

Metlink performance report

APRIL 2026



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Partner performance

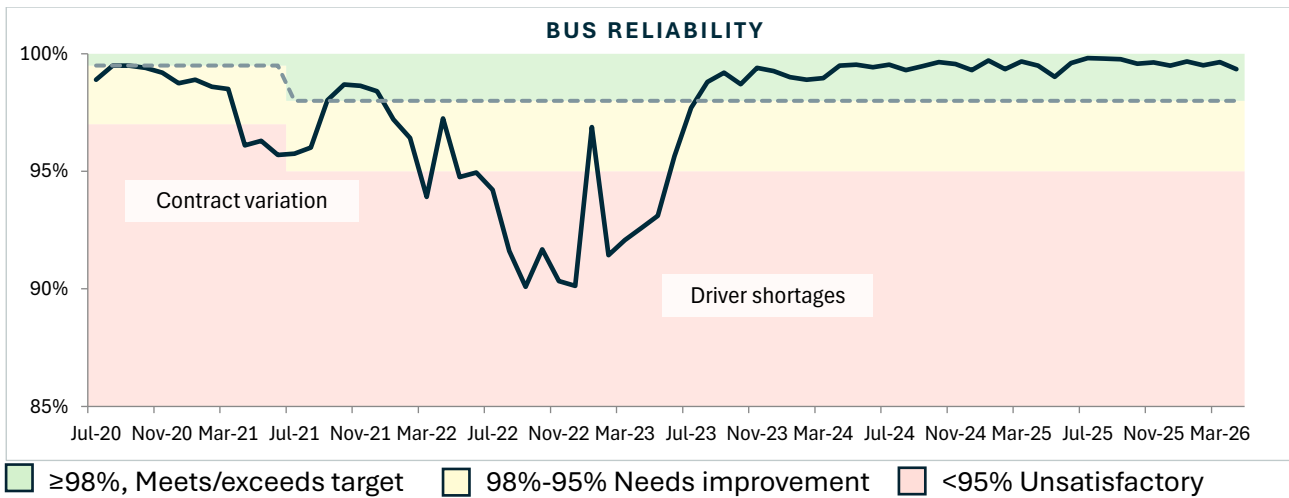


Bus operators

Reliability

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

In April, 99.3% of bus services were delivered. Reliability performance continues to sit above target. Overall, bus reliability has remained consistent. Operators are meeting the expected reliability standards.

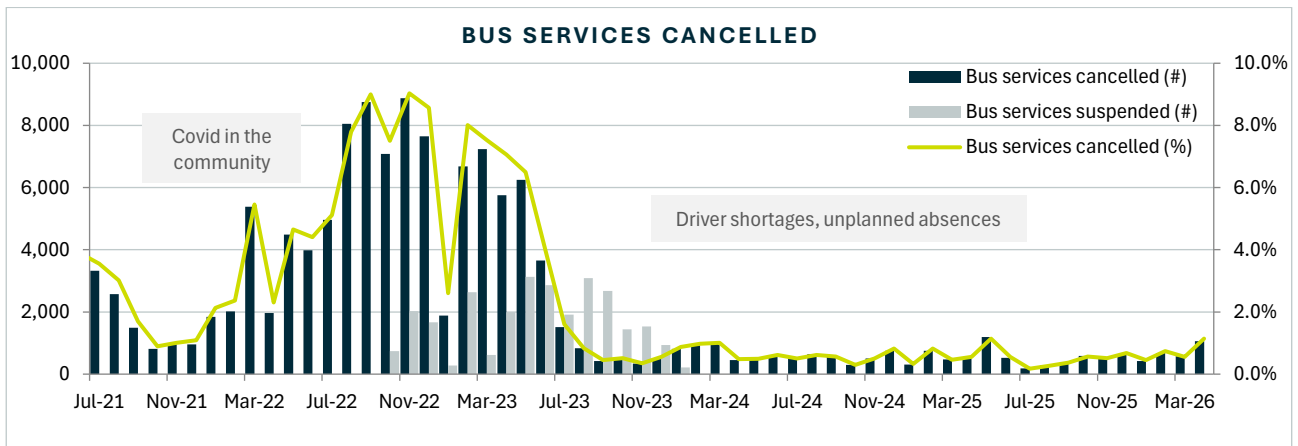


Reliability - current month

	Apr-26	Apr-25	Change
Wellington City			
Newlands & Tawa	99.9%	99.9%	0.0%
East, West & City	99.9%	99.7%	0.2%
North, South, Khandallah & Brooklyn	98.1%	98.6%	-0.5%
Hutt Valley	99.6%	99.8%	-0.2%
Porirua	99.0%	99.3%	-0.3%
Kapiti	100.0%	100.0%	0.0%
Wairarapa	98.2%	99.8%	-1.6%
Total	99.3%	99.5%	-0.1%

Reliability - year to date (Jul - Apr)

	2025/26	2024/25	Change
Wellington City			
Newlands & Tawa	99.7%	99.6%	0.1%
East, West & City	99.9%	99.8%	0.1%
North, South, Khandallah & Brooklyn	99.1%	98.9%	0.2%
Hutt Valley	99.8%	99.8%	0.0%
Porirua	99.3%	99.1%	0.2%
Kapiti	99.9%	99.7%	0.2%
Wairarapa	99.1%	99.4%	-0.3%
Total	99.6%	99.5%	0.1%



Reliability – Lowest performing 5 routes this month excluding designated school services

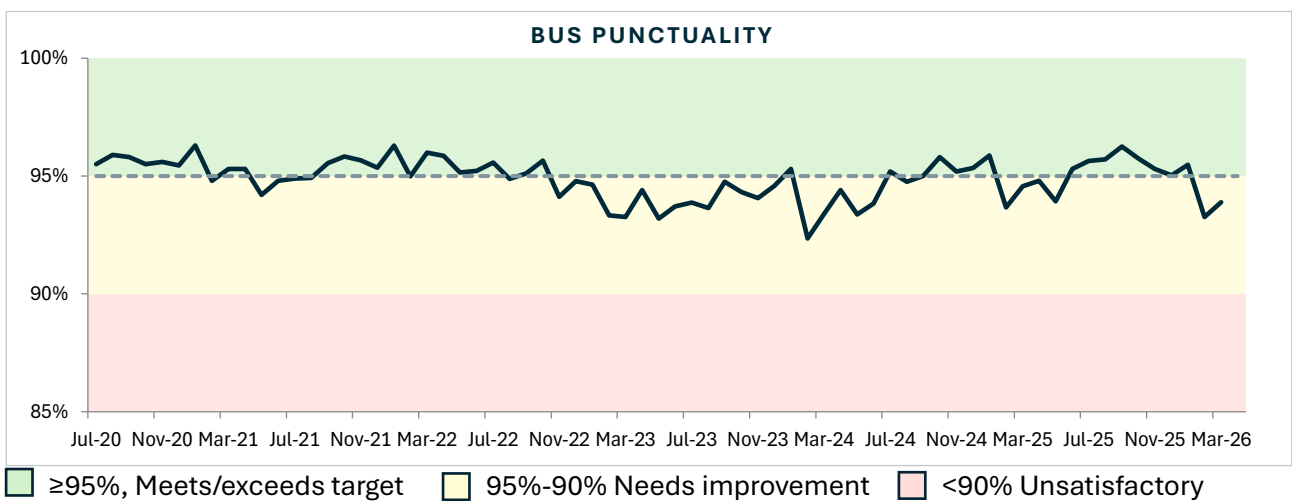
Route Number	Route Destination	Reliability	Scheduled Trips
32x	Houghton Bay - Island Bay - Berhampore - Wellington (Express)	94.02%	418
27	Vogeltown - Wellington	96.25%	1093
200	Masterton - Greytown - Featherston - Martinborough	96.81%	595
24	Johnsonville - Broadmeadows - Wellington - Miramar Heights	96.90%	1772
26	Khandallah - Ngaio - Brandon Street	97.68%	475

Punctuality

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

Bus punctuality was 94.1% in April, and the overall percentage of trips that left early was 0.83%.

Significant events that occurred over the period that impacted punctuality included Newtown Festival and Cuba Dupa. A decline in punctuality was observed in the Hutt Valley, largely attributable to traffic delays associated with the Te Wai Takamori o Te Awa Kairangi project. This will continue to be monitored as works progress, and activities are underway to mitigate disruptions to bus services.



Punctuality - current month

	Apr-26	Apr-25	Change
Wellington City			
Newlands & Tawa	96.6%	96.8%	-0.2%
East, West & City	95.8%	95.9%	-0.1%
North, South, Khandallah & Brooklyn	91.7%	92.9%	-1.2%
Hutt Valley	91.4%	92.9%	-1.5%
Porirua	96.8%	97.1%	-0.3%
Kapiti	96.1%	97.1%	-1.0%
Wairarapa	93.8%	91.2%	2.7%
Total	94.1%	94.8%	-0.7%

Punctuality - year to date (Jul - Apr)

