

# Metlink performance report

MARCH 2025



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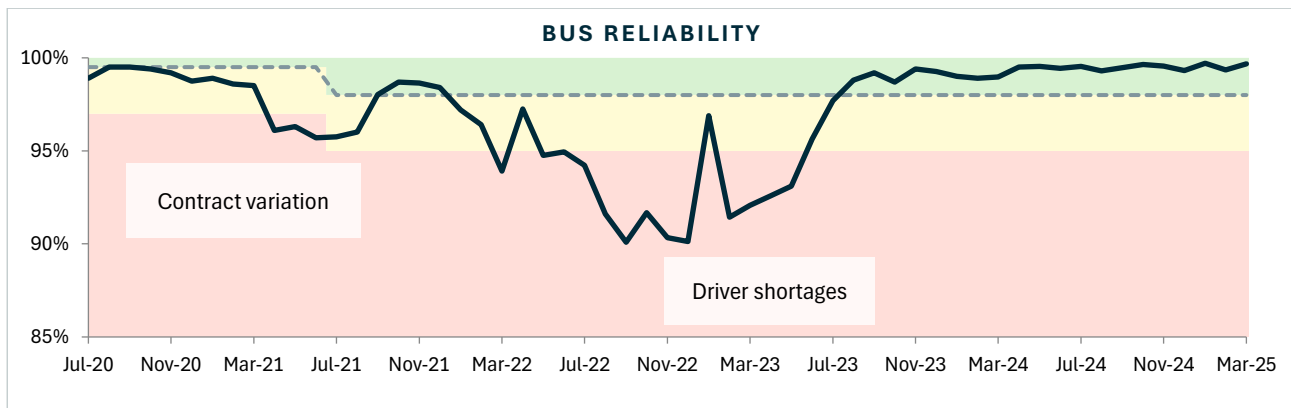
# Partner performance



## Bus operators

### Reliability

The bus reliability measure shows the percentage of scheduled services that ran, as tracked by RTI and Snapper systems. In March, 99.7% 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.



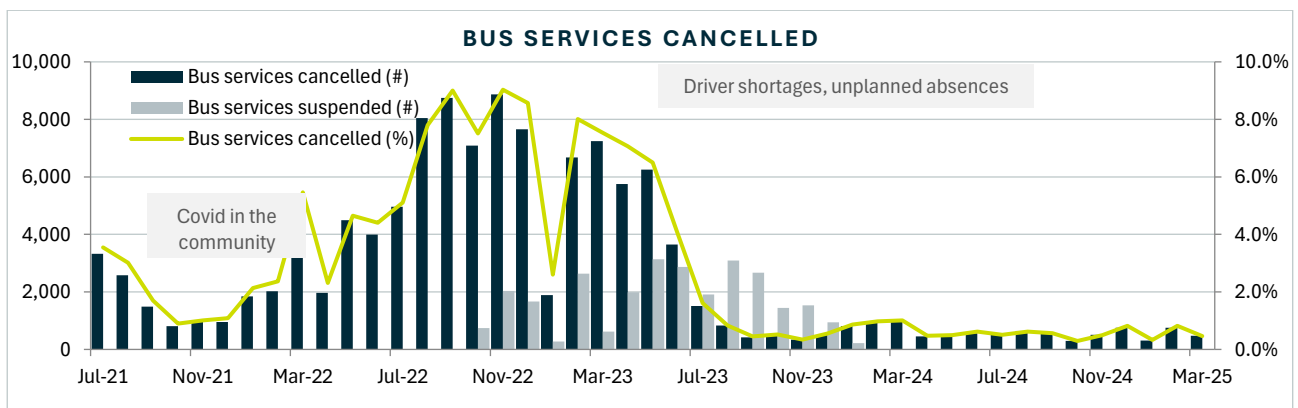
■ ≥98%, Meets/exceeds target 
 ■ 98%-95% Needs improvement 
 ■ <95% Unsatisfactory

#### Reliability - current month

	Mar-25	Mar-24	Change
Wellington City			
Newlands & Tawa	99.8%	98.8%	0.9%
East, West & City	99.9%	99.7%	0.2%
North, South, Khandallah & Brooklyn	99.1%	97.6%	1.5%
Hutt Valley	99.9%	99.4%	0.5%
Porirua	99.5%	97.8%	1.7%
Kapiti	100.0%	99.9%	0.1%
Wairarapa	99.8%	99.3%	0.6%
<b>Total</b>	<b>99.7%</b>	<b>99.0%</b>	<b>0.7%</b>

#### Reliability - year to date (Jul - March)

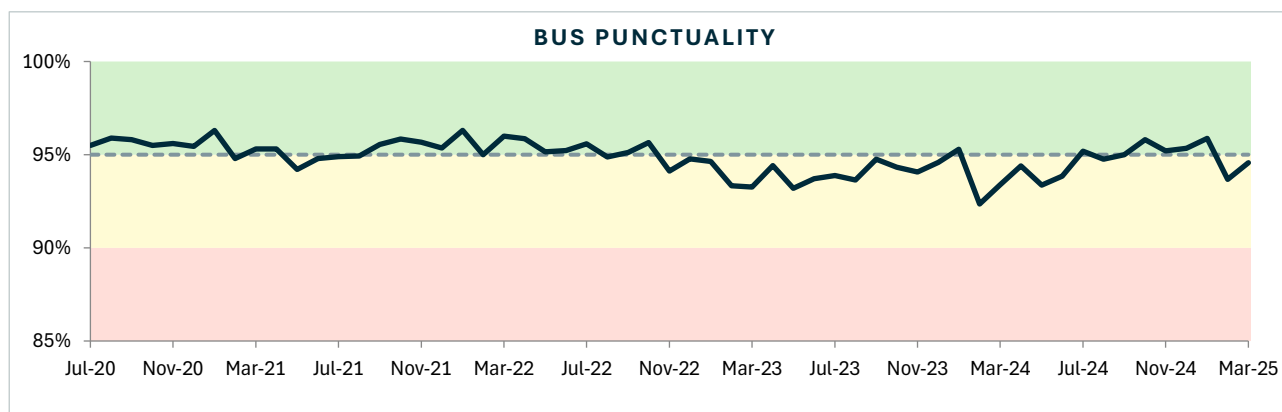
	2024/25	2023/24	Change
Wellington City			
Newlands & Tawa	99.6%	99.3%	0.3%
East, West & City	99.8%	99.8%	0.0%
North, South, Khandallah & Brooklyn	99.0%	97.5%	1.5%
Hutt Valley	99.8%	99.3%	0.5%
Porirua	99.1%	97.1%	2.0%
Kapiti	99.7%	99.4%	0.3%
Wairarapa	99.3%	98.5%	0.8%
<b>Total</b>	<b>99.5%</b>	<b>98.9%</b>	<b>0.6%</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 94.6% in March and 95.1% for the year to date. Punctuality this month has been impacted by congestion in the usual places across the region, and various roadworks sites, including Evans Bay Parade and Thorndon Quay. Planned events in March have also impacted punctuality, including the Newtown Festival, Petone Rotary Fair, Weetbix Kids Tryathlon, and Cuba Dupa.



