



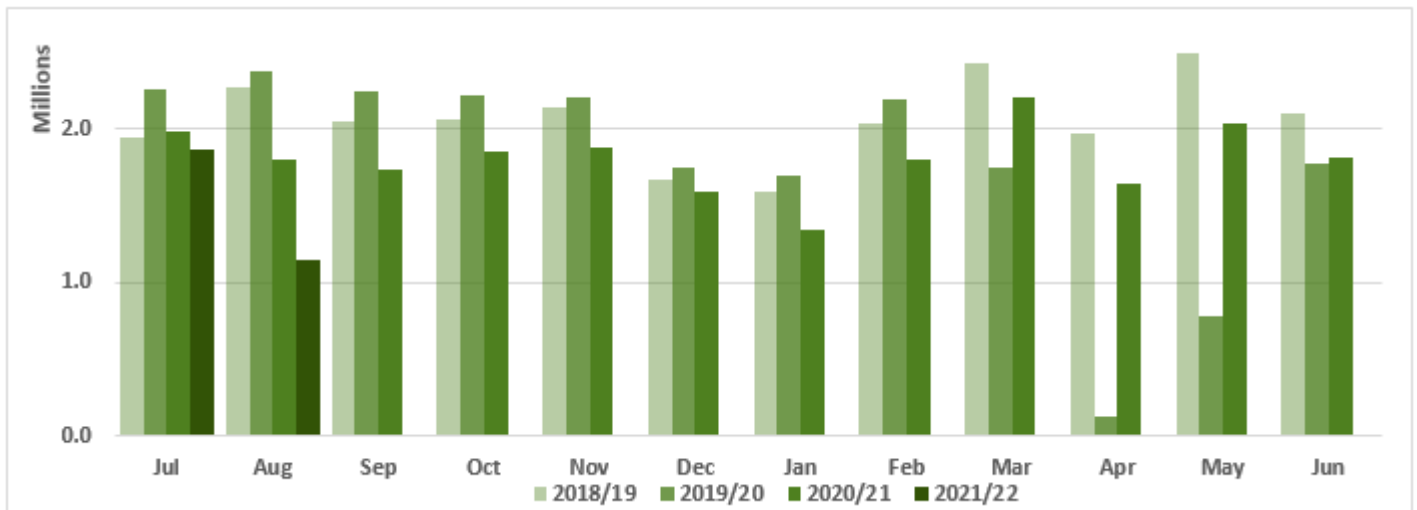
Patronage

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.

August 2021 saw reduced passenger boardings when compared to last year, especially with the change from alert level 1 to alert level 4 from 18th. Prior to Covid-19 (in 2019/20) we had been seeing record patronage growth for both bus & rail.

Bus passenger boardings

Under alert levels 1 and 4, August bus passenger boardings were 36.7% lower than the same month last year and 20.4% lower for the year to date. Prior to Covid-19 (in 2019/20), we were seeing increased growth of 7.3% (July 2019 to February 2020).



By area for Aug

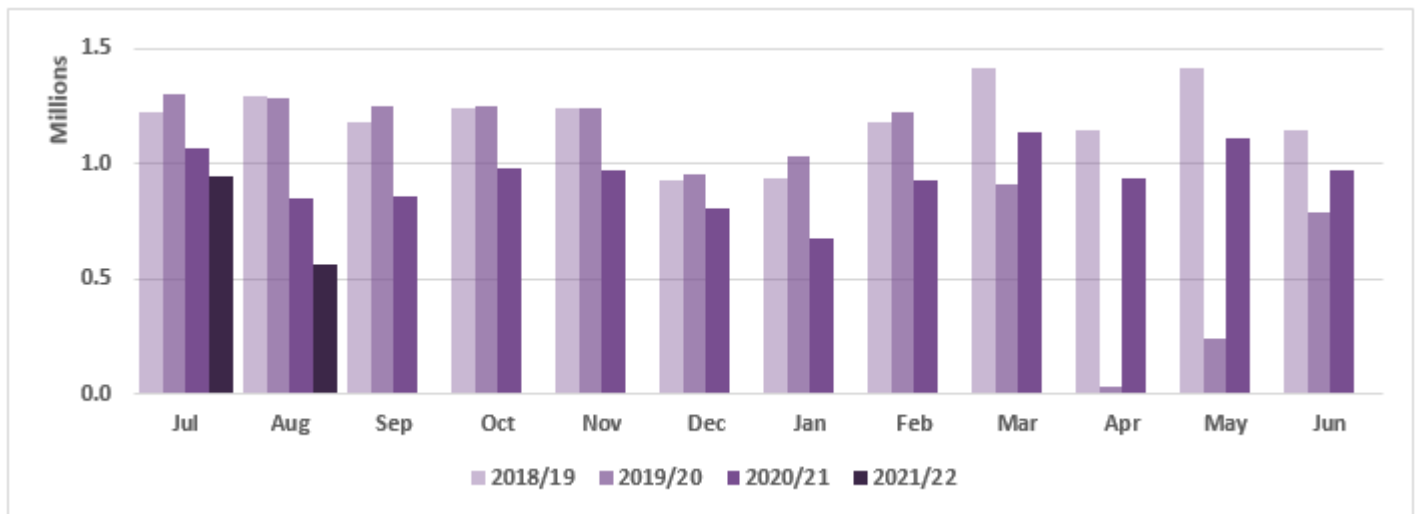
	Aug-21	Aug-20	% Change
Wellington	839,276	1,284,500	-34.7%
Hutt Valley	219,991	373,884	-41.2%
Porirua	46,006	82,569	-44.3%
Kapiti	28,661	49,456	-42.0%
Wairarapa	7,701	14,223	-45.9%
Total	1,141,635	1,804,632	-36.7%

By area - year to date (Jul - Aug)

	2021/22	2020/21	% Change
Wellington	2,241,114	2,747,713	-18.4%
Hutt Valley	561,142	750,515	-25.2%
Porirua	115,853	160,765	-27.9%
Kapiti	71,131	96,111	-26.0%
Wairarapa	19,437	26,451	-26.5%
Total	3,008,677	3,781,555	-20.4%

Rail passenger boardings

Under alert levels 1 and 4, August rail passenger boardings were 33.3% lower than the same month last year, and 20.9% lower for the year to date. Prior to Covid-19 (in 2019/20), we were seeing increased growth of 3.5% (July 2019 to February 2020).