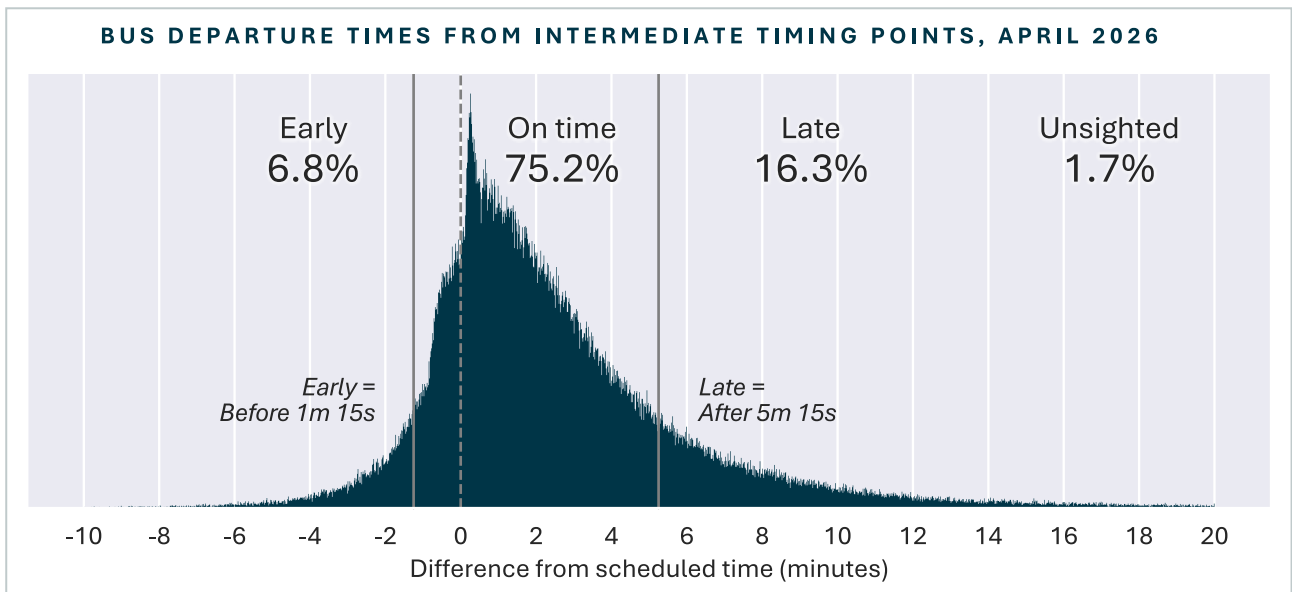
	2025/26	2024/25	Change
Wellington City			
Newlands & Tawa	96.7%	95.9%	0.8%
East, West & City	96.3%	96.0%	0.3%
North, South, Khandallah & Brooklyn	92.8%	93.0%	-0.2%
Hutt Valley	93.6%	94.2%	-0.6%
Porirua	96.5%	96.8%	-0.3%
Kapiti	97.3%	96.7%	0.6%
Wairarapa	94.0%	93.1%	0.9%
Total	95.1%	95.0%	0.1%

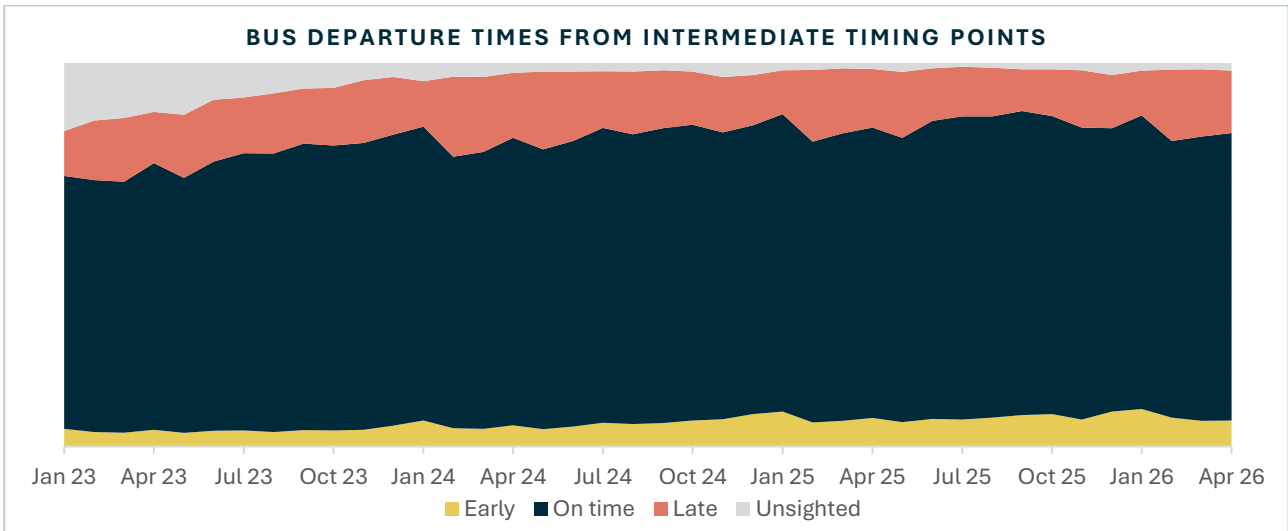
Punctuality – Lowest performing 5 routes this month excluding designated school services

Route Number	Route Destination	Punctuality	Trips Run
290	Waikanae - Otaki - Waikanae	81.59%	440
204	Greytown - Woodside	86.39%	169
121	Stokes Valley Heights - Naenae - Lower Hutt - Seaview	86.40%	684
120	Stokes Valley - Taita - Epuni - Lower Hutt	87.11%	2653
206	Masterton - Masterton East - Masterton	87.27%	55

Bus punctuality at intermediate timing points

The graphs below show when buses were recorded departing intermediate timing point stops, relative to their scheduled time. The timing source is the real time information system for stops where the vehicle was sighted by RTI at that stop, or the on bus announcement system where the vehicle was unsighted by RTI. The timing thresholds for early, on time, and late are the same as for the punctuality measure.



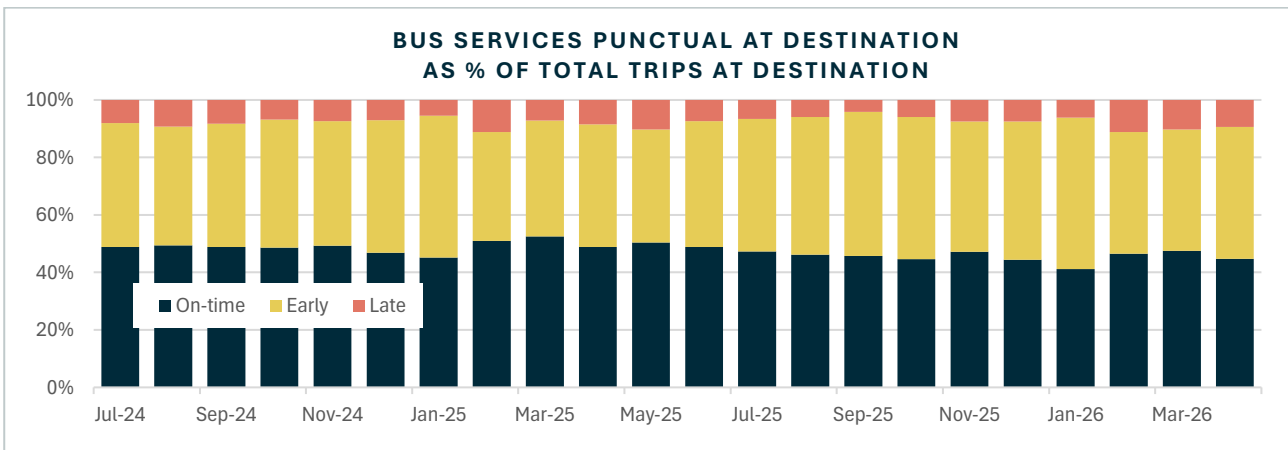


Punctuality at destination

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 April, 44.8% of bus services recorded at destination arrived on time, with a further 45.8% arriving more than one minute early, while 9.4% of services arrived more than five minutes late.



Punctuality at destination - current month

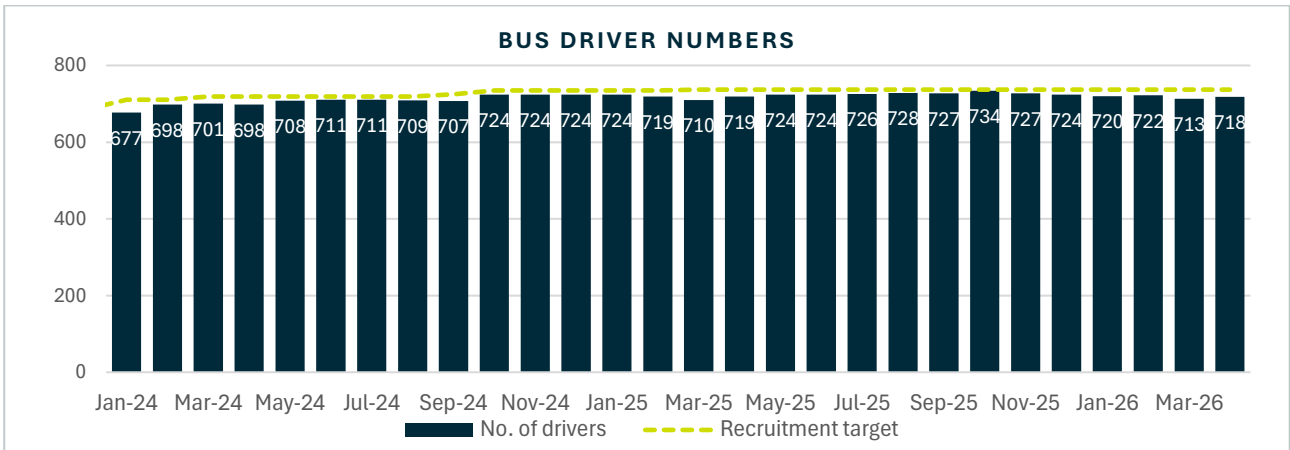
	Apr-26	Apr-25	Change
On-time	44.8%	48.8%	-4.0%
Early	45.8%	42.7%	3.1%
Late	9.4%	8.5%	0.9%

Punc. at dest. - year to date (Jul - Apr)

	2025/26	2024/25	Change
On-time	45.6%	48.8%	-3.3%
Early	47.0%	42.1%	4.9%
Late	7.4%	9.1%	-1.7%

Bus Driver Numbers

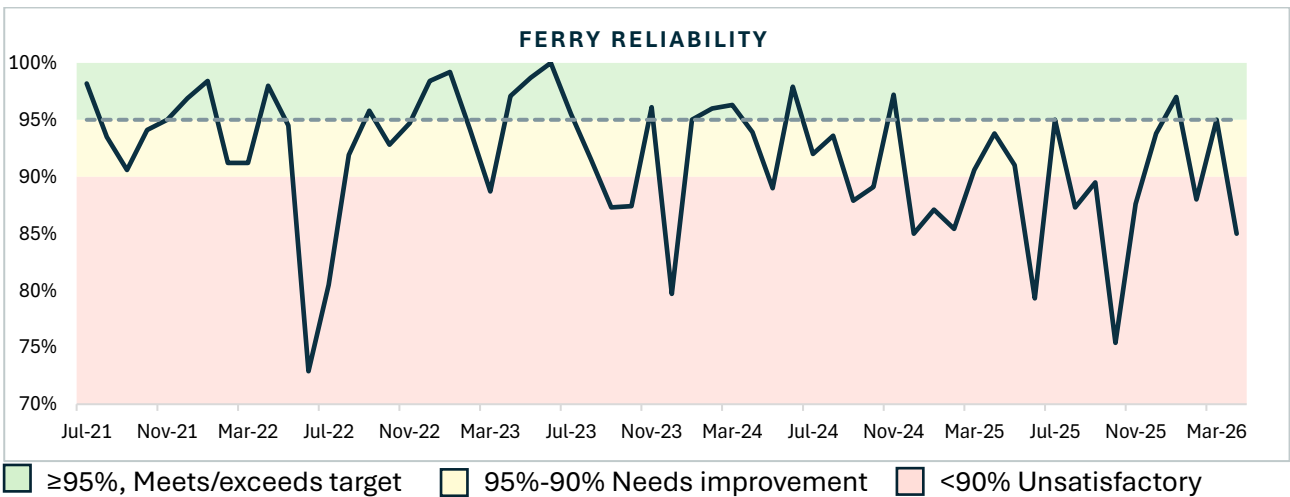
The graph below shows monthly total numbers of bus drivers against the current target of 737 drivers required to run the network. There are currently 718 drivers, and an additional 15 in training.