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

### Punctuality - current month

	Mar-25	Mar-24	Change
Wellington City			
Newlands & Tawa	95.1%	94.7%	0.4%
East, West & City	95.5%	94.2%	1.2%
North, South, Khandallah & Brooklyn	92.4%	91.5%	0.9%
Hutt Valley	93.7%	92.4%	1.3%
Porirua	96.3%	95.6%	0.7%
Kapiti	97.0%	94.0%	3.0%
Wairarapa	93.1%	93.3%	-0.3%
<b>Total</b>	<b>94.6%</b>	<b>93.4%</b>	<b>1.2%</b>

### Punctuality - year to date (Jul - March)

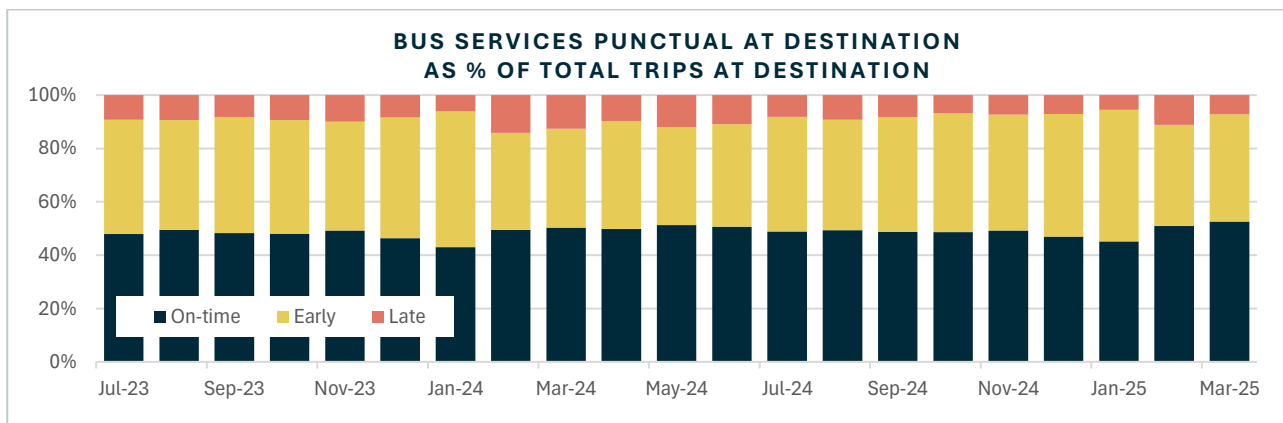
	2024/25	2023/24	Change
Wellington City			
Newlands & Tawa	95.8%	95.3%	0.5%
East, West & City	96.0%	95.5%	0.5%
North, South, Khandallah & Brooklyn	93.0%	91.0%	2.0%
Hutt Valley	94.3%	94.3%	0.0%
Porirua	96.8%	95.2%	1.6%
Kapiti	96.6%	93.2%	3.4%
Wairarapa	93.3%	91.2%	2.1%
<b>Total</b>	<b>95.1%</b>	<b>94.0%</b>	<b>1.1%</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 March, 52.5% of bus services recorded at destination arrived on time, with a further 40.3% arriving more than one minute early, while 7.2% of services arrived more than five minutes late.



**Punctuality at destination - current month**

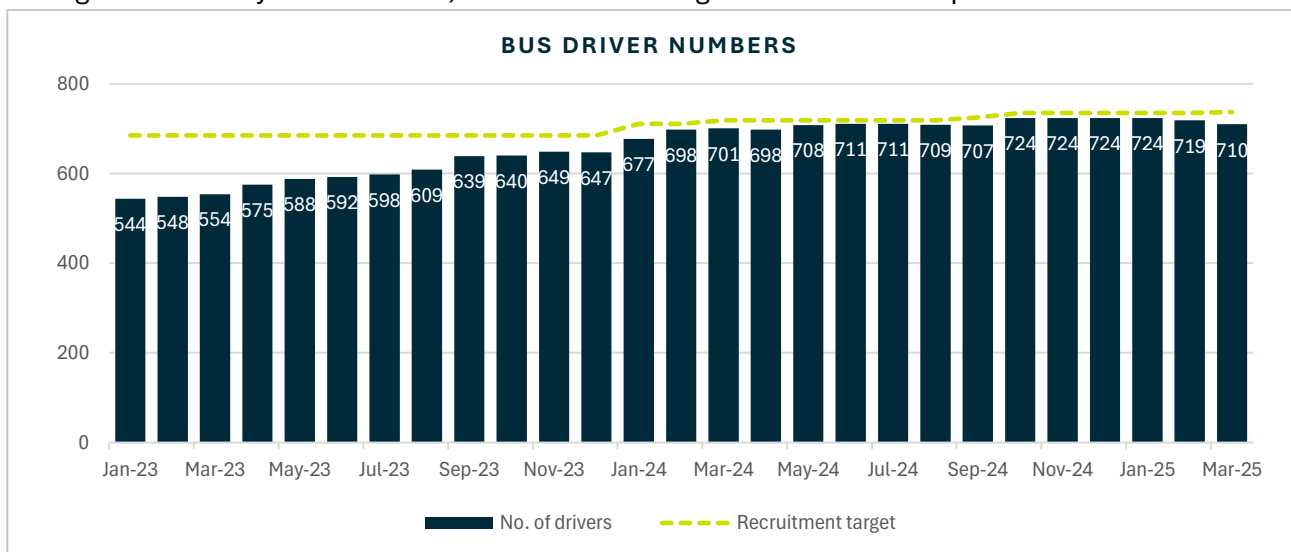
	Mar-25	Mar-24	Change
On-time	52.5%	50.3%	2.2%
Early	40.3%	37.1%	3.3%
Late	7.2%	12.6%	-5.5%

**Punctuality at destination - year to date (Jul - March)**

	2024/25	2023/24	Change
On-time	48.8%	48.0%	0.8%
Early	42.1%	42.2%	-0.1%
Late	9.1%	9.8%	-0.7%

## 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 737 drivers required to run the network.

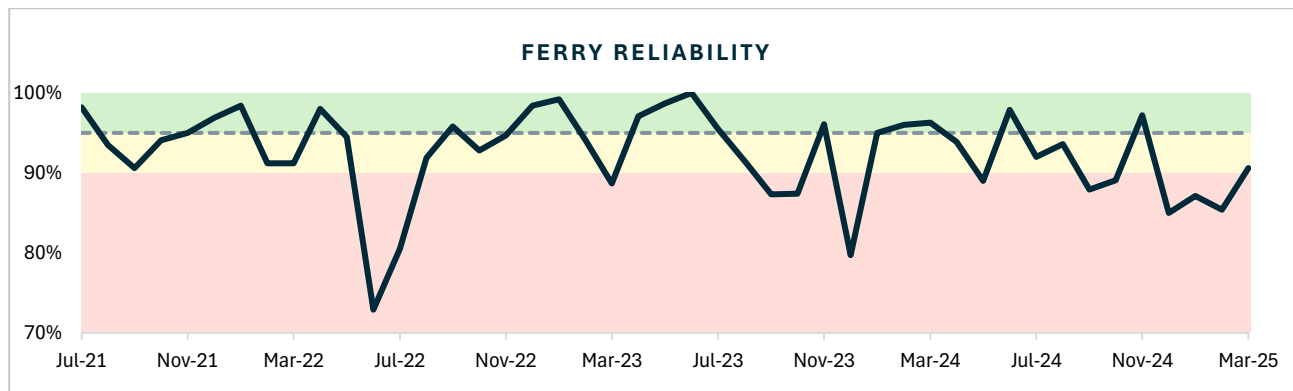




## Ferry operator Reliability

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

Reliability for March was 90.6%, compared to 96.3% for the same month last year. There were 36 weather-related cancellations this month, and 38 non-weather-related cancellations.



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

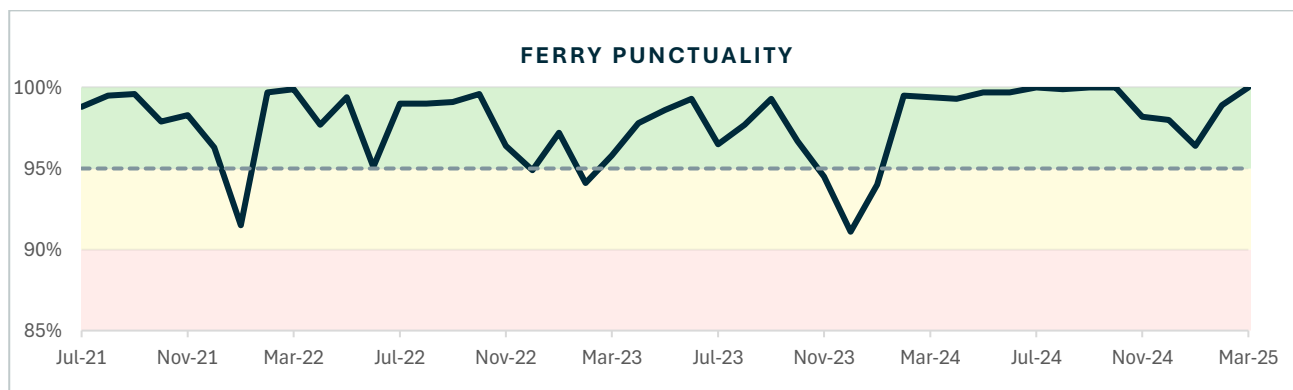
### Reliability - current month

	Mar-25	Mar-24	% Change
Total	90.6%	96.3%	-5.7%

## Punctuality

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

Punctuality for March was 100%, compared to 99.4% for the same month last year.