By line for Aug

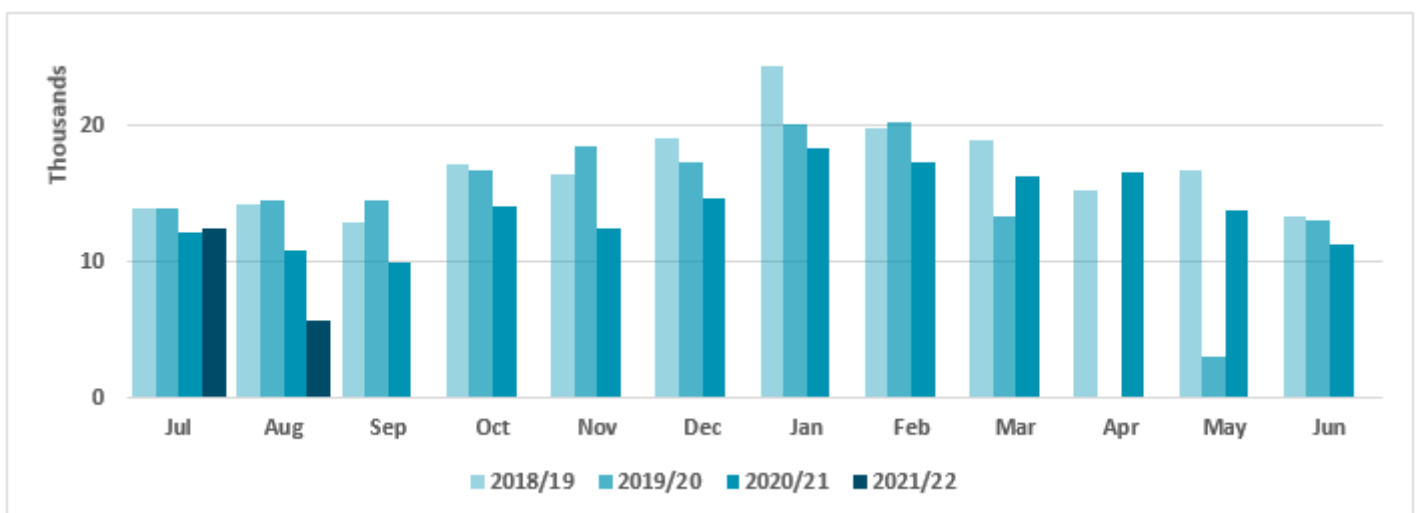
	Aug-21	Aug-20	% Change
Hutt Valley	249,315	352,097	-29.2%
Kapiti	228,853	358,377	-36.1%
Johnsonville	56,855	92,684	-38.7%
Wairarapa	30,794	44,594	-30.9%
Total	565,817	847,752	-33.3%

By line - year to date (Jul - Aug)

	2021/22	2020/21	% Change
Hutt Valley	684,015	801,932	-14.7%
Kapiti	585,851	804,097	-27.1%
Johnsonville	152,033	199,607	-23.8%
Wairarapa	87,739	103,454	-15.2%
Total	1,509,638	1,909,090	-20.9%

Ferry passenger boardings

Under alert levels 1 and 4, August ferry boardings show a decrease of 48.6%, on the same month last year, and a 21.9% decrease for the year to date. There were no ferry services under alert level 4, and weather conditions often affect ferry boardings. We were seeing a decrease of 1.4% prior to Covid-19 (July 2019 to February 2020).



For Aug

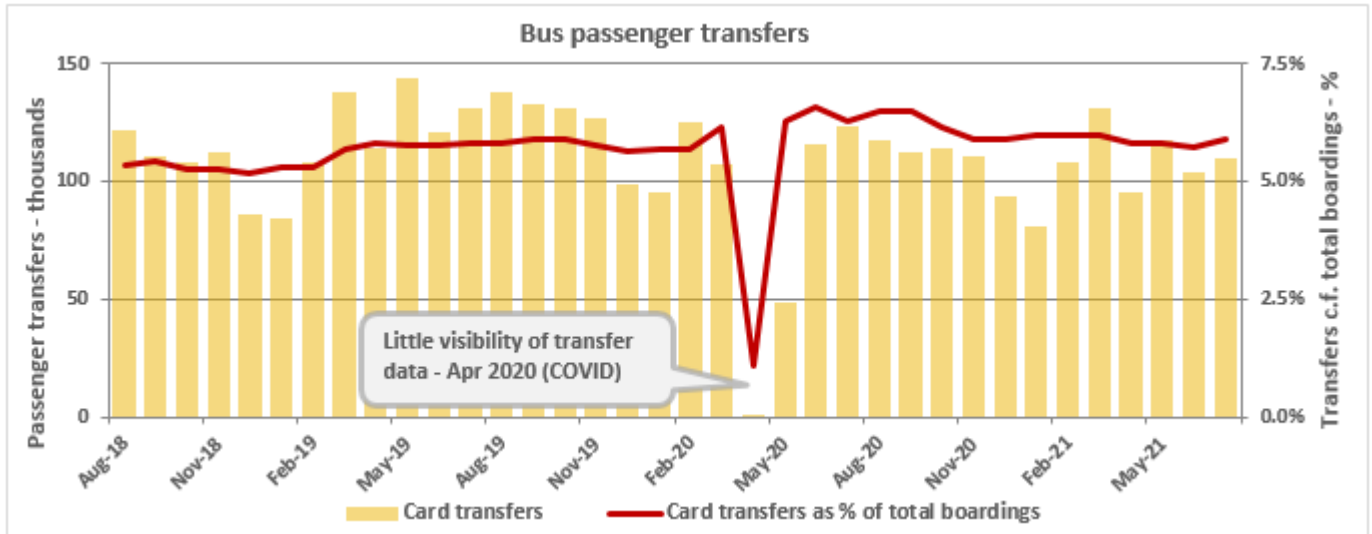
	Aug-21	Aug-20	% Change
Total	5,606	10,897	-48.6%

Year to date (Jul - Aug)

	2021/22	2020/21	% Change
Total	18,008	23,052	-21.9%

Bus passenger transfers and journeys

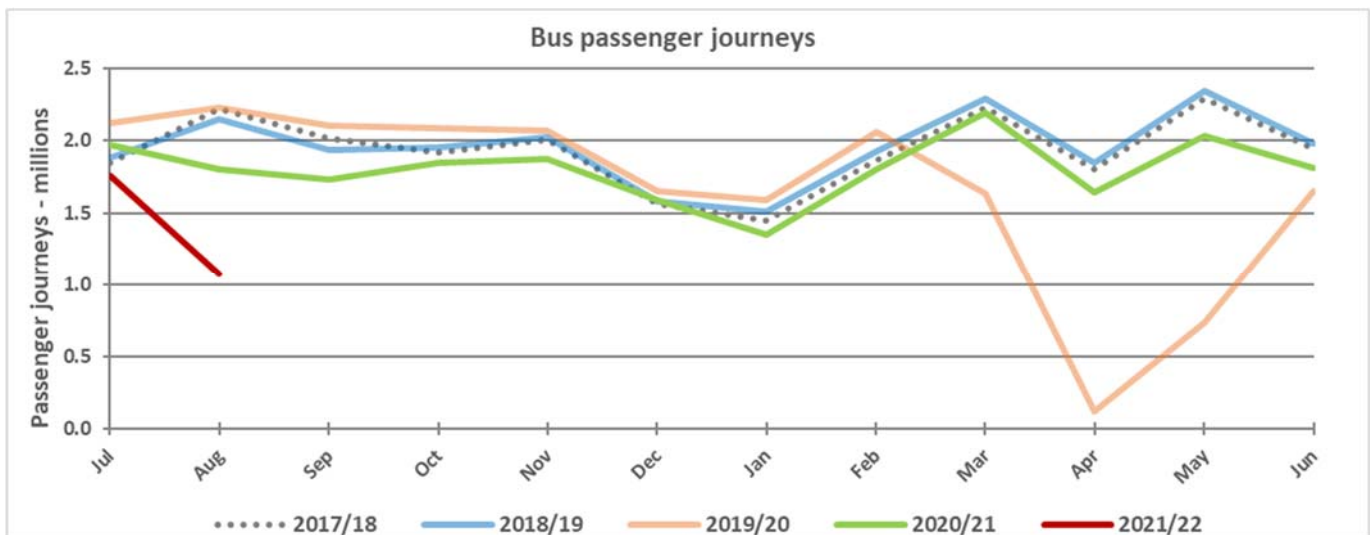
Metlink allows bus-to-bus transfers at no extra cost to passengers using a Snapper card, provided they tap on to the next bus within 30 minutes of tagging off the bus before. These card transfers accounted for 6.1% of passenger boardings for August.