Ferry operator

Reliability

Ferry reliability is a measure of the number of scheduled services that ran. Reliability for April was 85.0%, compared to 93.8% for the same month last year. There were 106 uncontrollable cancellations this month, and 4 controllable.

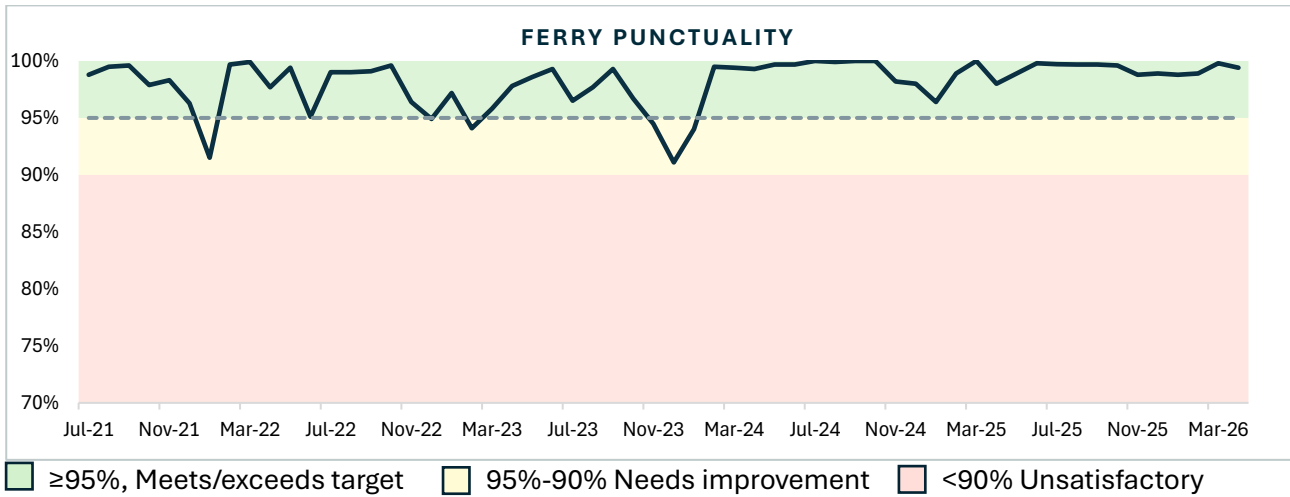


Reliability - current month

	Apr-26	Apr-25	% Change
Total	85.0%	93.8%	-8.8%

Punctuality

Ferry punctuality is a measure of ferries leaving the origin wharf no earlier than 4 minutes 59 seconds before schedule and no later than 9 minutes and 59 seconds after its timetabled departure time. Punctuality for April was 99.4%, compared to 98% for the same month last year.



Punctuality - current month

	Apr-26	Apr-25	% Change
Total	99.4%	98.0%	1.4%

Ferry Staffing

As of April, ferry staffing (skippers + deckhands) is 13 out of a target 13.



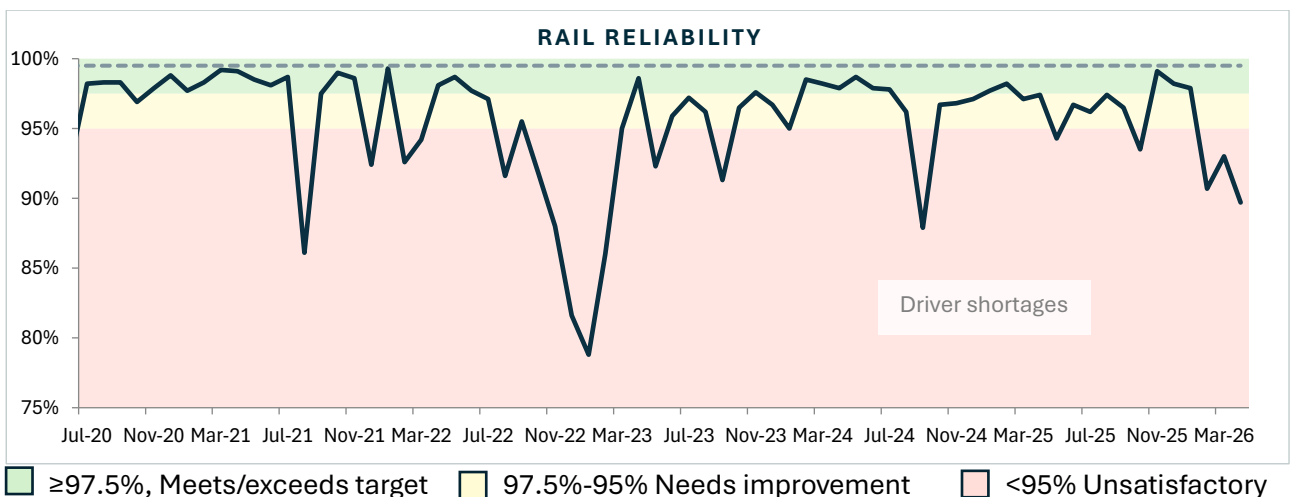
Rail operator

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 89.7% in April and 97.4% for the same month last year.

Fleet availability due to maintenance deferrals (caused by the cessation of Trovon) affected 5.4% of services. Services were also affected by a higher than usual number of network issues, including ongoing signals issues and two occasions of a car hitting a bridge (at Silverstream and at Pomare). Services were also significantly impacted by the severe weather conditions on 20 and 21 April 2026.



Reliability - current month

	Apr-26	Apr-25	Change
Hutt Valley	91.2%	97.7%	-6.5%
Johnsonville	81.7%	99.1%	-17.4%
Kapiti	94.0%	97.5%	-3.5%
Wairarapa	96.3%	74.7%	21.6%
Total	89.7%	97.4%	-7.7%

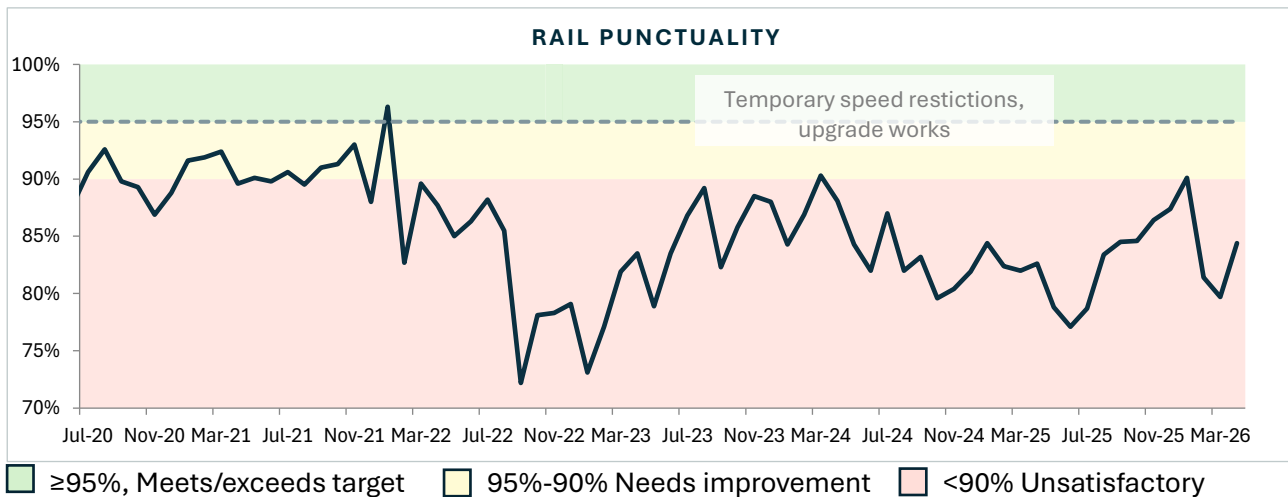
Reliability - year to date (Jul - Apr)

	2025/26	2024/25	Change
Hutt Valley	95.8%	96.7%	-0.9%
Johnsonville	93.7%	97.6%	-3.9%
Kapiti	96.0%	95.4%	0.6%
Wairarapa	93.0%	85.8%	7.2%
Total	95.2%	96.2%	-1.0%

Punctuality

Rail punctuality was 84.4% in April and 82.6% for the same month last year.

Speed restrictions across the network continue to delay services. Punctuality was also affected by the various network issues affecting services throughout April including ongoing signals issues and two occasions of a car hitting a bridge (at Silverstream and at Pomare). Services were also significantly impacted by the severe weather conditions on 20 and 21 April 2026.