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

### Punctuality - current month

	Mar-25	Mar-24	% Change
Total	100.0%	99.4%	0.6%

# 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.

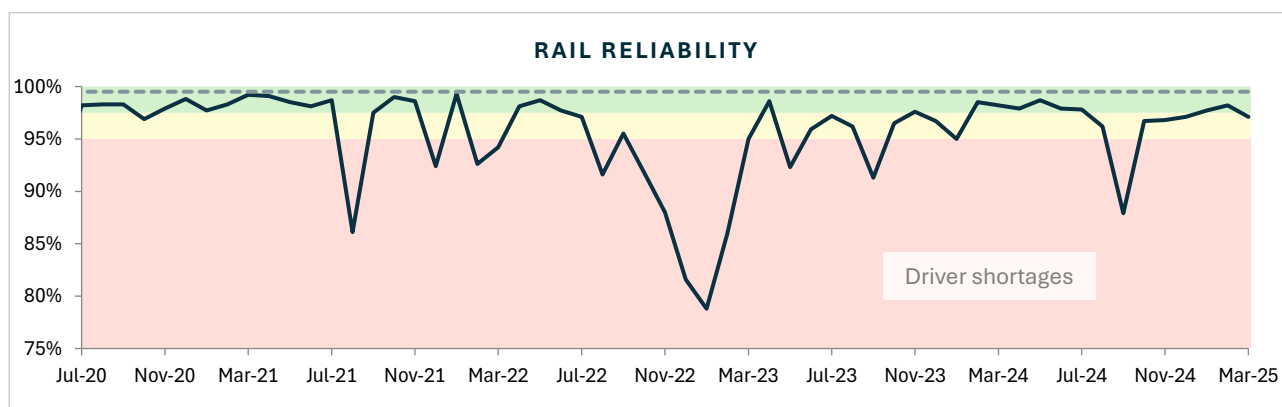
Rail service reliability was 97.1% in March and 96.1% for the year to date.

TSRs on the Kapiti Line continue to impact services leading to some early terminations at Paraparaumu.

In March, the Wairarapa line experienced significant disruption due to staff shortages, with the 3:38 PM and 6:18 PM services being replaced by buses on most days, this has continued through April as well.

On Thursday 27 March, a signal power failure at Wellington Station caused a temporary halt to all services, preventing trains from entering or departing Wellington during the majority of the AM peak. The issue was resolved post-peak.

Staff sickness affected 0.6% of services.



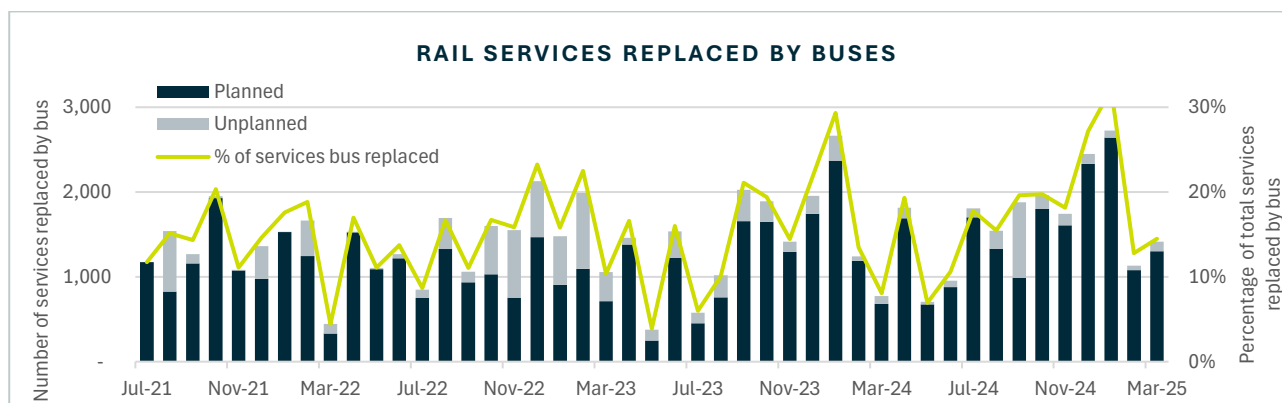
### Reliability - current month

	Mar-25	Mar-24	Change
Hutt Valley	97.9%	98.8%	-0.9%
Johnsonville	97.7%	97.9%	-0.2%
Kapiti	97.1%	97.9%	-0.8%
Wairarapa	79.1%	94.4%	-15.3%
<b>Total</b>	<b>97.1%</b>	<b>98.2%</b>	<b>-1.1%</b>

### Reliability - year to date (Jul - March)

	2024/25	2023/24	Change
Hutt Valley	96.6%	97.4%	-0.8%
Johnsonville	97.4%	96.0%	1.4%
Kapiti	95.2%	97.0%	-1.8%
Wairarapa	86.9%	92.9%	-6.0%
<b>Total</b>	<b>96.1%</b>	<b>96.8%</b>	<b>-0.7%</b>

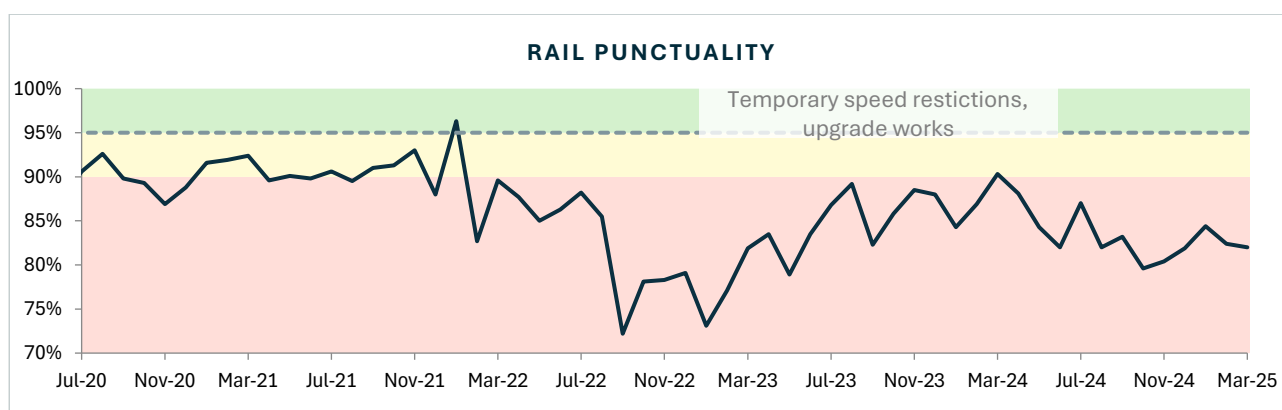
In March, 14.5% of rail services were replaced by buses, compared to 12.8% the previous month.



In March, there were 9781 rail trips run, carrying 987,877 passengers.

