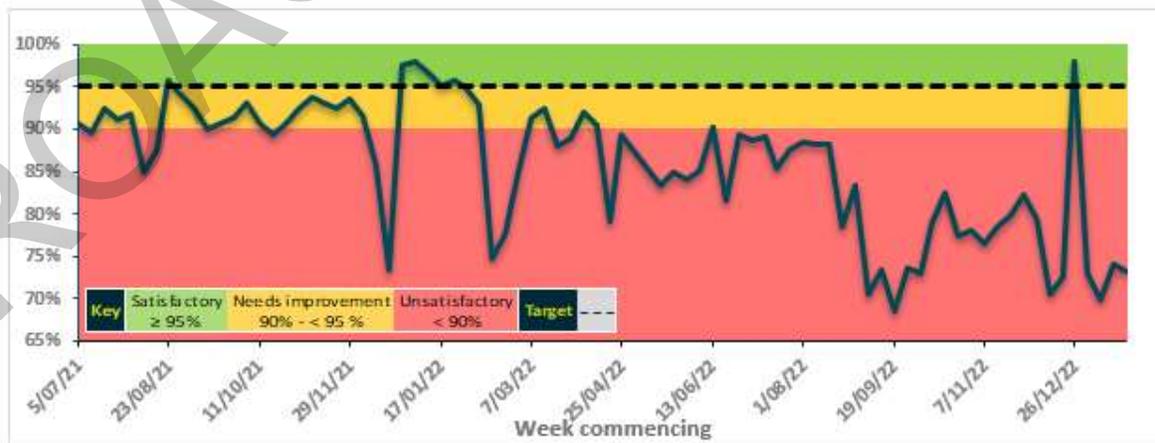
The main cause of cancellations continues to be staff shortages - planned cancellations have been put in place to relieve staff availability pressures. The speed restrictions caused by the slips on the Kapiti line are also causing some part cancellations.



Line	Week commencing:				Trend
	2/01/2023	9/01/2023	16/01/2023	23/01/2023	
Hutt Valley	78.9%	85.3%	82.5%	87.1%	
Johnsonville	71.7%	60.8%	61.1%	67.7%	
Kapiti	81.0%	79.6%	82.9%	88.7%	
Wairarapa	72.3%	88.3%	88.3%	88.9%	
Rail reliability - all	77.4%	77.3%	77.3%	82.5%	

Punctuality

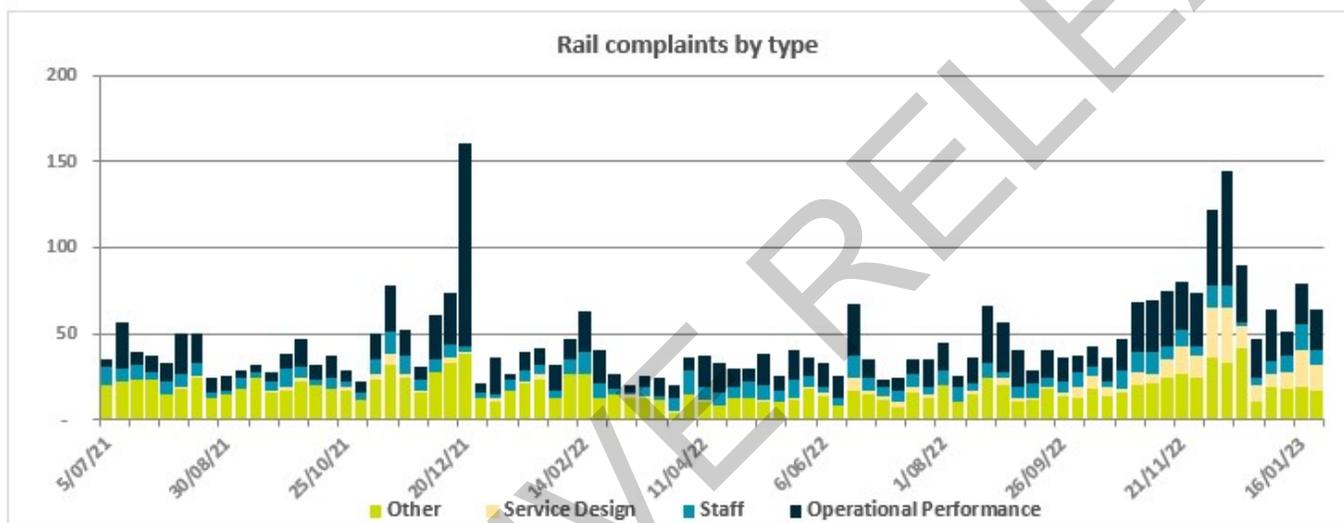
Punctuality this week continued to be affected by slip site temporary speed restrictions by Pukerua Bay on KPL, this has had a severe impact on KPL punctuality. The WRL continues to perform poorly - speed restrictions related to the KiwiRail upgrade work are still the cause. A signal fault delayed some HVL services on Wednesday.