Punctuality - current month

	Apr-26	Apr-25	Change
Hutt Valley	80.4%	81.1%	-0.7%
Johnsonville	97.0%	92.6%	4.4%
Kapiti	82.3%	79.9%	2.4%
Wairarapa	47.1%	42.7%	4.4%
Total	84.4%	82.6%	1.8%

Punctuality - year to date (Jul - Apr)

	2025/26	2024/25	Change
Hutt Valley	80.0%	86.7%	-6.7%
Johnsonville	93.6%	94.8%	-1.2%
Kapiti	84.2%	70.3%	13.9%
Wairarapa	43.5%	40.2%	3.3%
Total	83.9%	82.4%	1.5%

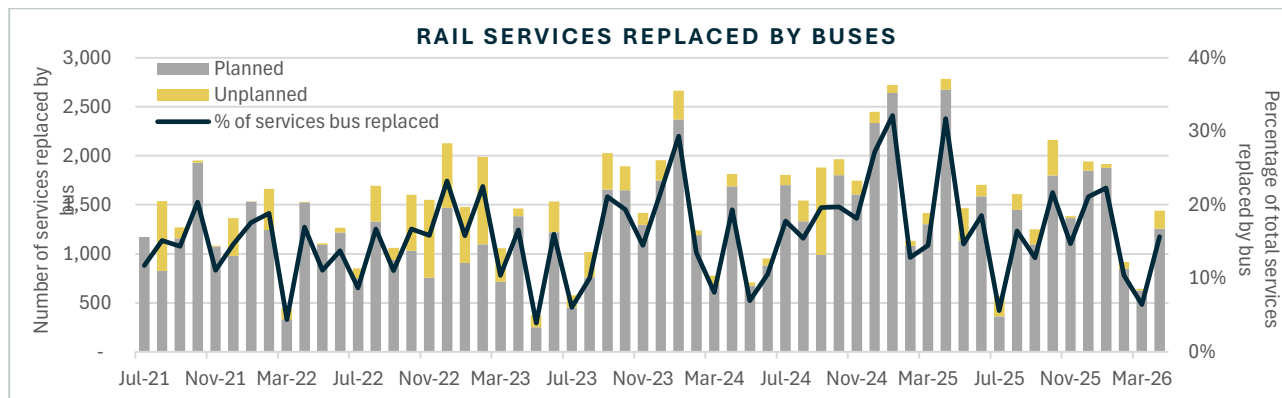
Rail Replacement Services

In April 2026, 15.7% (1,438) of rail services were replaced by buses. 13.7% (1,258) of the rail services that were replaced by buses were planned, and 2.0% (180) were unplanned.

Of the 13.7% of *planned* rail services that were replaced by buses: 69.6% of the services were awarded to Metlink bus operators (Tranzurban, Kinetic and Mana); 28.5% were awarded to NCS; 1.9%

of services were awarded to Transit Coachlines; who used a mixture of coaches and low-floor fleet (coaches did not meet Metlink’s preferred fleet requirements, however, the low floor fleet did).

Of the 2.0% (180) of *unplanned* rail services that were replaced by buses: 41.7% of the vehicles used were provided by Metlink bus operators (Tranzurban, Kinetic and Mana); 22.2% were provided by NCS. The remainder of vehicles used did not meet Metlink’s preferred fleet requirements.



The table below sets out the reasons for unplanned rail replacement services:

Reason/s	Number of services
Slip on the JVL	104
Points fault	18
Bridge strike	17
Severe Weather	13
Staff unavailability	10
Signal fault	6
Overhead obstruction	5
Operational reasons	4
Track obstruction	2
Mechanical Fault	1

Data on vehicles used for unplanned services, including electronic ticketing and bike racks is included in the table below. Note that there is also provision for passengers to tag on and tag off at Wairapa railway station.

Note that the number of vehicles used for unplanned rail replacement services does not align with the number of unplanned services. For example, one vehicle may be used more than once for a series of trips.

Operator	No. Buses	No. Shuttles
Capital Shuttles	-	Vehicles: - Electronic Ticketing: - Bike racks: -
Kinetic	Vehicles: 22 Electronic Ticketing: 15 Bike racks: 15	-
Mana	Vehicles: 2 Electronic Ticketing: - Bike racks: -	-
NCS Taita	Vehicles: 16 Electronic Ticketing: 11 Bike racks: 11	-
Rambler	Vehicles: 16 Electronic Ticketing: - Bike racks: -	-
Tranzit	Vehicles: 10 Electronic Ticketing: - Bike racks: -	-
Tranzurban	Vehicles: 6 Electronic Ticketing: 6 Bike racks: 6	-
Total	Vehicles: 72 Electronic Ticketing: 32 Bike racks: 32	Vehicles: - Electronic Ticketing: - Bike racks: -

Rail Staffing

As of April, available rail staffing (locomotive engineers, train managers and passenger operators) is 292 out of a target 319. There are currently an additional 21 in training and a further 3 on long term ACC.

Rail network owner

Commentary

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.

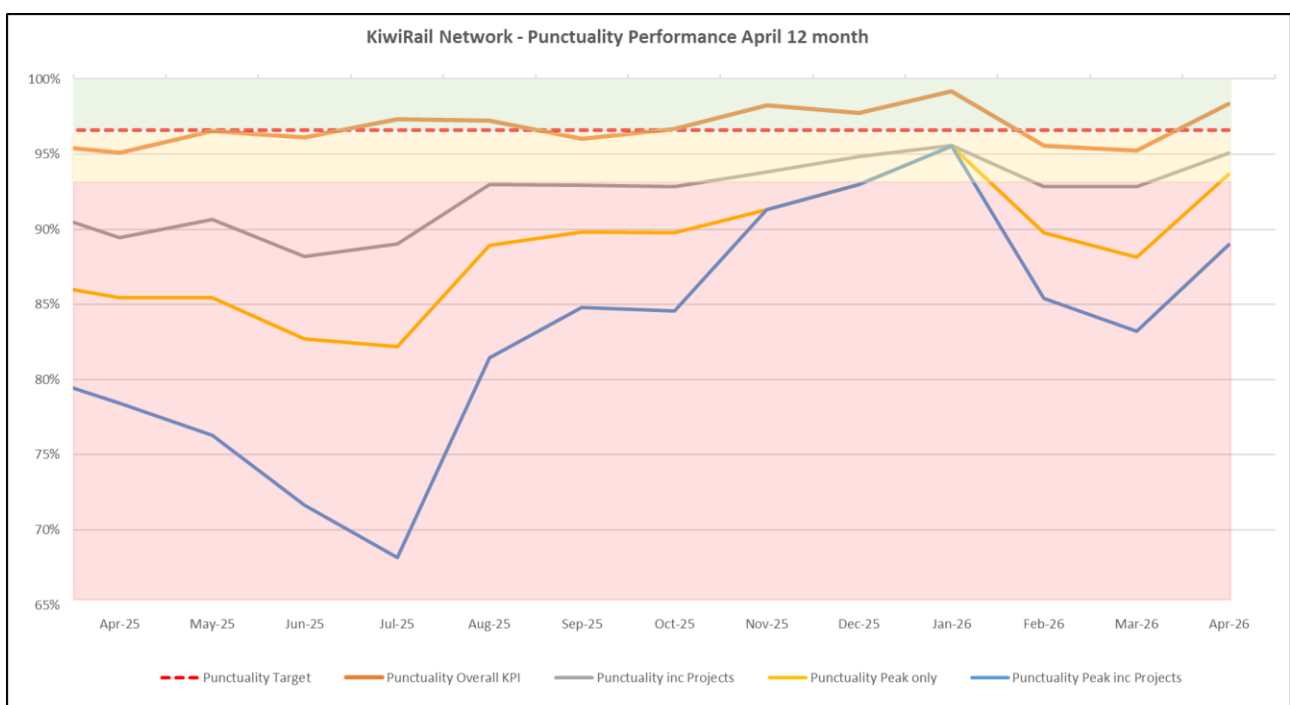
Punctuality of rail network (i.e. tracks, signals etc)

This metric is a measure of Metlink services that achieve completed planned trips within 5 mins of agreed timetable. The punctuality of rail network target is 96.6%.

Punctuality on the rail network increased in April. TSRs accounted for 71% of all network delays followed by Network Control (train control) at 10%. Passengers travelling in peak period experienced punctuality on their service for April at 88.97%

Punctuality of the rail network for April was 98.37% this compares with March which was 95.23%

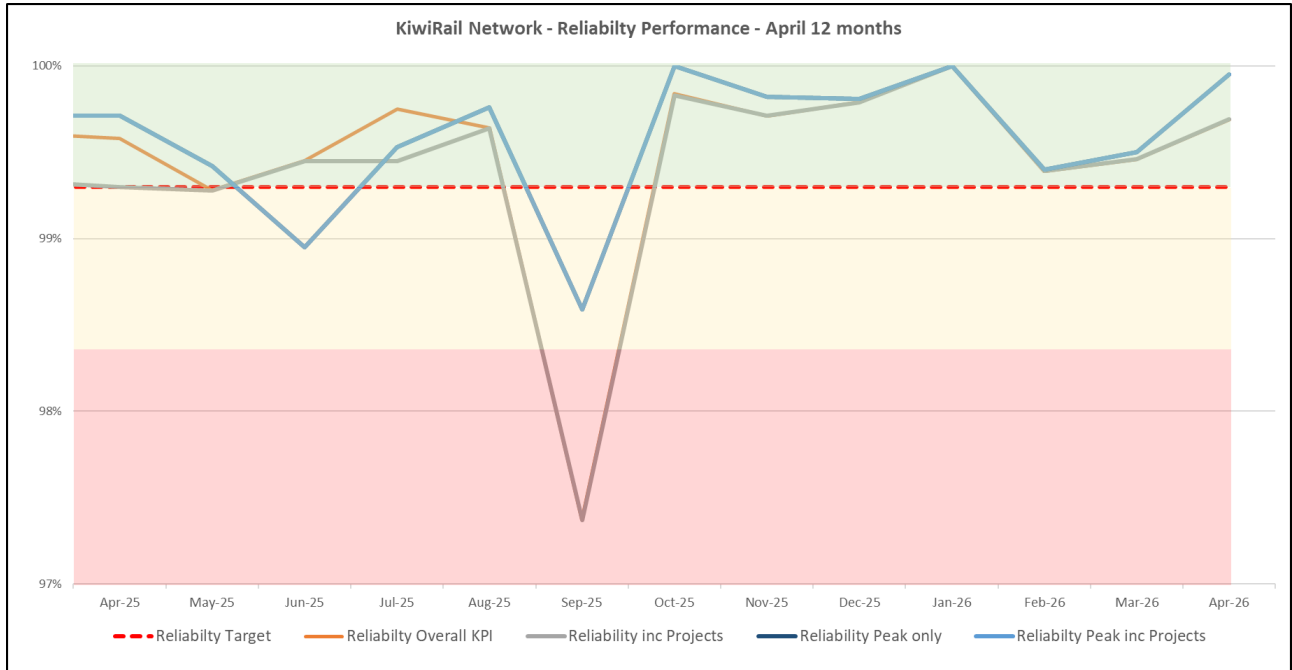
Punctuality of the rail network including all exempt activities (e.g. projects) for April was 95.06% this compares with March which was 91.60%



Reliability of rail network (i.e. tracks, signals etc)

This metric is a measure of Metlink services that achieve completed planned trips. The reliability of rail network target is 99.30%.