## Punctuality

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



### Punctuality - current month

	Mar-25	Mar-24	Change
Hutt Valley	79.2%	92.0%	-12.8%
Johnsonville	92.3%	98.2%	-5.9%
Kapiti	80.4%	88.2%	-7.8%
Wairarapa	38.4%	11.2%	27.2%
<b>Total</b>	<b>82.0%</b>	<b>90.3%</b>	<b>-8.3%</b>

### Punctuality - year to date (Jul - March)

	2024/25	2023/24	Change
Hutt Valley	77.5%	88.3%	-10.8%
Johnsonville	88.1%	95.9%	-7.8%
Kapiti	58.4%	85.6%	-27.2%
Wairarapa	40.7%	27.0%	13.7%
<b>Total</b>	<b>71.7%</b>	<b>87.8%</b>	<b>-16.1%</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.*

### March Commentary

March performance decreased slightly for Punctuality and increased minimally for Reliability on the previous month. The decrease in Punctuality was predominately due to TSR's on the Kapiti Line, Hutt Valley and Wairarapa Line being over KPI through the month.

On the 4th of March an Axle Counter fault occurred at Steyne Ave in Plimmerton. Seven services were partly cancelled (with services running between Wellington and Porirua) while the fault was rectified.

On the 6th of March a traction inspection found overhead wire droppers needed replacing north of MacKay's Crossing between Paekakariki and Paraparaumu. Traction lineman took an emergency isolation that afternoon to replace the droppers. 14 services were part bus replaced between Paekakariki and Waikanae. An investigation concluded that a build-up of contaminants caused the droppers to deteriorate.

Signal vandalism occurred on the Johnsonville Line on the 8th of March with cable being stolen at Wadestown. 16 services were bus replaced, and 4 delayed while our Signal Technician replaced the cable.

Two new TSRs were added on the NIMT following the NDT car run, one in Tunnel 2 and one between Paraparaumu and Waikanae, both lifted within a few days. Additional TSRs were lifted following a rerail between Kaiwharawhara and Takapu Road and rail wear repairs at North Junction.

On the Johnsonville Line a TSR was added following a cracked rail weld. It was removed a week later following repair by the track gang during interpeak access.



On the Wairarapa Line a TSR for rail wear on the Down Main was added, then lifted 10 days later. B11 points Turnout at Masterton was renewed and commissioned lifting the 25kph long term speed restriction that was in place since Mid-2023.

## KPI summary

### Network Availability

There were no unplanned line closures for the month of March

### Maintenance Compliance

Maintenance is 100% compliant across both Track and STTE.

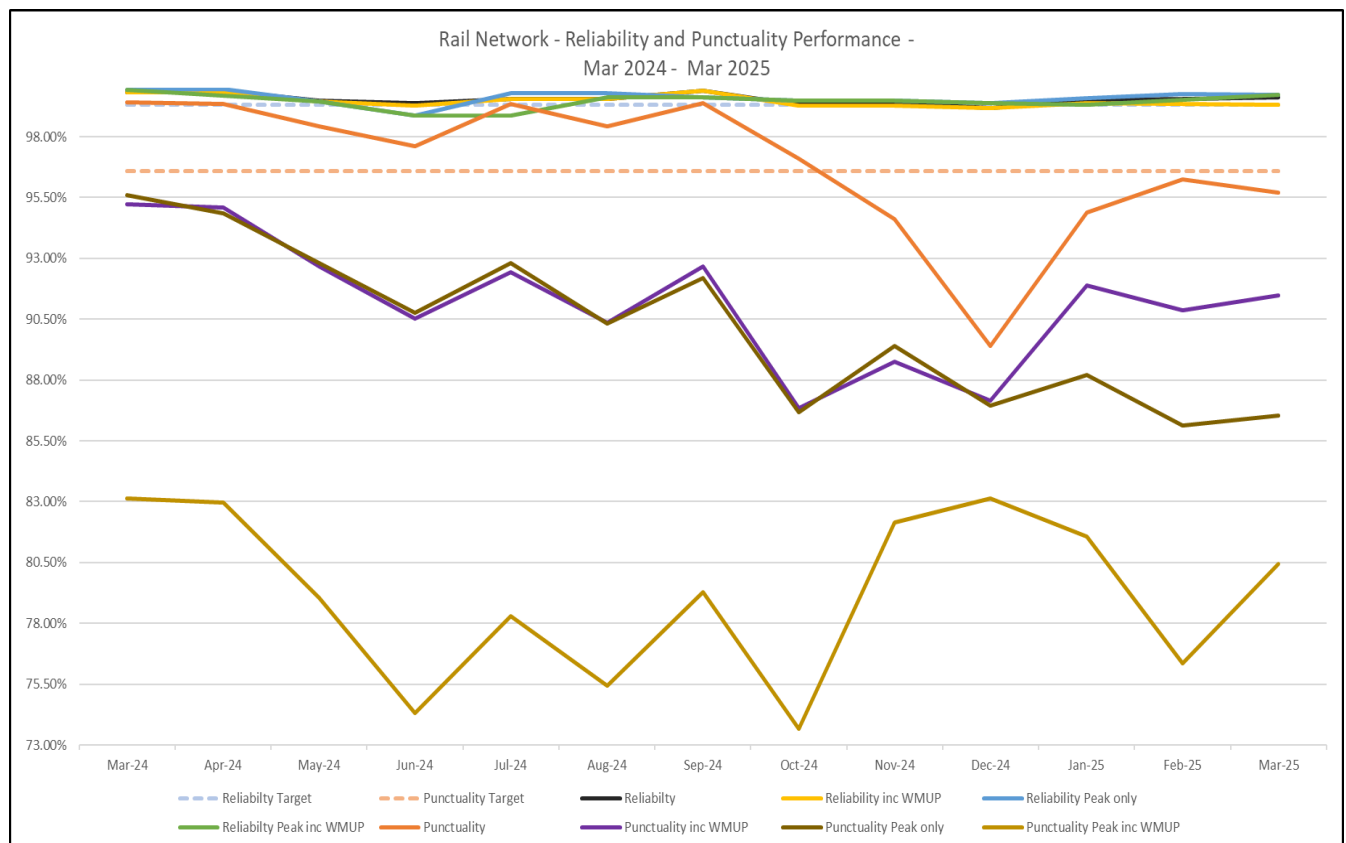
### Maintenance Backlog

Two Signals maintenance work orders remain open, awaiting materials.

## HSE

30 Harm Free days in March.

*Graph showing Network Punctuality and reliability performance trends*



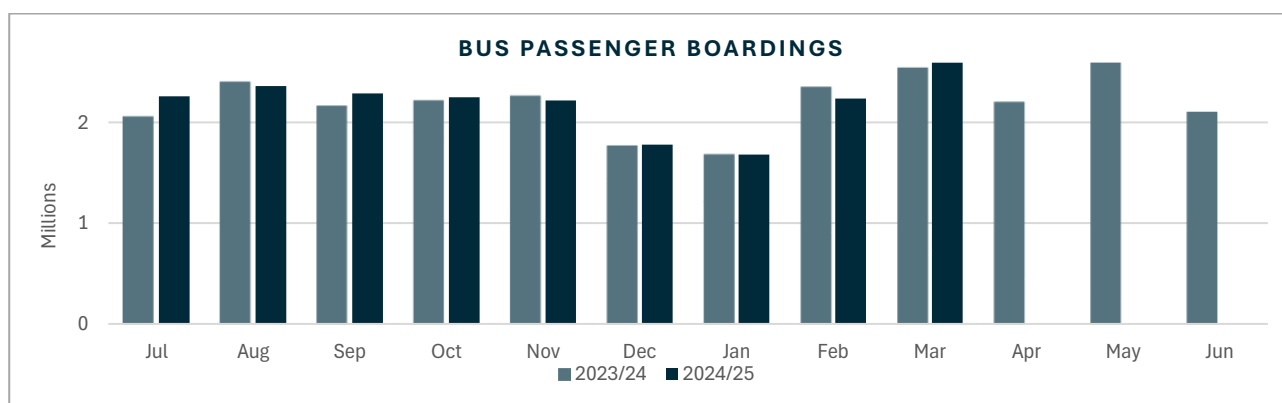
# Operational performance

## 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

March bus passenger boardings were 2.9% higher than the same month last year, and 1.5% higher for the year to date.