The graph below compares bus passenger journeys (passenger boardings less transfers) financial year-on-financial year¹.

- 2017/18 (1 July 2017 to 30 June 2018) is prior to the major network changes being implemented.
- 2018/19 (1 July 2018 to 30 June 2019) captures 11 ½ months of activity after the major network changes were implemented on 15 July 2018.

With the change from alert level 1 to alert level 4, bus journeys for August 2021 show a decrease of 40.6% on the same month last year. This compares to growth of 6.5% from July 2019 to February 2020 (prior to Covid-19).



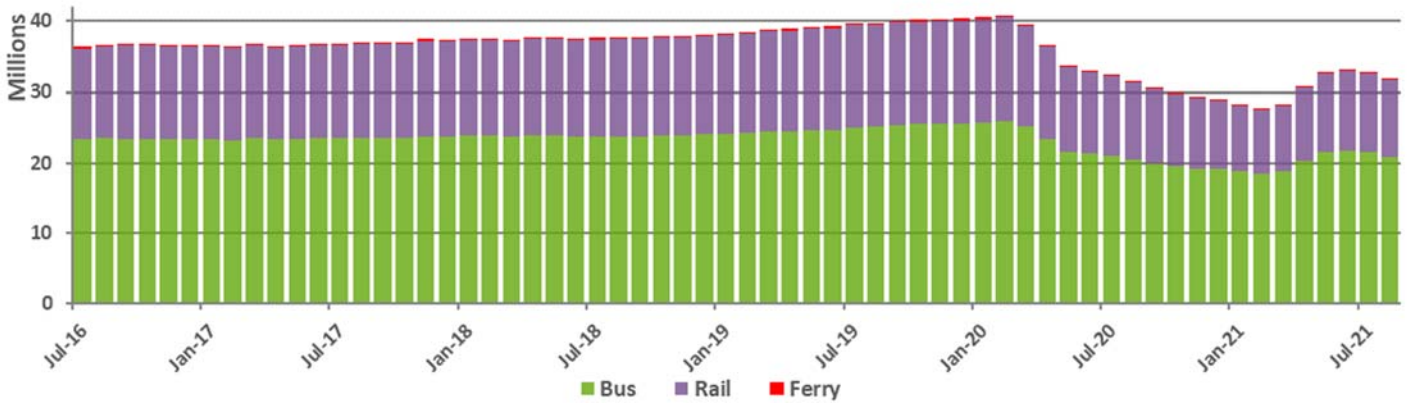
¹ Prior to the new Network, transfers accounted for c. 2.6 % based on 2014/15 data available to Metlink. This transfer rate has been assumed up until the new contracts were implemented between April and July 2018.

Passenger boardings trend

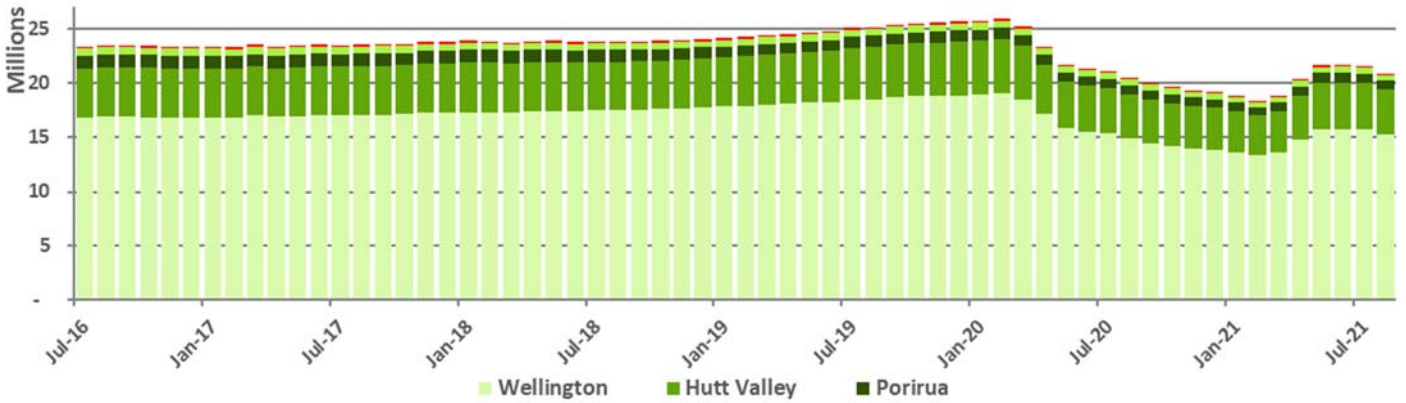
The following graphs show the number of passenger boardings using a 12-month rolling total.

There had been continuing growth up to February 2020, but with the Covid-19 pandemic (mid-March 2020 onwards) we can see decreased boardings growth for all modes.