Reliability on the rail network slightly increased in April to 99.69% this compares to 99.46 in March.



Disruptions throughout the month were minimal, the main one being a fault at Khandallah on the 9th of April resulting in seven services being bus replaced in a two-hour timeframe.

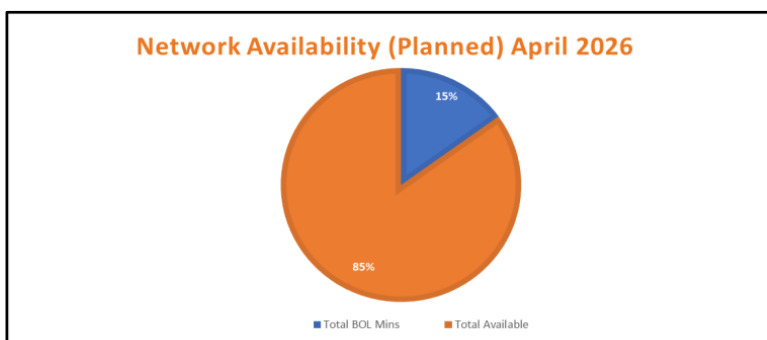
A track/signal fault south of Waikanae on the 16th of April with six services terminated at Paraparaumu with shuttles in place from Paraparaumu to Waikanae.

On the 13th of April a service at Porirua required to be coupled it to another service due to a mechanical fault, this resulted in one cancelled service.

Network availability

This metric is a measure of the available rail network for Metlink passenger train services. Unplanned and Planned are recorded, by infrastructure discipline and line. The network availability target is 98.80%.

Severe weather (rain & predicted high river levels) forced the partial closure of the network on the evening of Monday 20th in the morning of Tuesday 21st April.



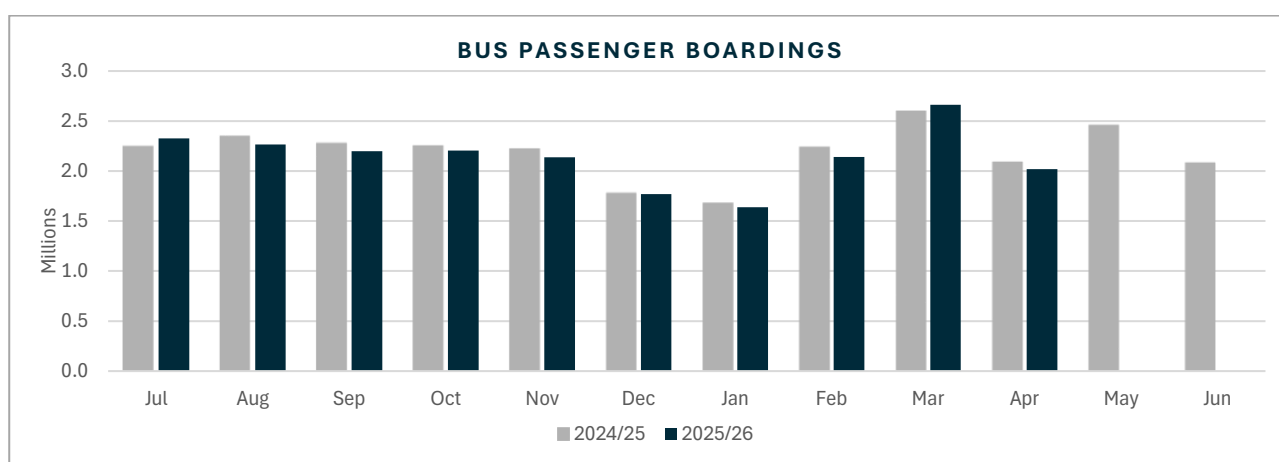
Operational performance

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

April bus passenger boardings were 3.2% lower than the same month last year, and the year-to-date boardings are 1.5% lower than last year.



Boardings by area - current month

	Apr-26	Apr-25	% Change
Wellington	1,510,138	1,550,906	-2.6%
Hutt Valley	374,890	392,899	-4.6%
Porirua	71,508	81,166	-11.9%
Kapiti	50,227	50,022	0.4%
Wairarapa	12,899	11,523	11.9%
Total	2,019,662	2,086,516	-3.2%

Boardings by area - year to date (Jul - Apr)

	2025/26	2024/25	% Change
Wellington	15,896,705	16,092,050	-1.2%
Hutt Valley	4,006,343	4,090,738	-2.1%
Porirua	790,717	832,544	-5.0%
Kapiti	531,487	538,393	-1.3%
Wairarapa	134,789	128,196	5.1%
Total	21,360,041	21,681,921	-1.5%

Patronage – Highest Patronage 5 routes this month excluding designated school routes

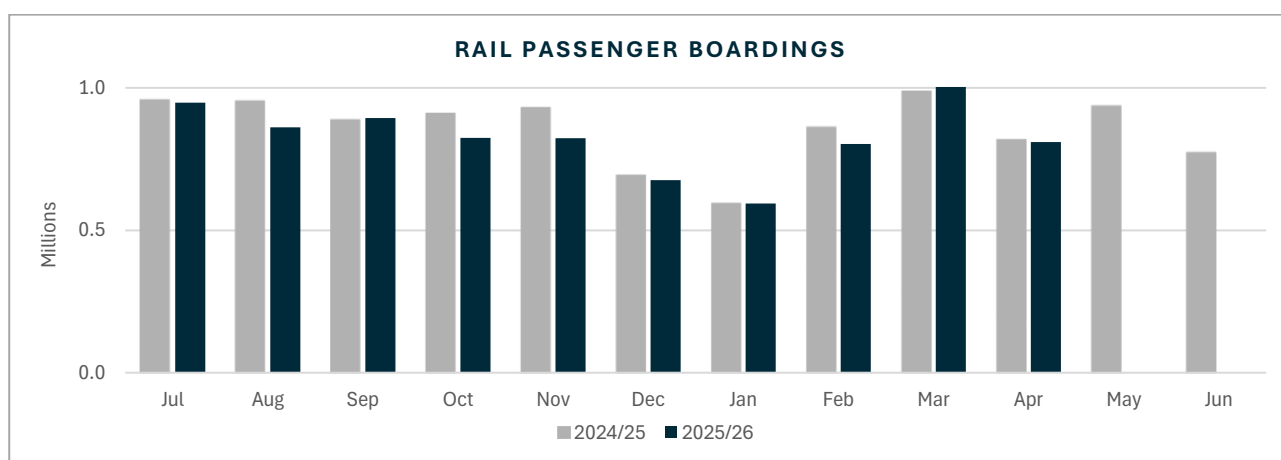
Route Number	Unit Area	Route Destination	Patronage	Scheduled Trips	Seated Capacity
2	Wellington	Karori - Wellington - Hataitai - Miramar/Seatoun	270,176	6,955	258,170
1	Wellington	Johnsonville West/Churton Park/Grenada Village - Island Bay	236,254	4,906	318,105
3	Wellington	Lyall Bay/Rongotai - Kilbirnie - Newtown - Wellington	153,114	4,664	233,526
4	Wellington	Strathmore - Newtown - Wellington - University - Mairangi	121,130	3,124	120,368
14	Wellington	Wilton - Wellington - Roseneath - Hataitai - Kilbirnie	82,596	2,803	110,859

Patronage – Lowest Patronage 5 routes this month excluding designated school routes

Route Number	Unit Area	Route Destination	Patronage	Scheduled Trips	Seated Capacity
264	Kapiti	Paraparaumu East - Paraparaumu - Kāpiti Health Centre	1	14	386
N8	Hutt Valley	After Midnight (Lower Hutt - Petone - Wellington)	8	12	495
300	Porirua	Whenua Tapu Cemetery - Porirua - Titahi Bay	21	2	66
206	Wairarapa	Masterton - Masterton East - Masterton	57	57	1,881
N6	Porirua	After Midnight (Wellington - Porirua - Whitby - Plimmerton)	76	24	803

Rail passenger boardings

April rail passenger boardings were 1.1% lower than the same month last year.



Boardings by line - current month

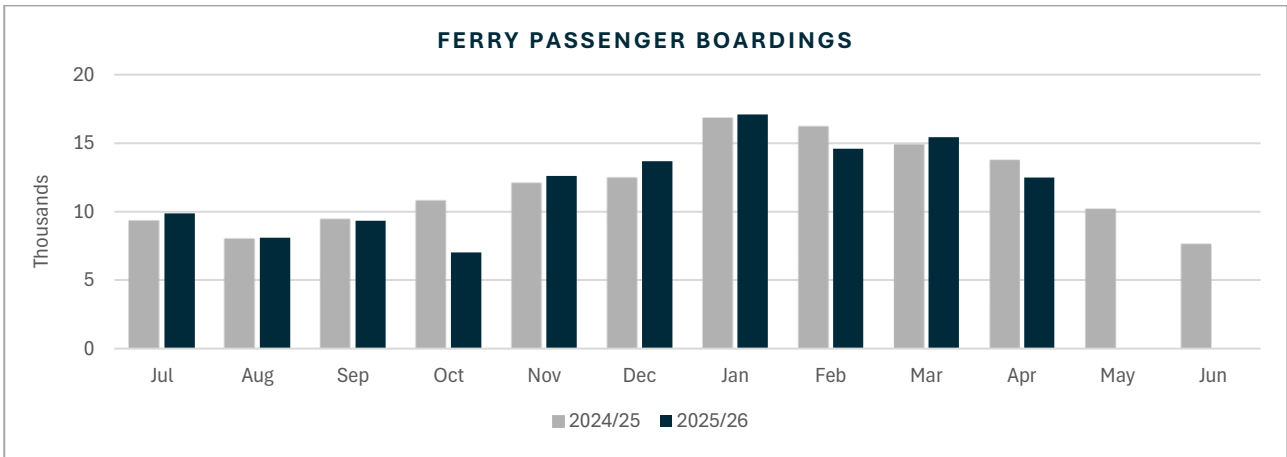
	Apr-26	Apr-25	% Change
Hutt Valley	348,733	370,951	-6.0%
Kapiti	339,177	330,091	2.8%
Johnsonville	73,385	80,322	-8.6%
Wairarapa	48,794	38,014	28.4%
Total	810,089	819,378	-1.1%

Boardings by line - year to date (Jul - Apr)

	2025/26	2024/25	% Change
Hutt Valley	3,561,570	3,795,743	-6.2%
Kapiti	3,417,282	3,492,426	-2.2%
Johnsonville	812,248	895,340	-9.3%
Wairarapa	473,420	429,622	10.2%
Total	8,264,520	8,613,131	-4.0%

Ferry passenger boardings

Ferry boardings show a decrease of 8.9% on the same month last year.