Line	Week commencing:				Trend
	2/01/2023	9/01/2023	16/01/2023	23/01/2023	
Hutt Valley	85.4%	88.1%	86.8%	87.1%	
Johnsonville	97.1%	100.0%	97.4%	98.7%	
Kapiti	39.7%	26.0%	41.6%	37.7%	
Wairarapa	51.2%	64.9%	76.6%	57.4%	
Rail punctuality - all	72.9%	69.9%	74.1%	73.1%	

Complaints

Complaints are mostly related to the ongoing poor performance, bus replacements and staff interactions. A number of these relate to KPL speed restrictions and part bus replacements. There are also a number of Snapper enquiries and feedback.



RAIL COMPLAINTS

Line	Week commencing:				Trend
	2/01/2023	9/01/2023	16/01/2023	23/01/2023	
Hutt Valley	29	15	21	19	
Johnsonville	5	2	8	6	
Kapiti	17	22	21	23	
Wairarapa	7	1	8	2	
Not specified	6	11	21	14	
Total rail complaints	64	51	79	64	

Operational Focus

Focus has been on the high TSRs on KPL resulting from slips/slope stability. Transdev has implemented another plan with targeted cancellations between Paekakariki and Waikanae - they will be part bus-replaced. Kiwirail has been working on these issues over the Christmas break and are confident that the situation will improve after Waitangi Weekend which should improve reliability on the KPL

Unplanned Disruptions

No major unplanned disruptions.



Ferry Service Delivery

Unplanned Disruptions

There were no significant unplanned disruptions this week.

Planned Network Disruptions

There were no significant planned network disruptions this week, although a number of smaller roadworks sites impacting punctuality.

Rail – Upcoming Block of Line

Bus replacement timetables are available on the Metlink website, on the [buses replacing train](#) page. This section provides full PDF bus replacement calendars for each line, and bus replacement top information. Please note that some bus replacements are only for part of the line.

Hutt Valley Line

● All day
○ Part of the day

January 2023							February 2023						
M	T	W	Th	F	S	S	M	T	W	Th	F	S	S
						1			1	2	3	4	5
2	3	4	5	6	7	8	6	7	8	9	10	11	12
9	10	11	12	13	14	15	13	14	15	16	17	18	19
16	17	18	19	20	21	22	20	21	22	23	24	25	26
23	24	25	26	27	28	29	27	28					
30	31												

Melling Line

● All day
○ Part of the day

January 2023							February 2023						
M	T	W	Th	F	S	S	M	T	W	Th	F	S	S
						1			1	2	3	4	5
2	3	4	5	6	7	8	6	7	8	9	10	11	12
9	10	11	12	13	14	15	13	14	15	16	17	18	19
16	17	18	19	20	21	22	20	21	22	23	24	25	26
23	24	25	26	27	28	29	27	28					
30	31												

Kāpiti Line

● All day
○ Part of the day

January 2023							February 2023						
M	T	W	Th	F	S	S	M	T	W	Th	F	S	S
						1			1	2	3	4	5
2	3	4	5	6	7	8	6	7	8	9	10	11	12
9	10	11	12	13	14	15	13	14	15	16	17	18	19
16	17	18	19	20	21	22	20	21	22	23	24	25	26
23	24	25	26	27	28	29	27	28					
30	31												

Johnsonville Line

● All day
○ Part of the day

January 2023							February 2023						
M	T	W	Th	F	S	S	M	T	W	Th	F	S	S
						1			1	2	3	4	5
2	3	4	5	6	7	8	6	7	8	9	10	11	12
9	10	11	12	13	14	15	13	14	15	16	17	18	19
16	17	18	19	20	21	22	20	21	22	23	24	25	26
23	24	25	26	27	28	29	27	28					
30	31												

Wairarapa Line

● All day
○ Part of the day

January 2023							February 2023						
M	T	W	Th	F	S	S	M	T	W	Th	F	S	S
						1			1	2	3	4	5
2	3	4	5	6	7	8	6	7	8	9	10	11	12
9	10	11	12	13	14	15	13	14	15	16	17	18	19
16	17	18	19	20	21	22	20	21	22	23	24	25	26
23	24	25	26	27	28	29	27	28					
30	31												

[Wed 8 June 2021 onwards](#) – bus replacing 4x daytime serv ces. Click for more information on [Upgrade works](#)

Metlink Calendar

Date	Meeting
7/2/23	Council workshop
16/2/23	Transport Committee meeting
23/2/23	Council meeting
9/03/23	Council workshop
14/03/23	Council meeting
23/3/23	Transport Committee meeting
4/5/23	Transport Committee meeting
18/5/23	Council meeting

Please refer to the [2023 PT reports to Council and Committees Programme](#) for more information on reports required.