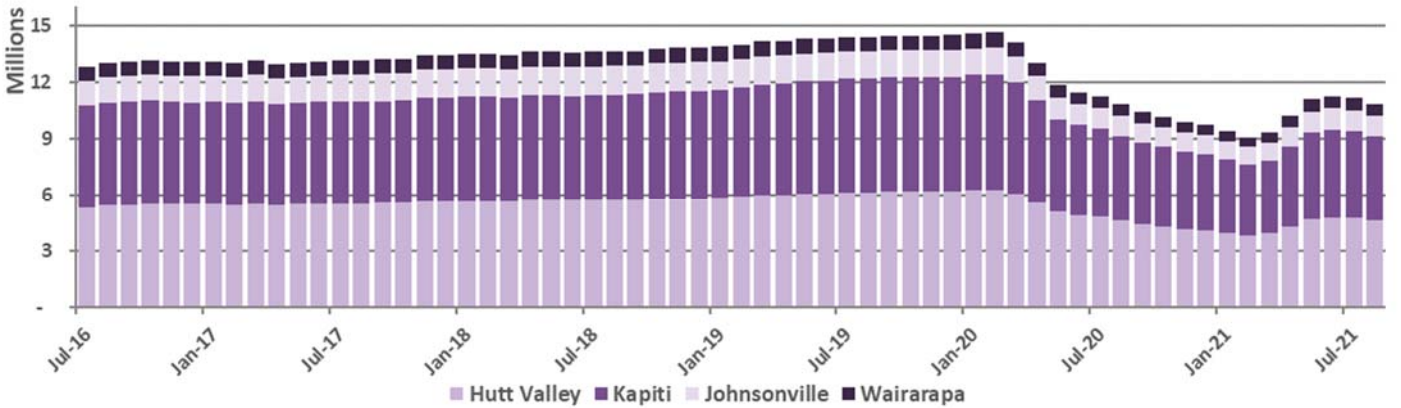
All modes



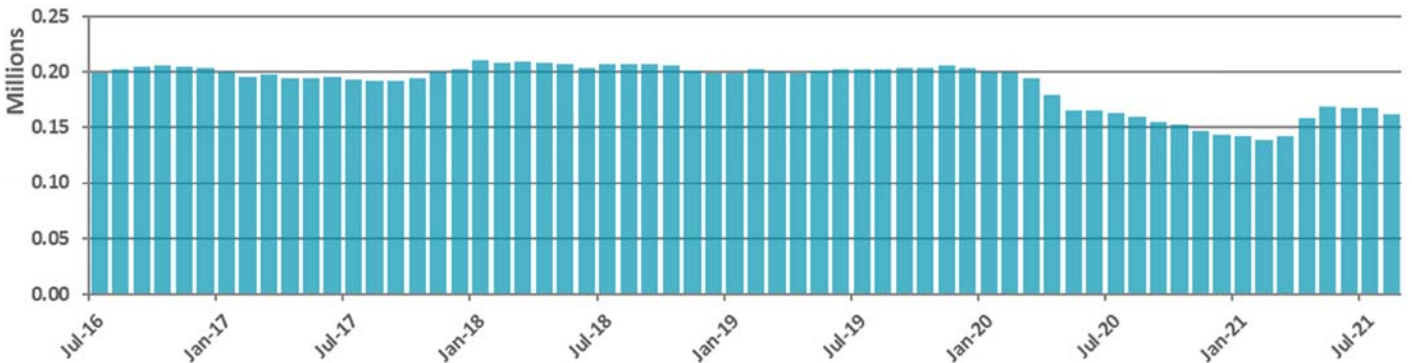
Bus



Rail



Ferry





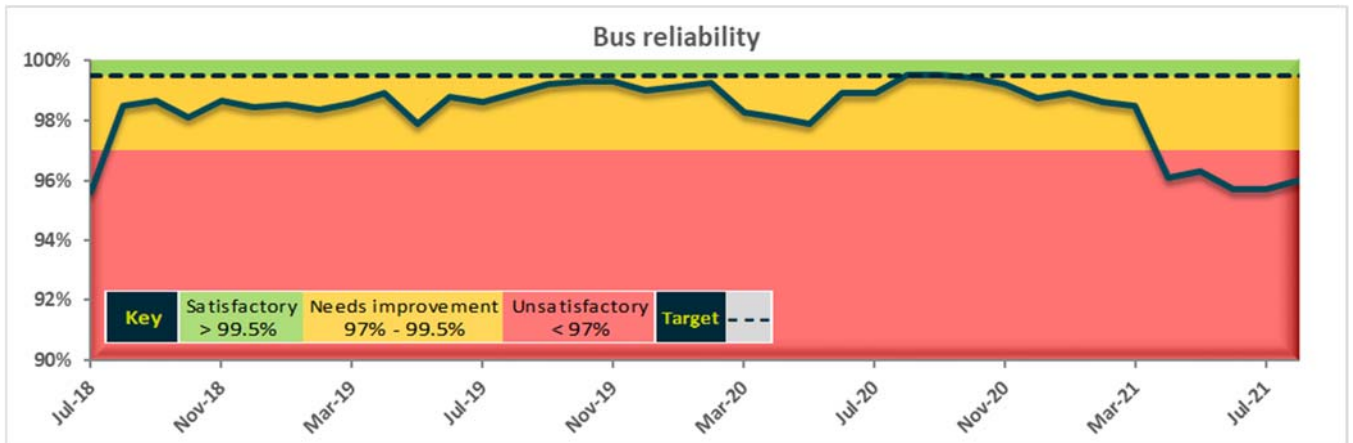
Bus service delivery

Reliability

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

96.0% of bus services were delivered in August and 95.8% for the year to date. *NB: reliability in August is for 1st to 17th only – under the level 4 lockdown from August 18, our systems were not aligned to the timetables that were being run and reliability could not be measured.*

Reliability this month was affected by multiple service cancellations - generally due to staff shortages in Wellington, Porirua, and Hutt Valley.

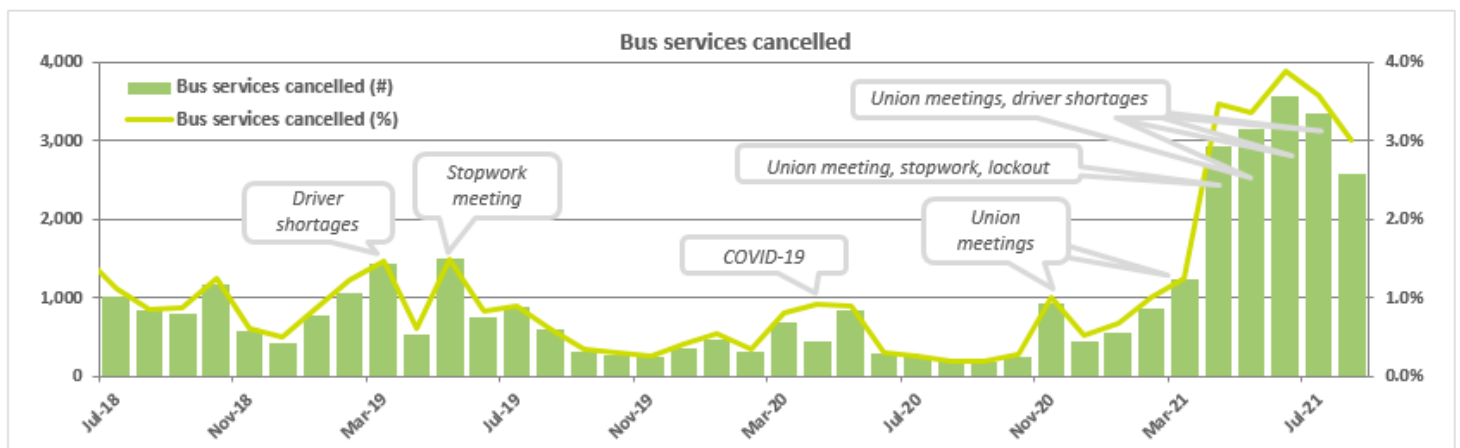


Reliability - current month

	Aug-21	Aug-20	% Change
Wellington City			
Newlands & Tawa	99.3%	99.9%	-0.5%
East, West & City	94.7%	99.1%	-4.4%
North, South, Khandallah & Brooklyn	96.4%	99.6%	-3.2%
Hutt Valley	95.3%	99.6%	-4.3%
Porirua	96.5%	99.6%	-3.0%
Kapiti	99.6%	99.6%	-0.1%
Wairarapa	98.5%	99.5%	-1.0%
Total	96.0%	99.5%	-3.5%

Reliability - year to date (Jul - Aug)

	2021/22	2020/21	% Change
Wellington City			
Newlands & Tawa	99.5%	99.9%	-0.4%
East, West & City	95.6%	98.1%	-2.5%
North, South, Khandallah & Brooklyn	94.7%	99.5%	-4.8%
Hutt Valley	94.9%	99.6%	-4.7%
Porirua	96.5%	99.6%	-3.1%
Kapiti	99.7%	99.8%	-0.1%
Wairarapa	99.3%	99.6%	-0.3%
Total	95.8%	99.2%	-3.4%