**Boardings by area - current month**

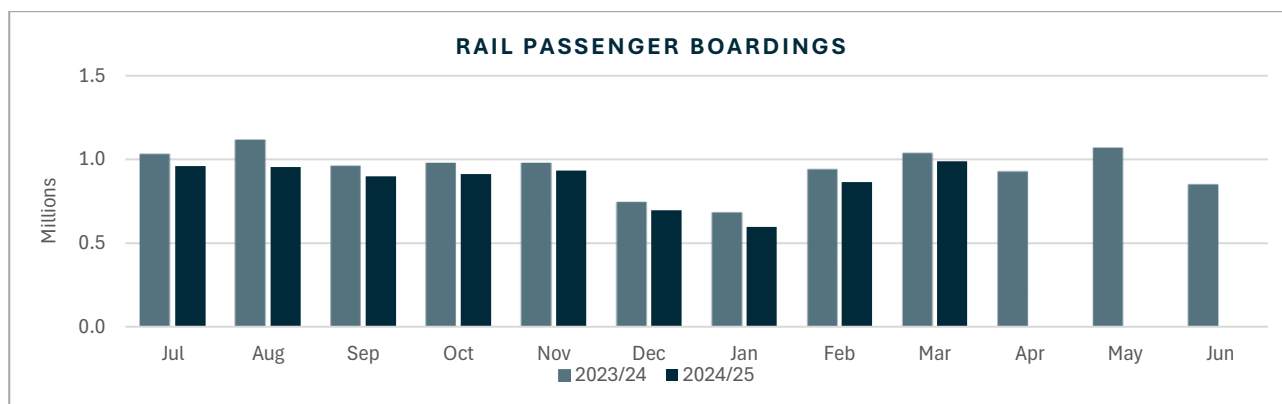
	Mar-25	Mar-24	% Change
Wellington	1,931,655	1,861,185	3.8%
Hutt Valley	472,989	470,679	0.5%
Porirua	104,065	99,322	4.8%
Kapiti	68,133	71,197	-4.3%
Wairarapa	15,917	16,765	-5.1%
<b>Total</b>	<b>2,592,759</b>	<b>2,519,148</b>	<b>2.9%</b>

**Boardings by area - year to date (Jul - March)**

	2024/25	2023/24	% Change
Wellington	14,541,144	14,312,895	1.6%
Hutt Valley	3,697,839	3,672,684	0.7%
Porirua	751,378	692,005	8.6%
Kapiti	488,371	495,838	-1.5%
Wairarapa	112,683	122,334	-7.9%
<b>Total</b>	<b>19,591,415</b>	<b>19,295,756</b>	<b>1.5%</b>

## Rail passenger boardings

March rail passenger boardings were 4.7% lower than the same month last year, and 7.9% lower for the year to date.



**Boardings by line - current month**

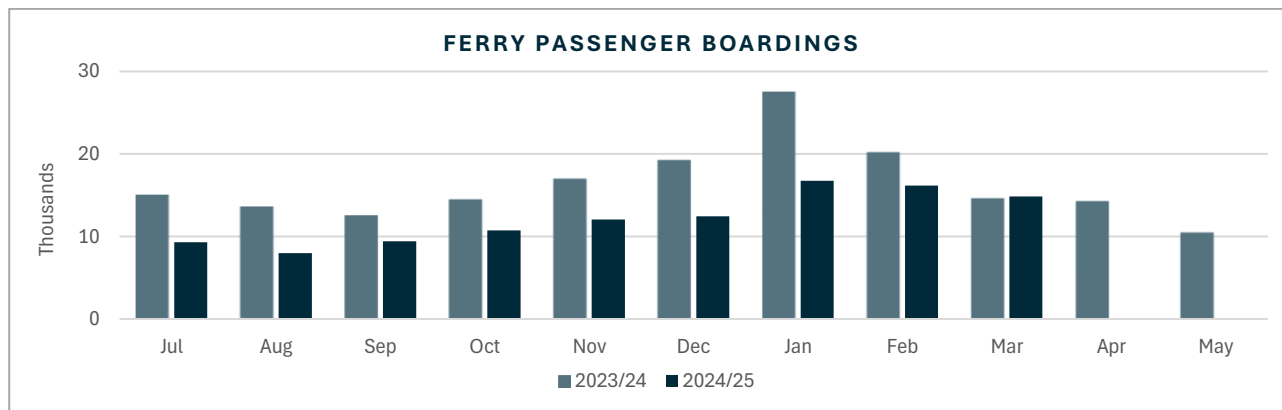
	Mar-25	Mar-24	% Change
Hutt Valley	435,802	449,903	-3.1%
Kapiti	398,918	421,673	-5.4%
Johnsonville	103,286	111,066	-7.0%
Wairarapa	49,872	53,979	-7.6%
<b>Total</b>	<b>987,878</b>	<b>1,036,621</b>	<b>-4.7%</b>

**Boardings by line - year to date (Jul - March)**

	2024/25	2023/24	% Change
Hutt Valley	3,424,792	3,609,397	-5.1%
Kapiti	3,162,335	3,448,758	-8.3%
Johnsonville	815,018	949,676	-14.2%
Wairarapa	391,608	452,462	-13.4%
<b>Total</b>	<b>7,793,753</b>	<b>8,460,293</b>	<b>-7.9%</b>

## Ferry passenger boardings

Ferry boardings show an increase of 1.6% on the same month last year, and a decrease of 28.8% for the year to date. Boardings are often affected by weather. There were additional cancellations this month due to a mechanical issue with City Cat which affected 22 trips.



Boardings - current month

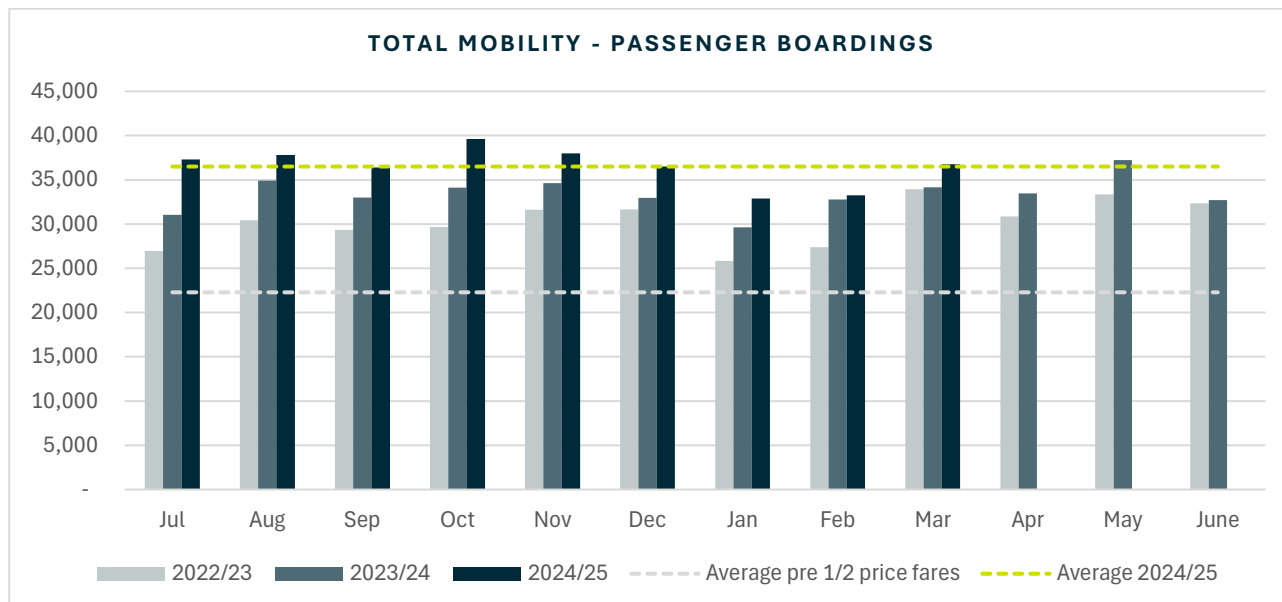
	Mar-25	Mar-24	% Change
Total	14,852	14,622	1.6%

Boardings - year to date (Jul - March)

	2024/25	2023/24	% Change
Total	109,762	154,170	-28.8%

## Te Hunga Whaikaha Total Mobility passenger boardings

In March there were 36,776 Te Hunga Whaikaha Total Mobility trips, an increase of 7.62% 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.