Boardings - current month

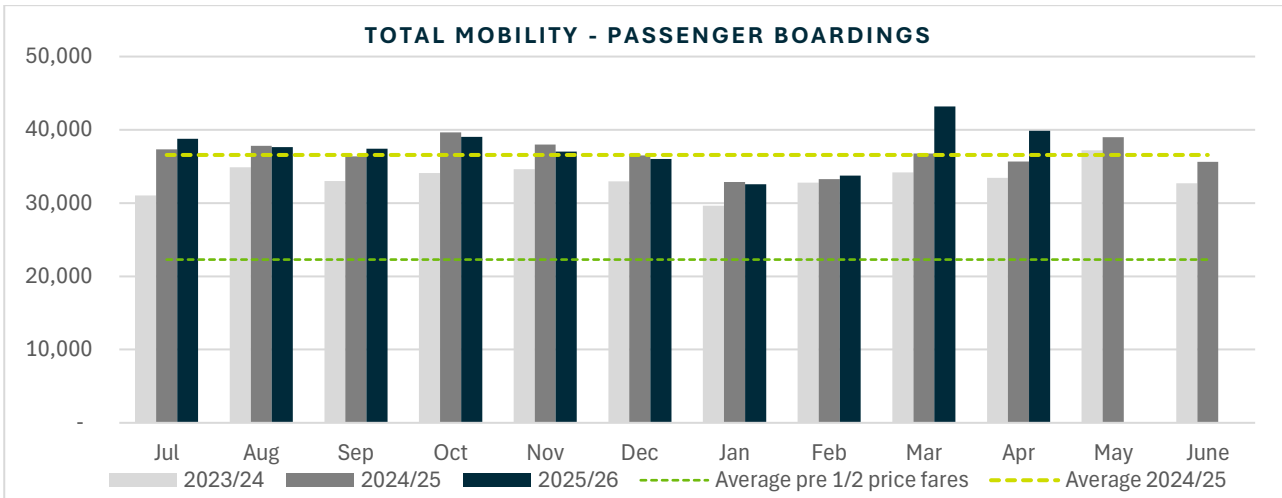
	Apr-26	Apr-25	% Change
Total	12,487	13,711	-8.9%

Boardings - year to date (Jul - Apr)

	2025/26	2024/25	% Change
Total	120,240	123,473	-2.6%

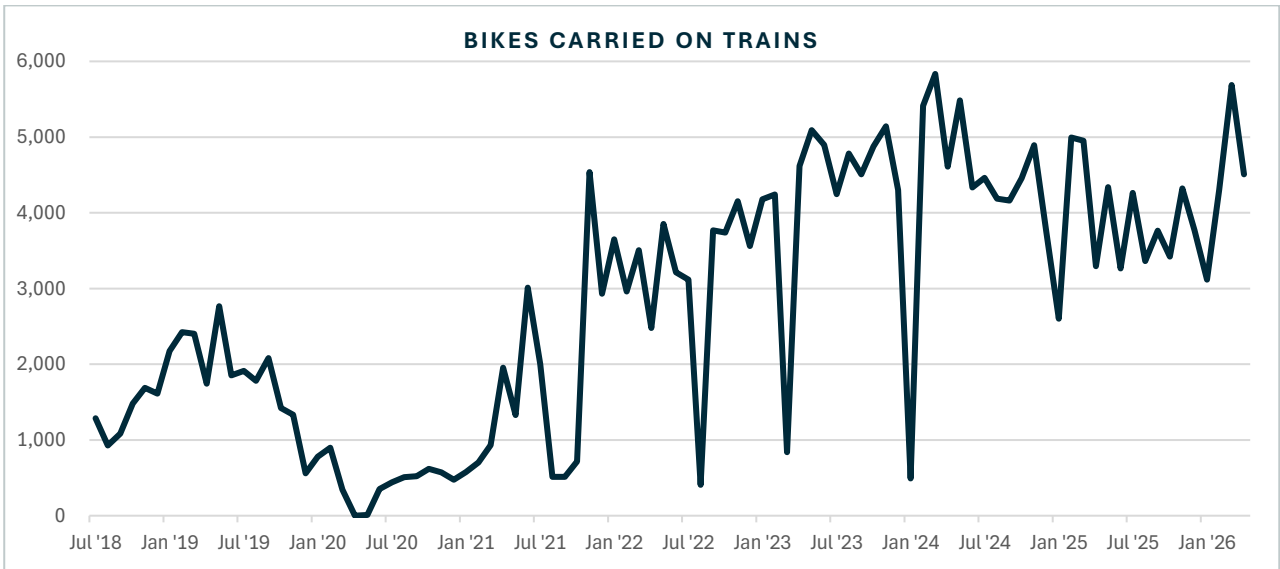
Te Hunga Whaikaha Total Mobility passenger boardings

In April, there were 39,849 Te Hunga Whaikaha Total Mobility trips, an increase of 11.71% compared to the same month last 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.



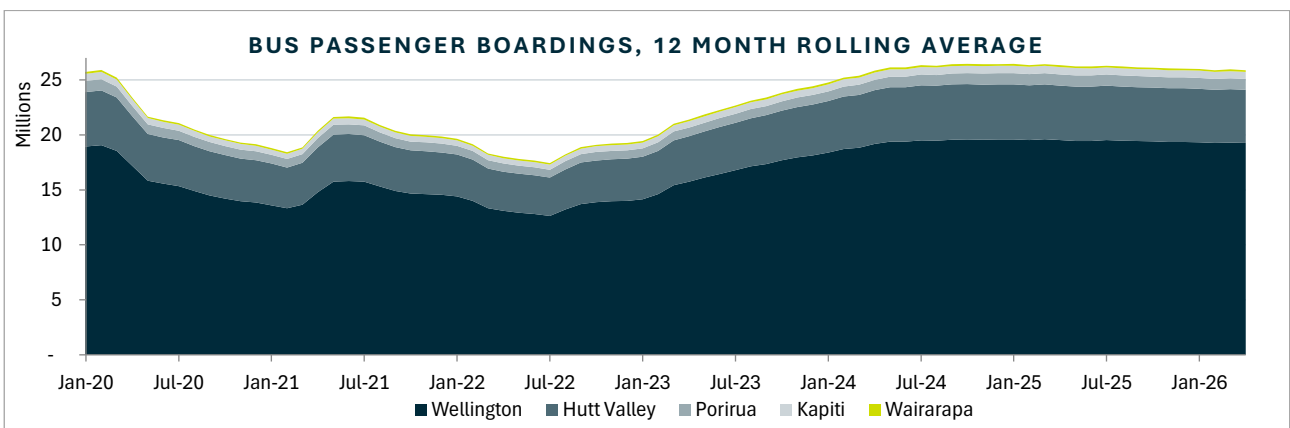
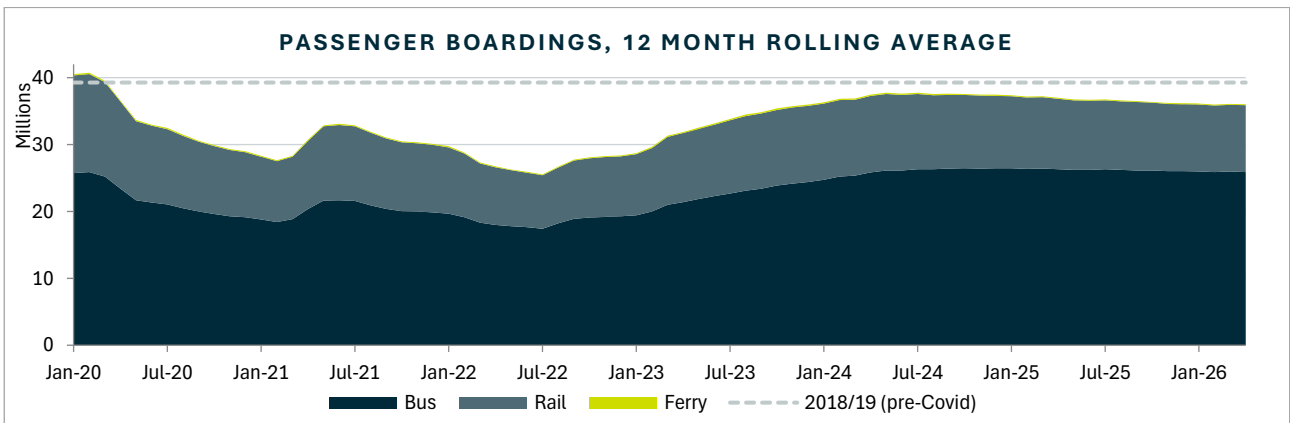
Bikes carried on rail services