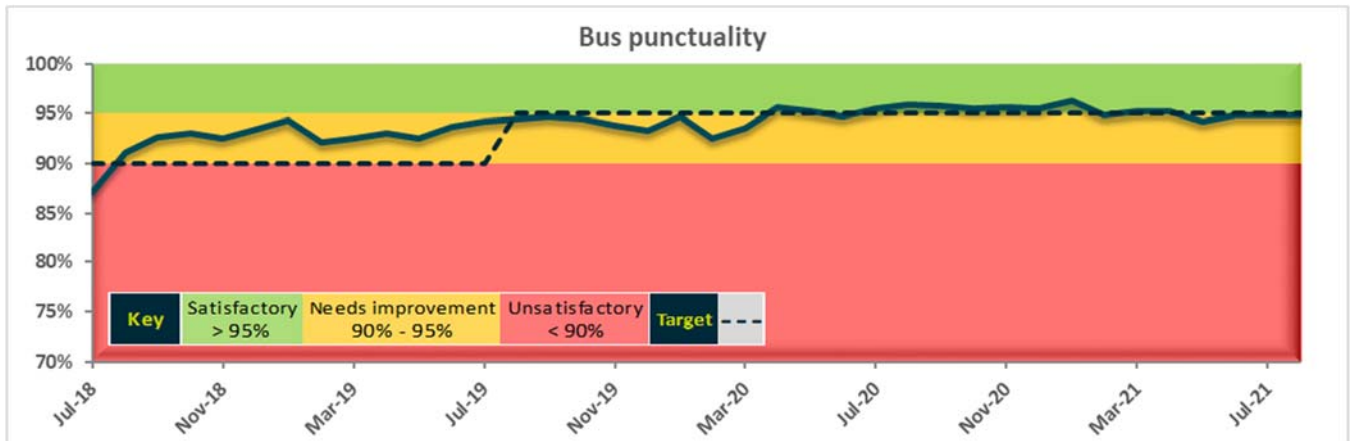


Punctuality

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

Bus service punctuality was 94.9% in August, and also for the year to date. *NB: punctuality in August is for 1st to 17th only – under the level 4 lockdown from August 18, our systems were not aligned to the timetables that were being run and punctuality could not be measured.*

This month punctuality was affected by roadworks at Kenepuru, smaller roadwork events across the network, and general traffic delays. Late trains and bus replacement arrivals continue to affect punctuality in the Wairarapa.



Punctuality - current month

	Aug-21	Aug-20	% Change
Wellington City			
Newlands & Tawa	94.3%	94.2%	0.2%
East, West & City	95.8%	96.2%	-0.4%
North, South, Khandallah & Brooklyn	92.3%	94.0%	-1.7%
Hutt Valley	95.2%	96.8%	-1.6%
Porirua	95.3%	96.4%	-1.2%
Kapiti	98.2%	98.8%	-0.6%
Wairarapa	91.7%	96.0%	-4.3%
Total	94.9%	95.9%	-1.0%

Punctuality - year to date (Jul - Aug)

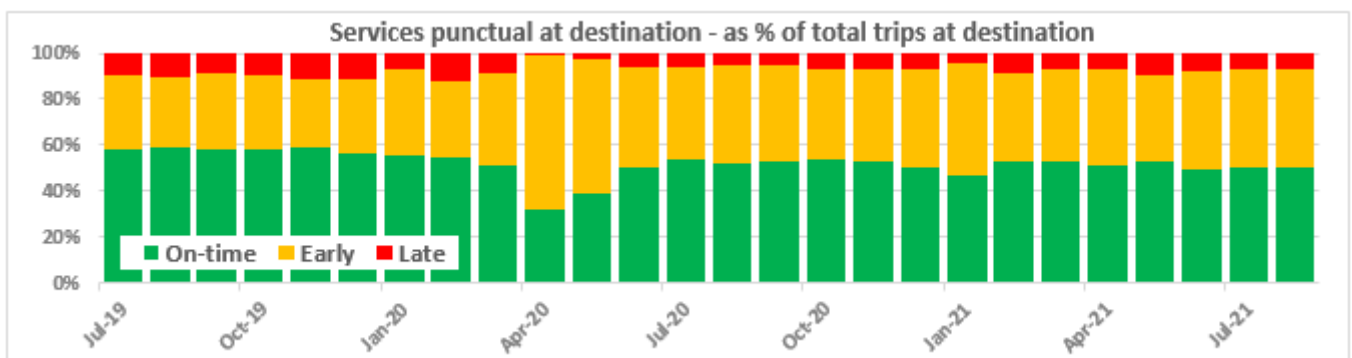
	2021/22	2020/21	% Change
Wellington City			
Newlands & Tawa	93.5%	94.1%	-0.6%
East, West & City	95.7%	96.0%	-0.3%
North, South, Khandallah & Brooklyn	92.6%	93.8%	-1.2%
Hutt Valley	95.1%	96.7%	-1.6%
Porirua	95.2%	95.9%	-0.7%
Kapiti	98.2%	98.7%	-0.5%
Wairarapa	92.1%	94.8%	-2.7%
Total	94.9%	95.7%	-0.8%

Punctuality at destination

Bus punctuality at destination is not a contractual measure, but 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 origin, with factors such as traffic, passenger volumes and behaviour, accidents and roadworks all affecting the punctuality of services.

In August, 50.1% of bus services recorded at destination arrived on time, with a further 43.4% arriving more than one minute early. Only 6.5% of services arrived more than five minutes late.



Punctuality at destination - current month

	Aug-21	Aug-20	% Change
On-time	50.1%	52.4%	-2.3%
Early	43.4%	42.6%	0.8%
Late	6.5%	5.0%	1.5%

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

	2021/22	2020/21	% Change
On-time	50.4%	52.9%	-2.5%
Early	42.8%	41.4%	1.4%
Late	6.7%	5.7%	1.1%

Rail service delivery

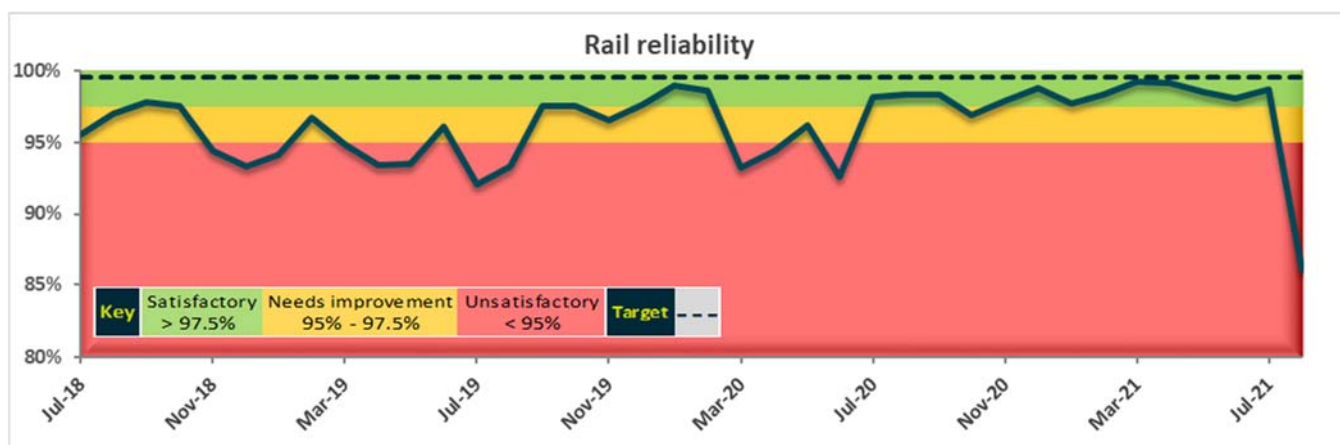
Reliability

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 86.1% in August and 93.1% for the year to date.