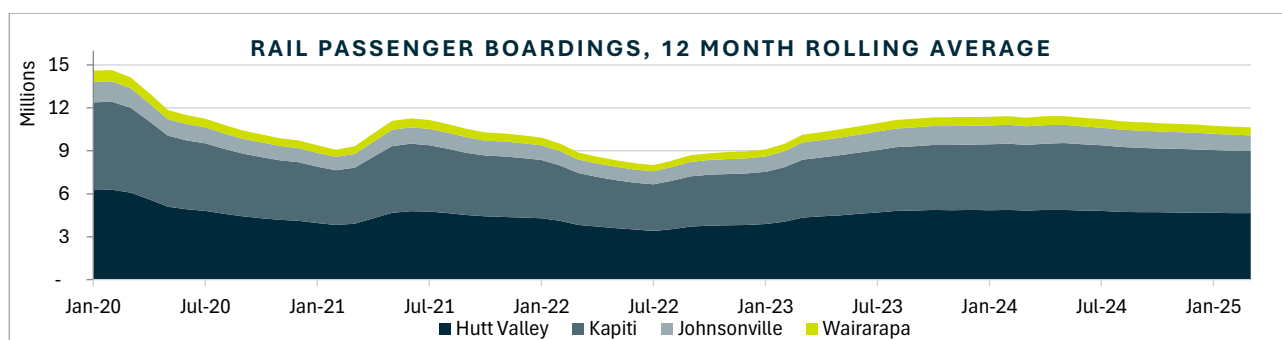
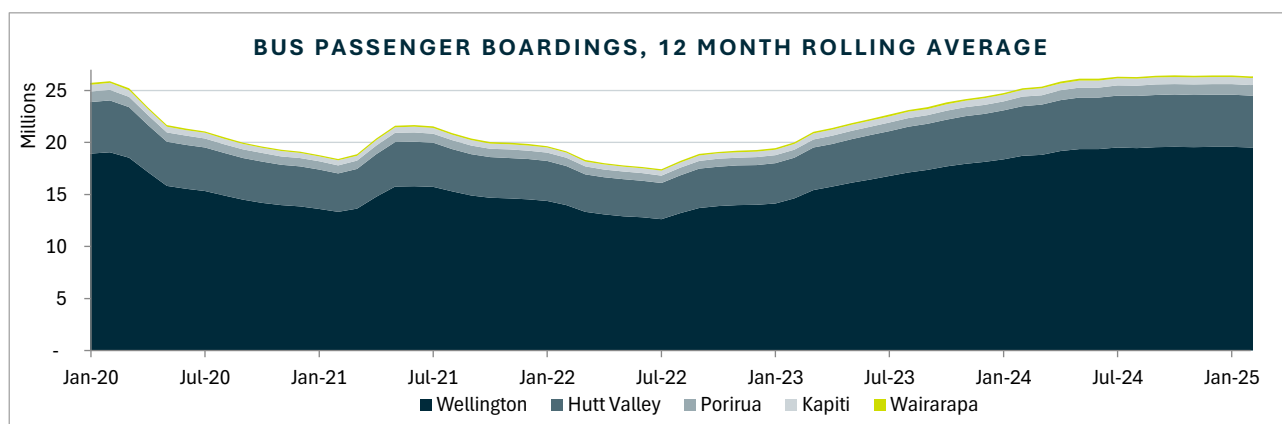
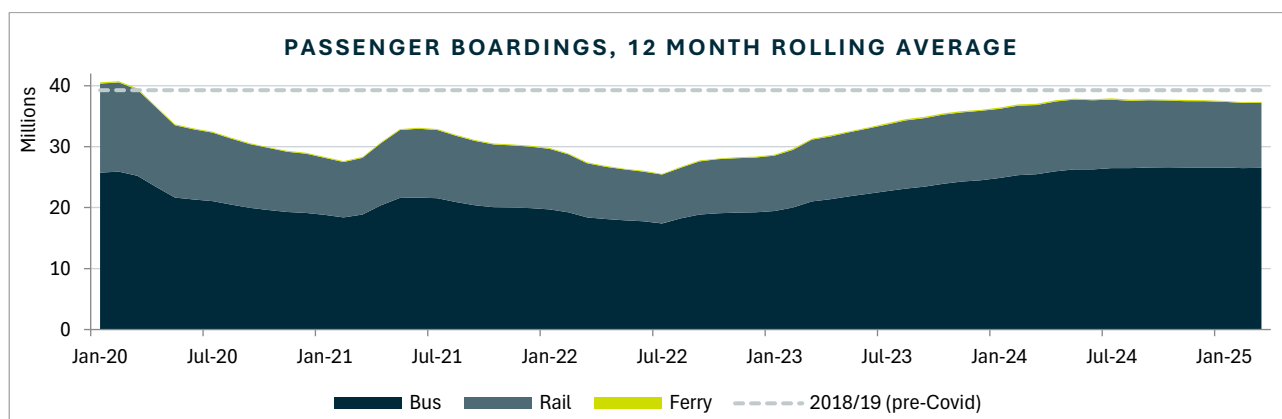


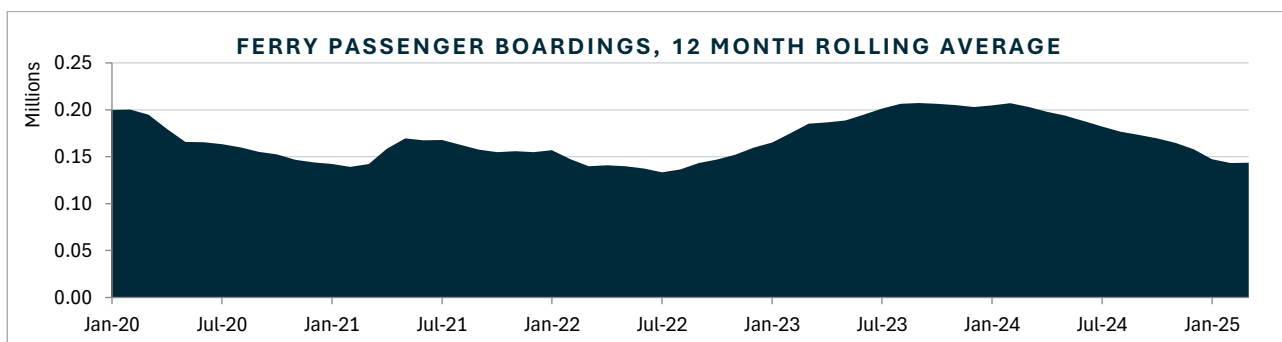
## Passenger boardings trend – 12 month rolling totals

The following graphs show the number of passengers 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.