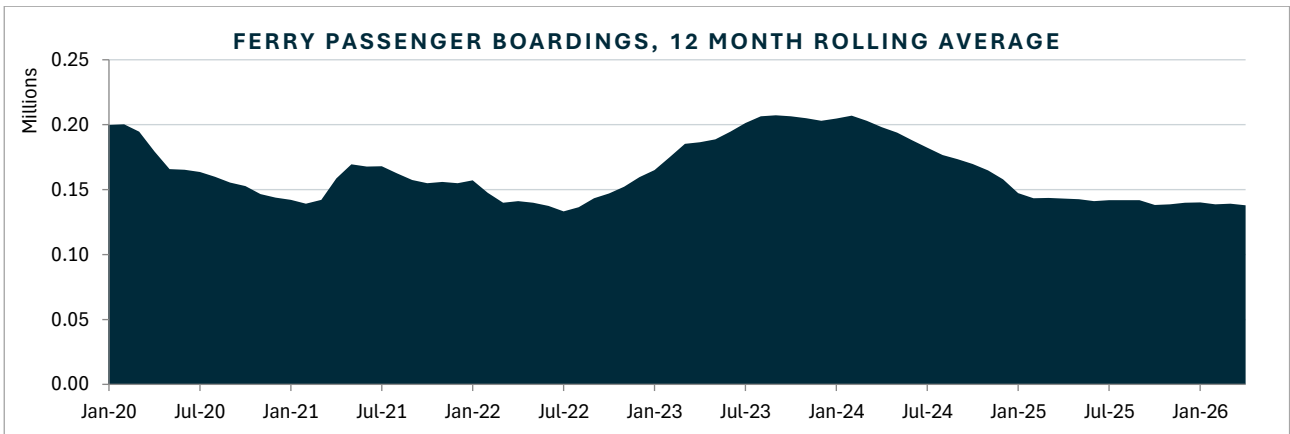
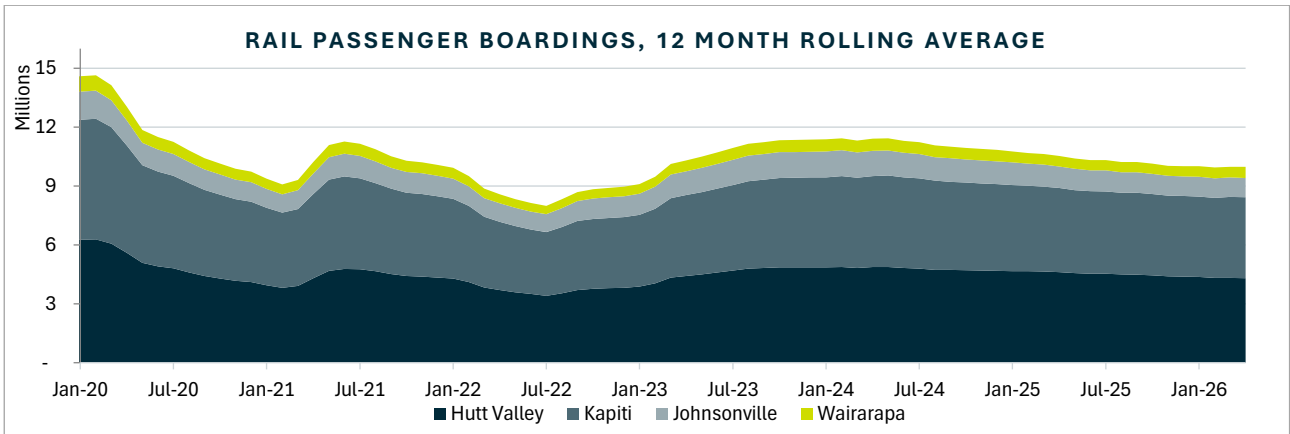
The following graph provides an estimate of the number of bikes carried on rail services, as recorded by onboard staff counts. These results may change over time as we improve data collection processes. In April, 4,507 bikes were counted onboard rail services, vs 3,296 over the same month last year.



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).

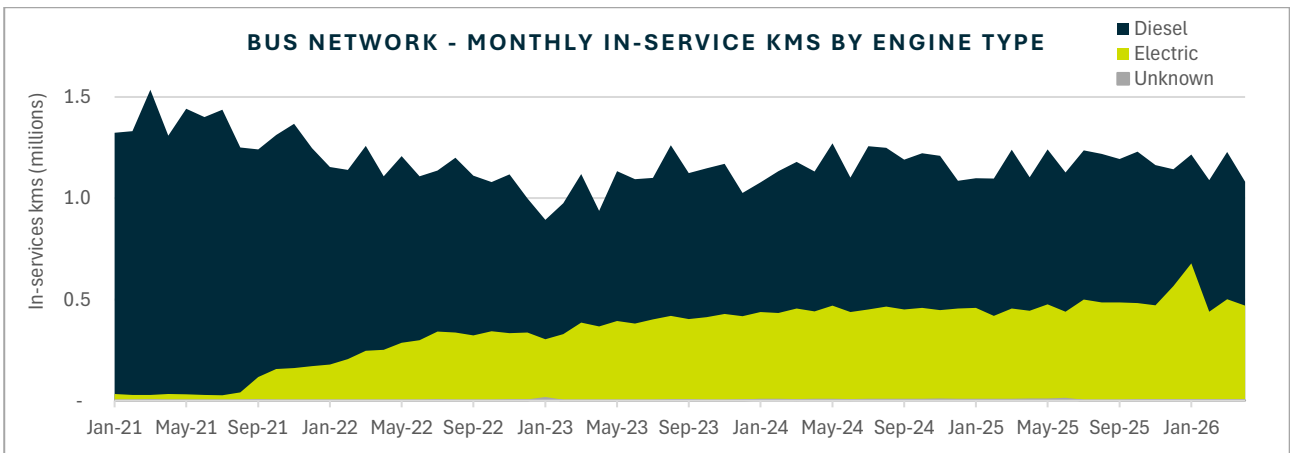




Bus emissions

In-service kilometres by engine type

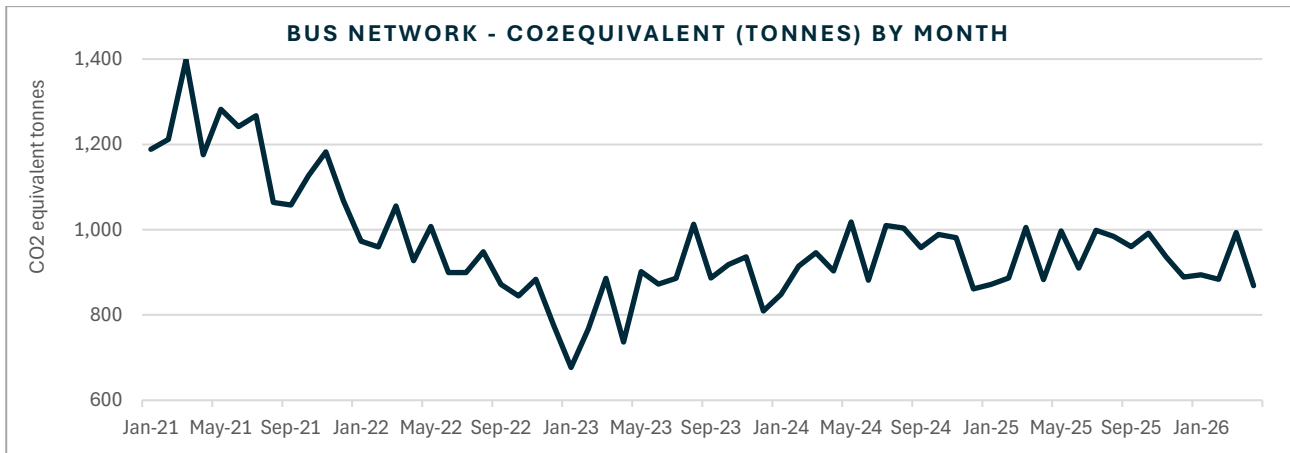
The graph below shows the monthly in-service kilometres by engine type for vehicles that have run Greater Wellington bus network services.



The spike in electric KMs Dec/Jan is a data issue currently being rectified – the actual figures are much closer to the average for the last 6 months.

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

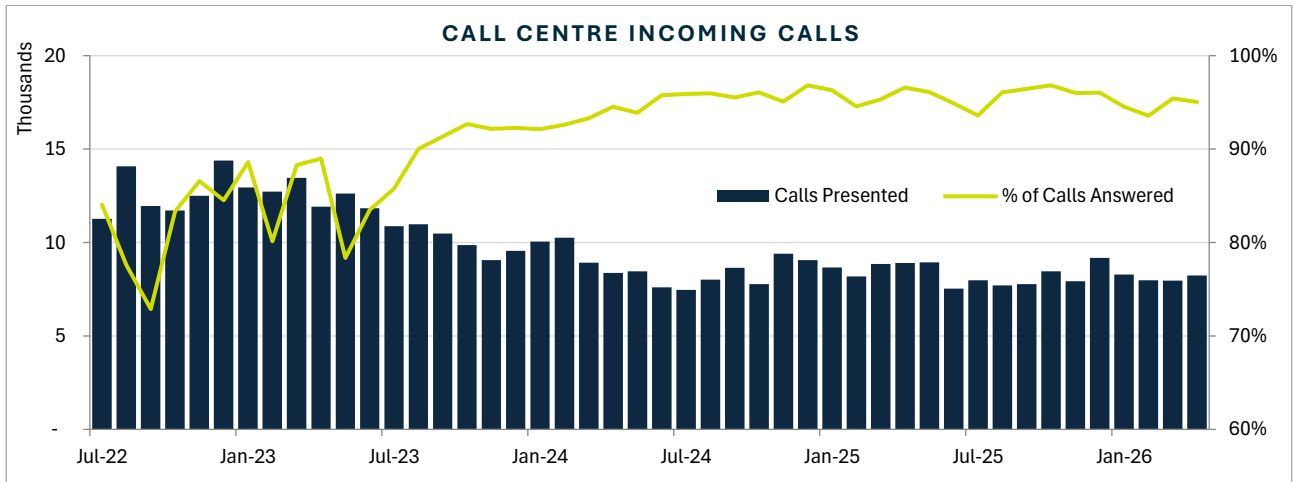
The table below shows the number of vehicles by engine type that ran bus network services in the Greater Wellington region in April.

Engine type	Count
Electric	119
EURO3	47
EURO4	18
EURO5	74
EURO6	211
Unknown	11
Total	480

Customer contact

Call centre incoming calls

Metlink answered 95.0% of the 8,233 calls received in April.



Warranted Transport Officer Activity

Payment validations of Metlink bus services fares are based on observations – passengers who are requesting free fares from drivers and/or passengers who are using an incorrect card are engaged in a conversation and details collected. We continue working with drivers and passengers to remind them of the tickets to be issued for all non-Snapper trips, including fares which do not incur a charge to the customer.