Severe weather continued to cause issues across the network on multiple days, with a number of slips on the Johnsonville and Kapiti lines, waves crashing over the line a few times at Ngauranga, and wind affecting the overhead at Wellington Station. On the 17th August a slip near Paekakariki led to the derailment of a train – this, along with other weather related issues, had significant impact on reliability across the rail network, with the derailment affecting train services for the next couple of days.

There were also a number of signal and track issues, including a nationwide signals outage. Interpeak Wairarapa services were affected by the closure of SH2 on 20th August due to an accident. On 18th August Wellington went into Level 4 lockdown - a Saturday timetable was implemented for the rest of the month.



Reliability - current month

	Aug-21	Aug-20	% Change
Hutt Valley	88.7%	98.0%	-9.3%
Johnsonville	86.1%	99.4%	-13.3%
Kapiti	84.0%	98.0%	-14.0%
Wairarapa	72.0%	94.6%	-22.6%
Total	86.1%	98.3%	-12.2%

Reliability - year to date (Jul - Aug)

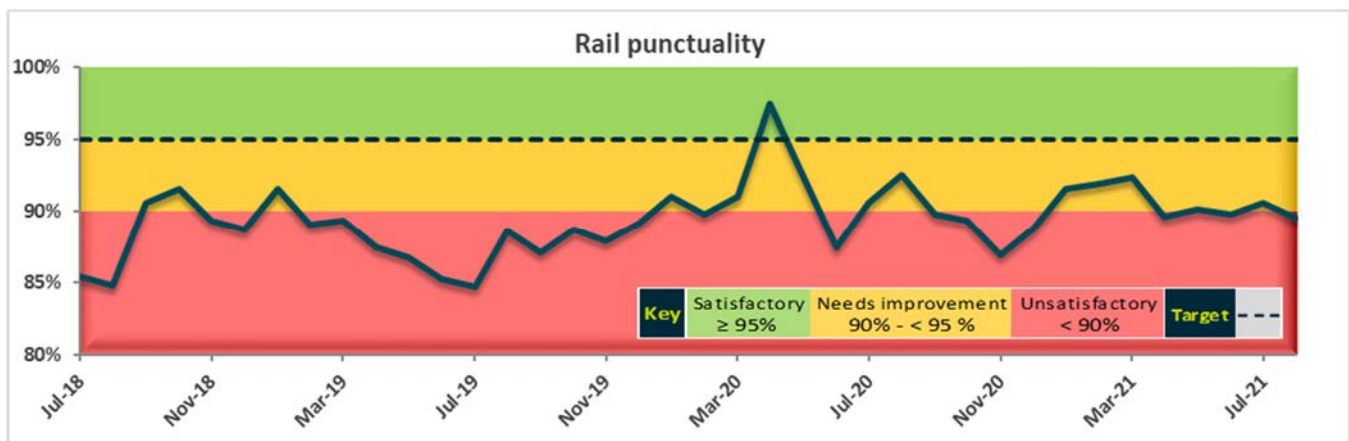
	2021/22	2020/21	% Change
Hutt Valley	95.0%	98.3%	-3.3%
Johnsonville	92.6%	98.7%	-6.1%
Kapiti	91.5%	97.9%	-6.4%
Wairarapa	87.7%	96.4%	-8.7%
Total	93.1%	98.2%	-5.1%



Punctuality

The rail punctuality measure records the percentage of services arriving at key interchange stations and final destination within five minutes of the scheduled time.

Punctuality for August was 89.5% and 90.1% for the year to date. Ongoing disruptions caused by weather, and late running freight services, affected punctuality this month. There were a small number of track issues and mechanical faults, and a large number of speed restrictions, which affected performance on the Kapiti line.



Punctuality - current month

	Aug-21	Aug-20	% Change
Hutt Valley	90.8%	92.0%	-1.2%
Johnsonville	97.4%	97.2%	0.2%
Kapiti	82.5%	92.3%	-9.8%
Wairarapa	73.0%	59.3%	13.7%
Total	89.5%	92.6%	-3.1%

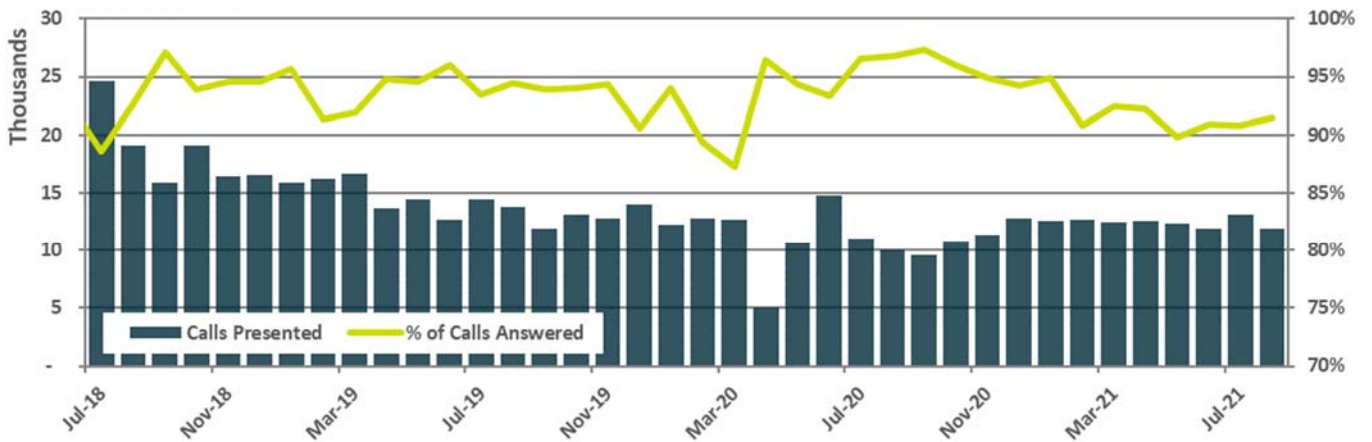
Punctuality - year to date (Jul - Aug)

	2021/22	2020/21	% Change
Hutt Valley	91.7%	89.8%	1.9%
Johnsonville	97.4%	98.1%	-0.7%
Kapiti	84.0%	91.8%	-7.8%
Wairarapa	68.0%	51.9%	16.1%
Total	90.1%	91.5%	-1.4%