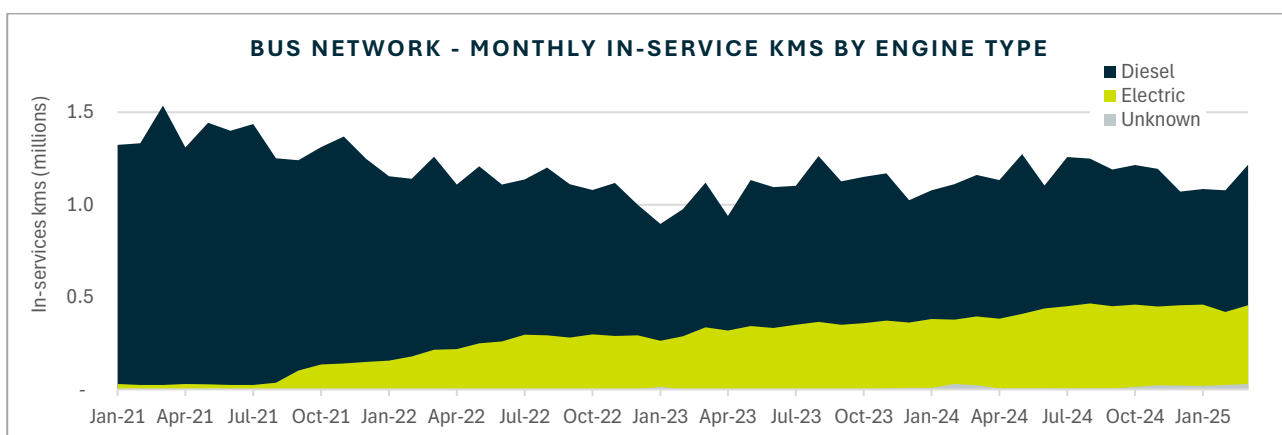




## Bus emissions

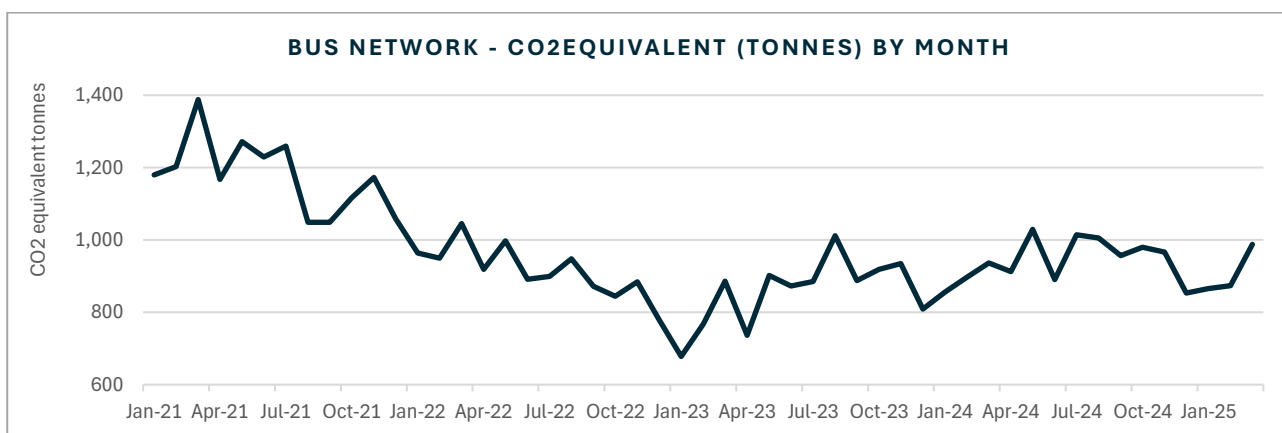
### In-service kilometres by engine type

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

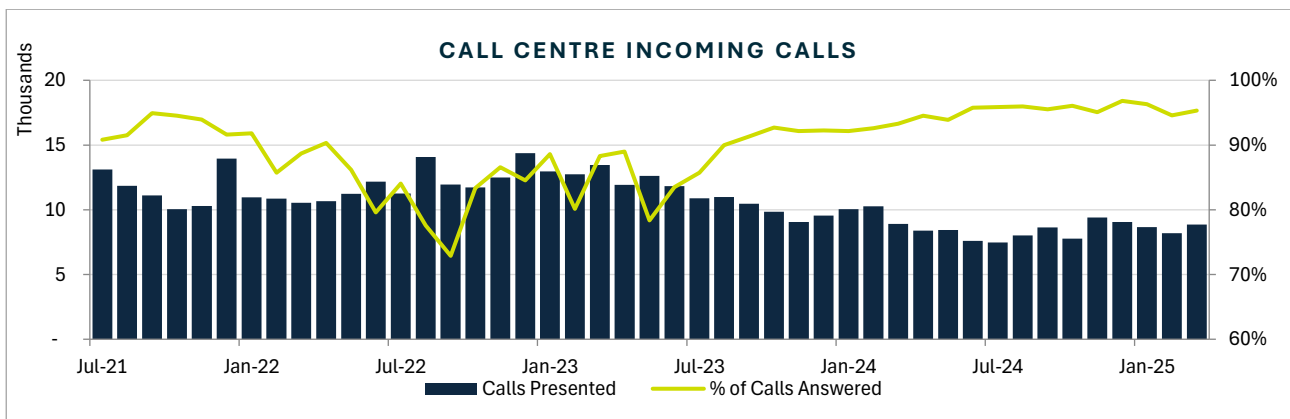
The table below shows the number of vehicles by engine type that ran bus network services in the Greater Wellington region in December 2024.

Engine type	Count
Electric	99
EURO3	46
EURO4	18
EURO5	70
EURO6	211
Unknown	16
<b>Total</b>	<b>460</b>

## Customer contact

### Call centre incoming calls

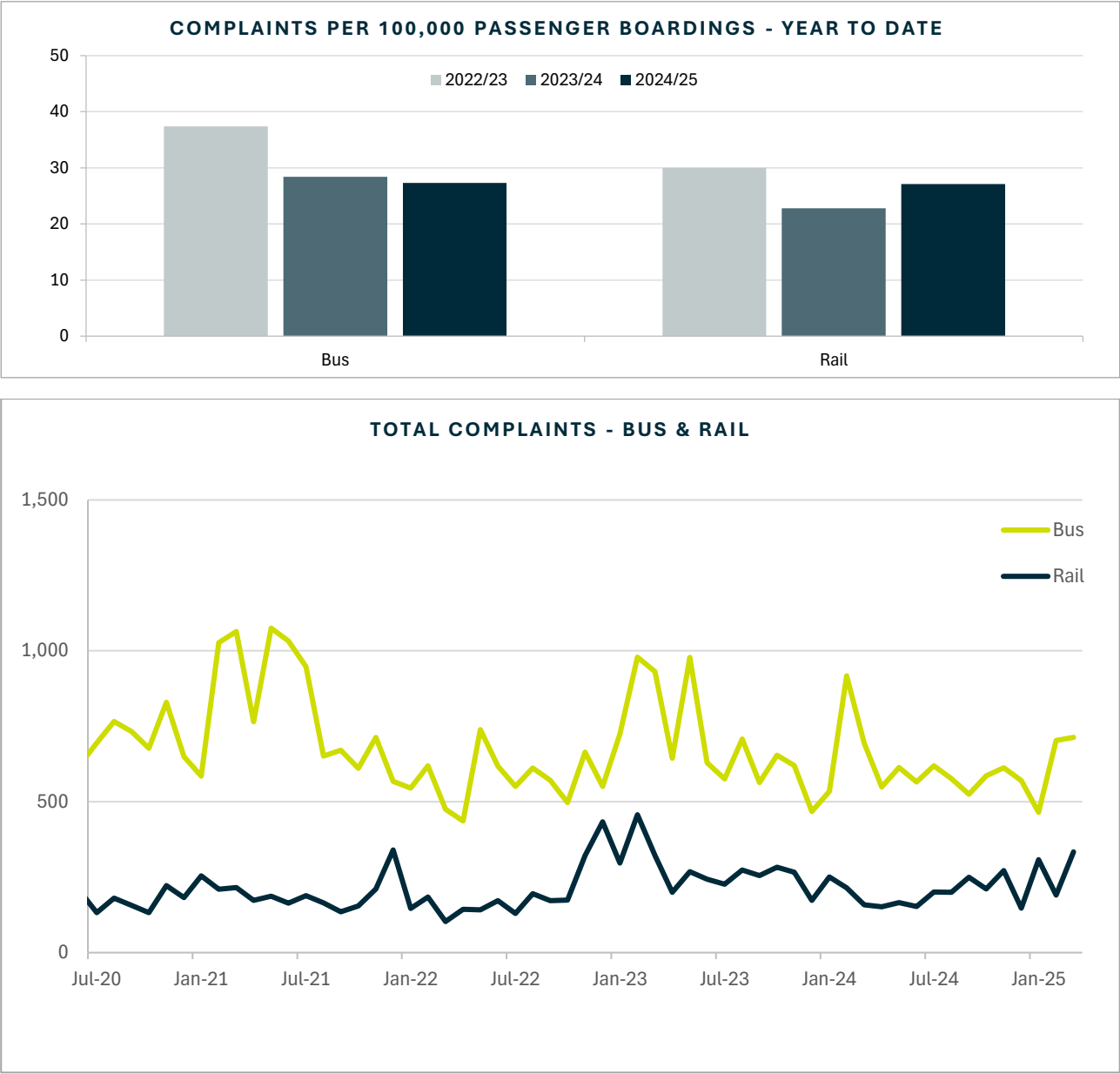
Metlink answered 95.3% of the 8858 calls received in December.