Customer Contact

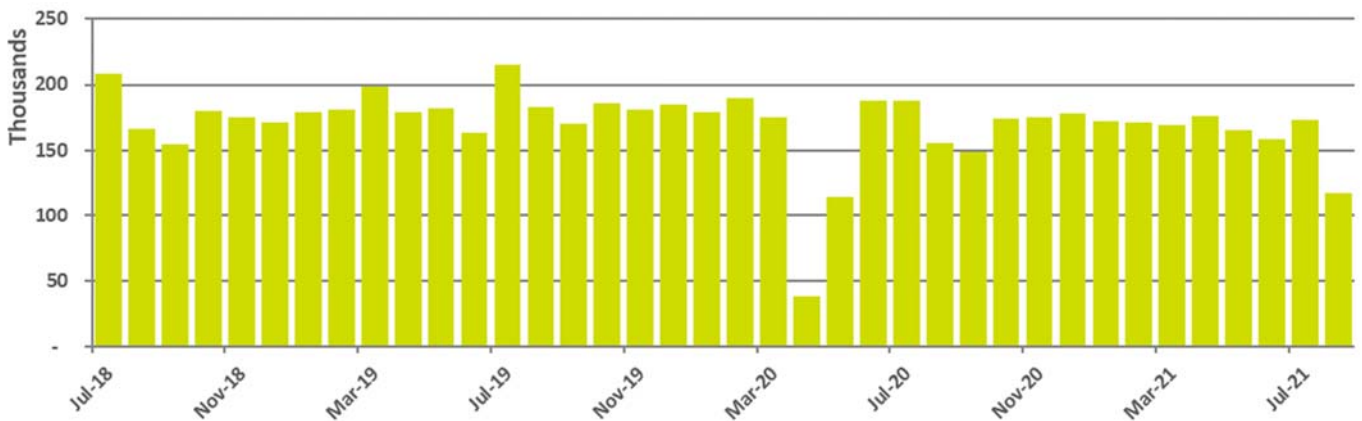
Call centre incoming calls

Metlink answered 91.5% of the 12,000 calls received in August, and 91.1% of the 25,000 calls year to date.



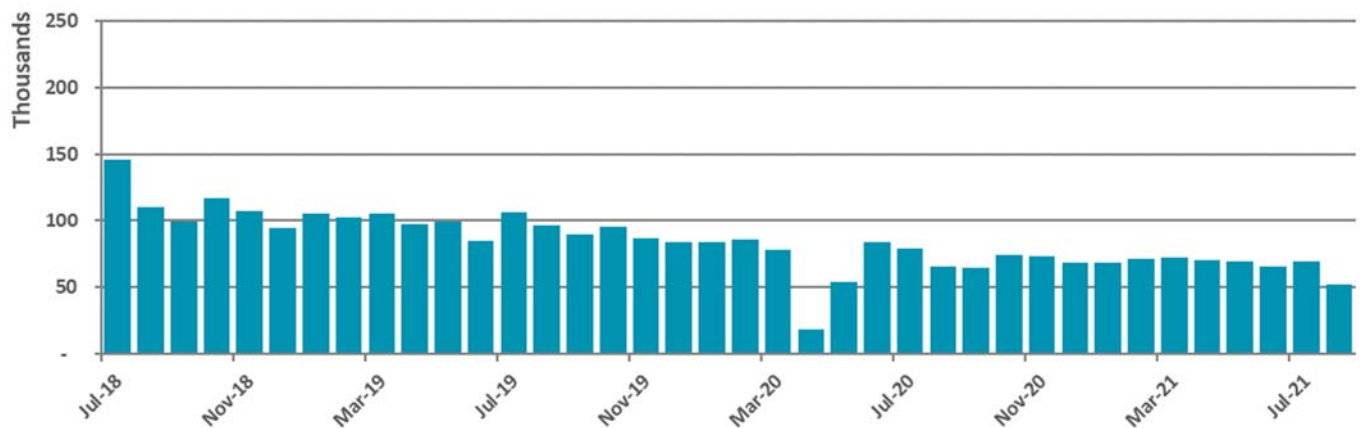
Metlink app – unique users

In August there were 117,000 unique users of the Metlink app, 24.5% less than the same month last year. With the change to alert level 4 mid-month there were fewer people using public transport



Metlink website – unique users

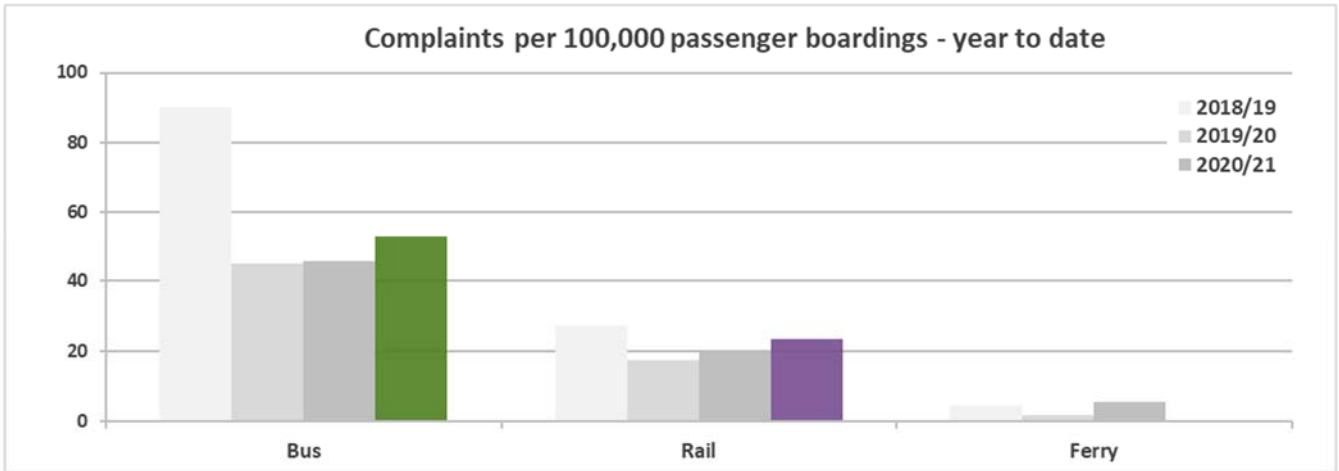
In August there were 53,000 unique users of the Metlink website, a decrease of 19.8% on the same month last year. With the change to alert level 4 mid-month there were fewer people using public transport



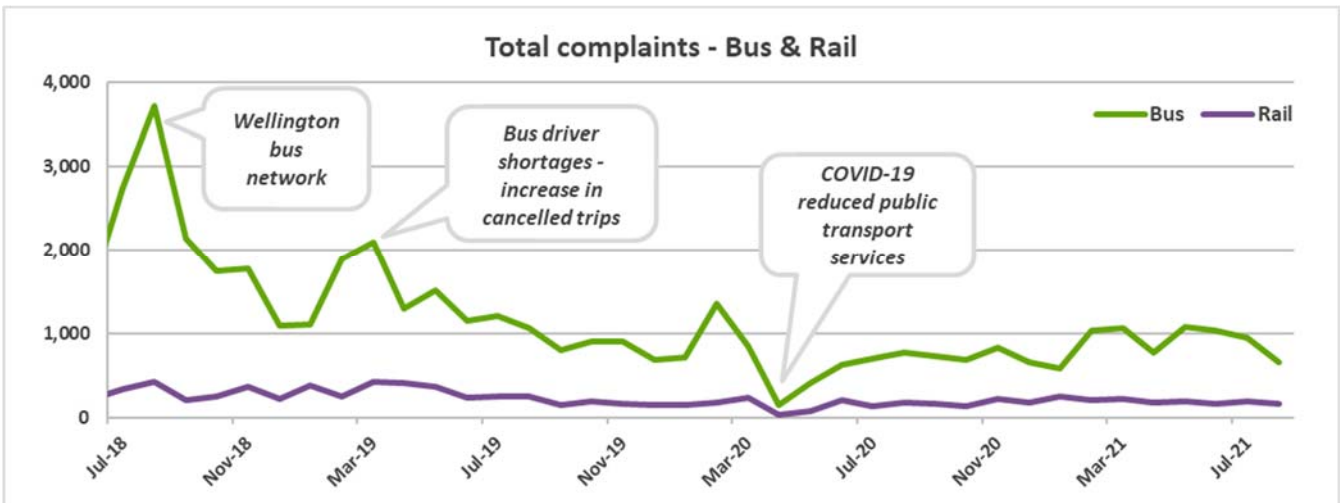
Complaints

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 higher for bus than any other mode.

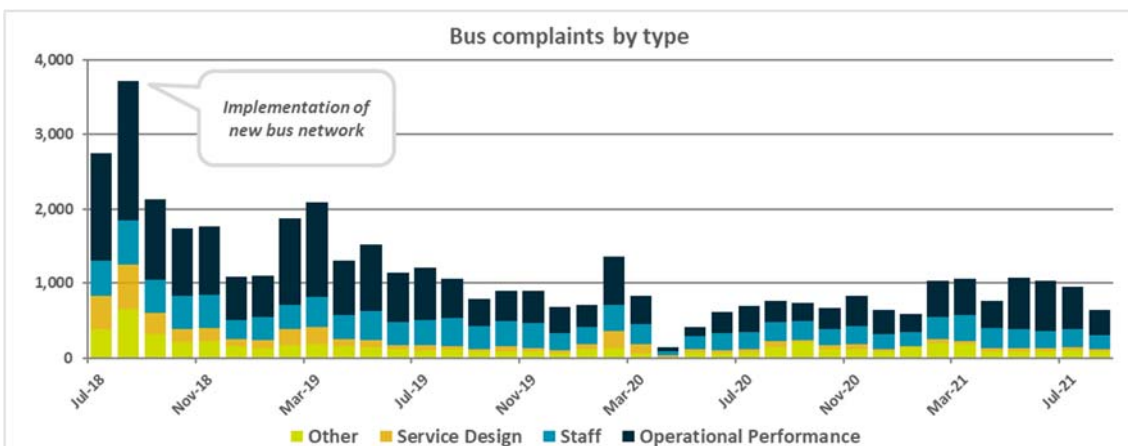


Complaints for both bus and rail have trended downwards overall.



Bus complaints

Bus complaints for the month were 15.0% lower than in August last year, and 9.4% higher for the year to date - operational performance and staff related complaints were 83% of bus complaints for the month.



Bus complaints for current month

	Aug-21	Aug-20	% Change
Wellington			
Newlands, Tawa	14	36	-61.1%
East-West, City	217	317	-31.5%
North-south, Khandallah, Brooklyn	186	222	-16.2%
Hutt Valley	191	138	38.4%
Porirua	30	42	-28.6%
Kapiti	8	7	14.3%
Wairarapa	5	4	25.0%
Total	651	766	-15.0%

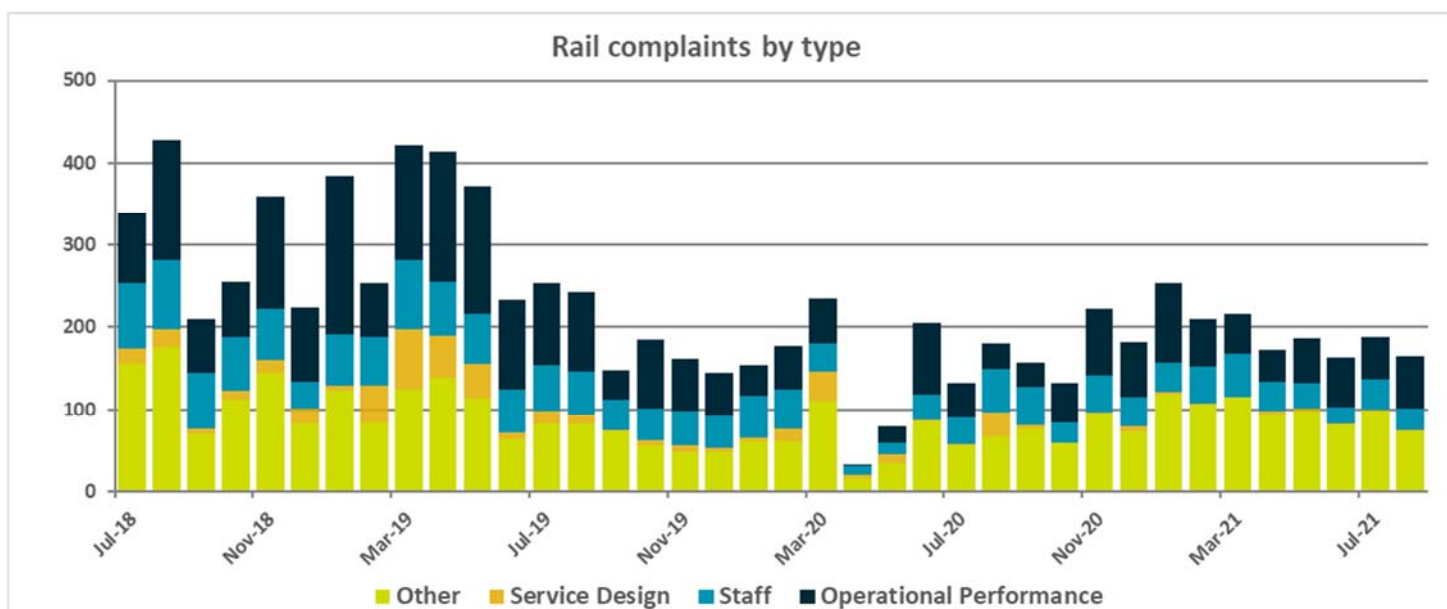
Bus complaints - year to date (Jul - Aug)

	2021/22	2020/21	% Change
Wellington			
Newlands, Tawa	42	70	-40.0%
East-West, City	545	591	-7.8%
North-south, Khandallah, Brooklyn	497	438	13.5%
Hutt Valley	434	269	61.3%
Porirua	60	72	-16.7%
Kapiti	15	14	7.1%
Wairarapa	6	7	-14.3%
Total	1,599	1,461	9.4%

Rail complaints

Rail complaints for August were 8.8% lower than the same month last year, and 12.7% higher for the year to date - operational performance and staff related complaints were 48% of rail complaints for the month.

Rail complaints by type



Rail complaints current month

	Aug-21	Aug-20	% Change
Hutt Valley	43	65	-33.8%
Kapiti	73	50	46.0%
Johnsonville	12	4	200.0%
Wairarapa	13	28	-53.6%
General	24	34	-29.4%
Total	165	181	-8.8%

Rail complaints - year to date (Jul - Aug)

	2021/22	2020/21	% Change
Hutt Valley	102	106	-3.8%
Kapiti	134	94	42.6%
Johnsonville	22	10	120.0%
Wairarapa	39	46	-15.2%
General	57	58	-1.7%
Total	354	314	12.7%