# Complaints

## Complaints volume

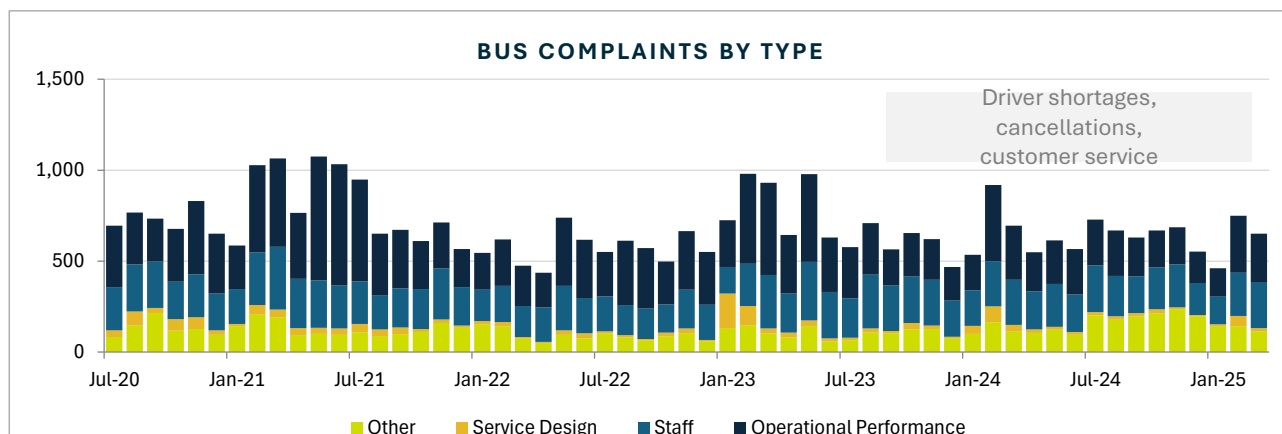
To compare complaint volumes, Metlink reports the number of complaints per 100,000 passenger boardings. This shows that complaint volumes relative to passenger boardings are slightly higher for bus than rail.





## Bus complaints

Bus complaints for the month were 2.7% higher than March last year, and 6.3% lower for the year to date. Complaint levels remain consistent. They relate mostly to customer service and driver behaviour.



**Bus complaints - current month**

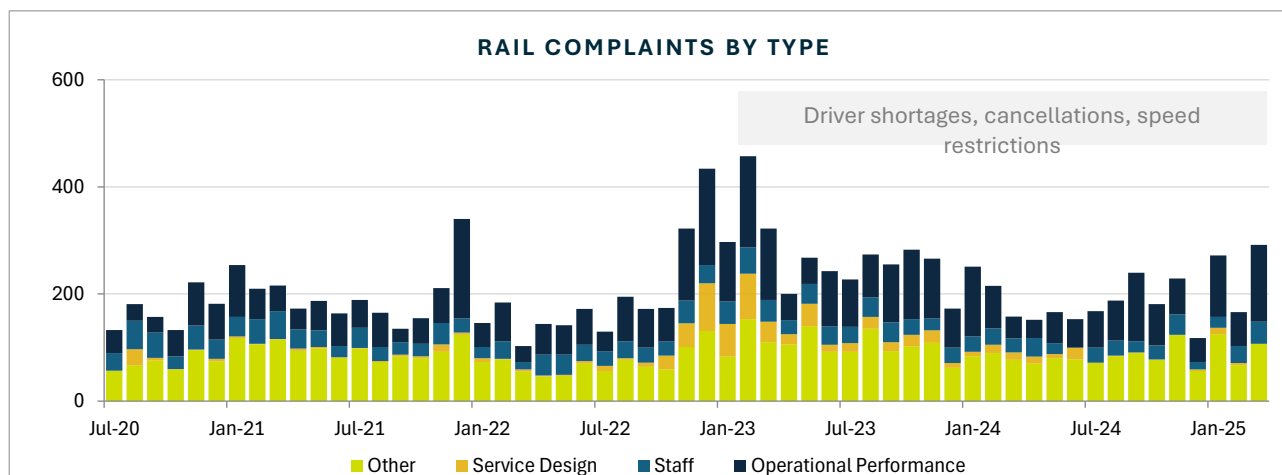
	Mar-25	Mar-24	Change
Wellington			
Newlands, Tawa	40	34	17.6%
East-West, City	234	209	12.0%
North-south, Khandallah, Brooklyn	221	228	-3.1%
Hutt Valley	169	166	1.8%
Porirua	27	34	-20.6%
Kapiti	15	18	-16.7%
Wairarapa	7	5	40.0%
<b>Total</b>	<b>713</b>	<b>694</b>	<b>2.7%</b>

**Bus complaints - year to date (Jul - March)**

	2024/25	2023/24	Change
Wellington			
Newlands, Tawa	411	336	22.3%
East-West, City	1,824	1,710	6.7%
North-south, Khandallah, Brooklyn	1,566	1,745	-10.3%
Hutt Valley	1,149	1,398	-17.8%
Porirua	218	300	-27.3%
Kapiti	152	183	-16.9%
Wairarapa	51	63	-19.0%
<b>Total</b>	<b>5,371</b>	<b>5,735</b>	<b>-6.3%</b>

## Rail complaints

Rail complaints increased in March. The received complaints can mainly be attributed to the Staff shortages on the Wairarapa Line and the significant disruption caused by the signal fault at wellington station.



### Rail complaints - current month

	Mar-25	Mar-24	Change
Hutt Valley	108	45	140.0%
Kapiti	90	53	69.8%
Johnsonville	15	11	36.4%
Wairarapa	77	24	220.8%
General	44	25	76.0%
<b>Total</b>	<b>334</b>	<b>158</b>	<b>111.4%</b>

### Rail complaints - year to date (Jul - March)

	2024/25	2023/24	Change
Hutt Valley	739	720	2.6%
Kapiti	654	664	-1.5%
Johnsonville	107	114	-6.1%
Wairarapa	248	293	-15.4%
General	366	311	17.7%
<b>Total</b>	<b>2,114</b>	<b>2,102</b>	<b>0.6%</b>

# Financial performance

## Fare revenue

### Bus and rail fare revenue

In March 2025, there was a budget shortfall of \$586,231 for the month across bus and rail services. The year-to-date budget shortfall is \$13.08 million.

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 fares revenue collection and lower average fare payments for the network overall.

The budget does not include ferry fare revenue as harbour ferry services currently 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.

**Fare revenue - current month**

	Mar-25	Budget	Excess/Shortfall
Bus	4,368,238	3,861,872	506,367
Rail	3,093,574	4,186,172	- 1,092,598
<b>Total</b>	<b>\$ 7,461,813</b>	<b>\$ 8,048,044</b>	<b>-\$ 586,231</b>

**Fare revenue - year to date (Jul - March)**

	2024/25	Budget	Excess/Shortfall
Bus	32,064,314	34,756,844	- 2,692,530
Rail	27,289,448	37,675,551	- 10,386,103
<b>Total</b>	<b>\$ 59,353,762</b>	<b>\$ 72,432,395</b>	<b>-\$ 13,078,633</b>