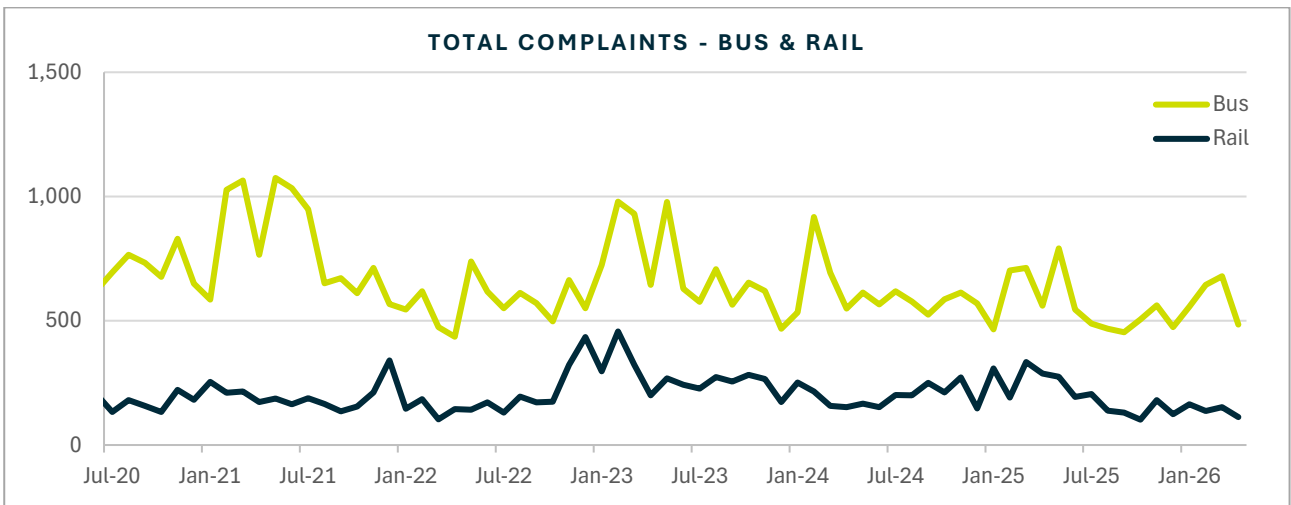
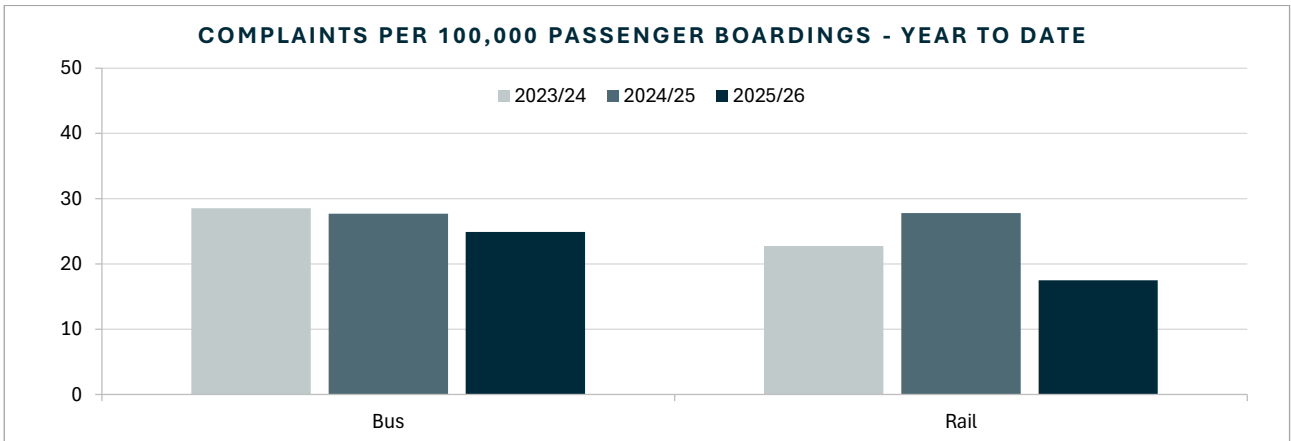
Metlink’s Warranted Transport Officers undertook 1,368 payment validations on board rail services in April 2026. The table below reports on the number of times Transport Officers sought customer details in relation to their non-payment of the correct fare in the April 2026 period. No infringement notices were issued over the period.

Mode	Rail - HVL	Rail - KPL	Rail - JVL	Rail - MEL	Rail - WRL	Bus	Ferry	Platform	TOTAL
Details sought	11	20	1	0	0	1	0	0	33

Complaints

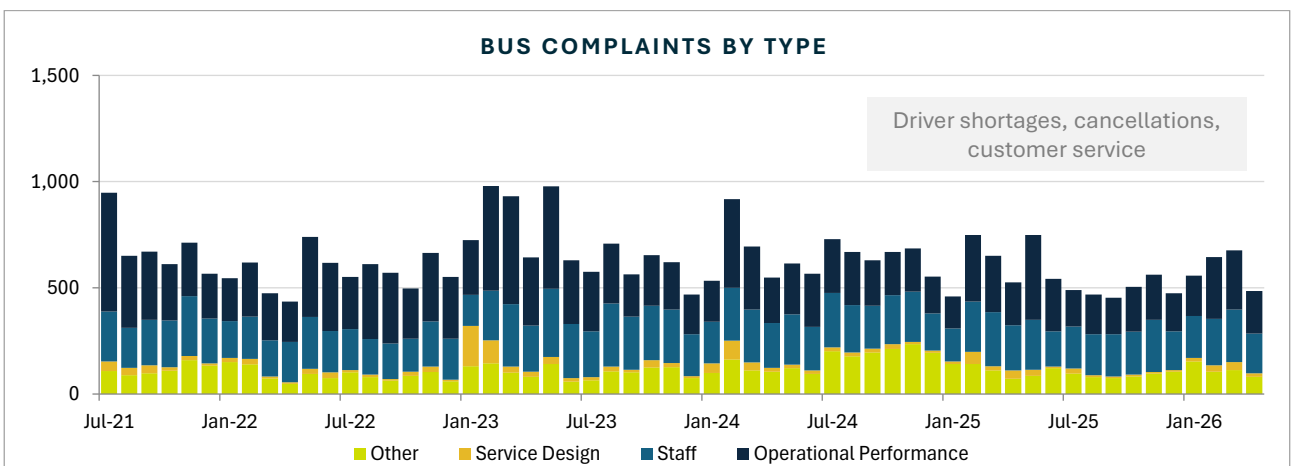
Complaints volume

To compare complaint volumes, Metlink reports the number of complaints per 100,000 passenger boardings. So far this year, complaint volumes relative to passenger boardings are lower for rail than bus.



Bus complaints

Bus complaints for the month were 13.5% lower than April last year. They relate mostly to operational performance and driver behaviour.



Bus complaints - current month

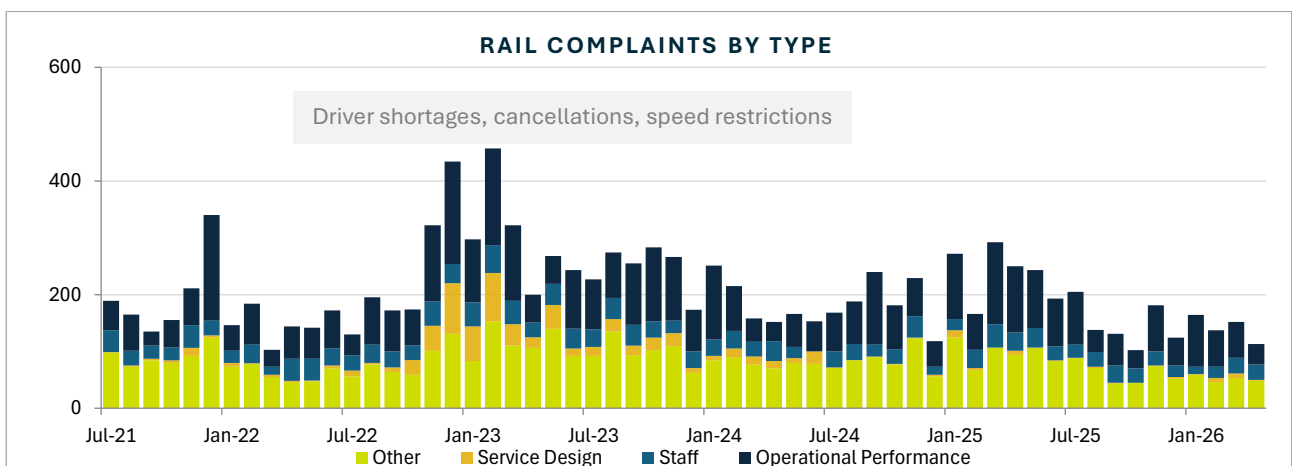
	Apr-26	Apr-25	Change
Wellington			
Newlands, Tawa	28	24	16.7%
East-West, City	147	192	-23.4%
North-south, Khandallah, Brooklyn	162	166	-2.4%
Hutt Valley	102	133	-23.3%
Porirua	22	19	15.8%
Kapiti	18	17	5.9%
Wairarapa	6	10	-40.0%
General	-	-	0.0%
Total	485	561	-13.5%

Bus complaints - year to date (Jul - Apr)

	2025/26	2024/25	Change
Wellington			
Newlands, Tawa	294	435	-32.4%
East-West, City	1,621	2,016	-19.6%
North-south, Khandallah, Brooklyn	1,705	1,732	-1.6%
Hutt Valley	1,201	1,282	-6.3%
Porirua	195	237	-17.7%
Kapiti	145	169	-14.2%
Wairarapa	78	61	27.9%
General	80	-	
Total	5,319	5,932	-10.3%

Rail complaints

Rail complaints for the month were 60.6% lower than April last year. They relate mostly to operational performance and passenger information.



Rail complaints - current month

	Apr-26	Apr-25	Change
Hutt Valley	46	113	-59.3%
Kapiti	48	79	-39.2%
Johnsonville	6	22	-72.7%
Wairarapa	13	41	-68.3%
General	0	32	-100.0%
Total	113	287	-60.6%

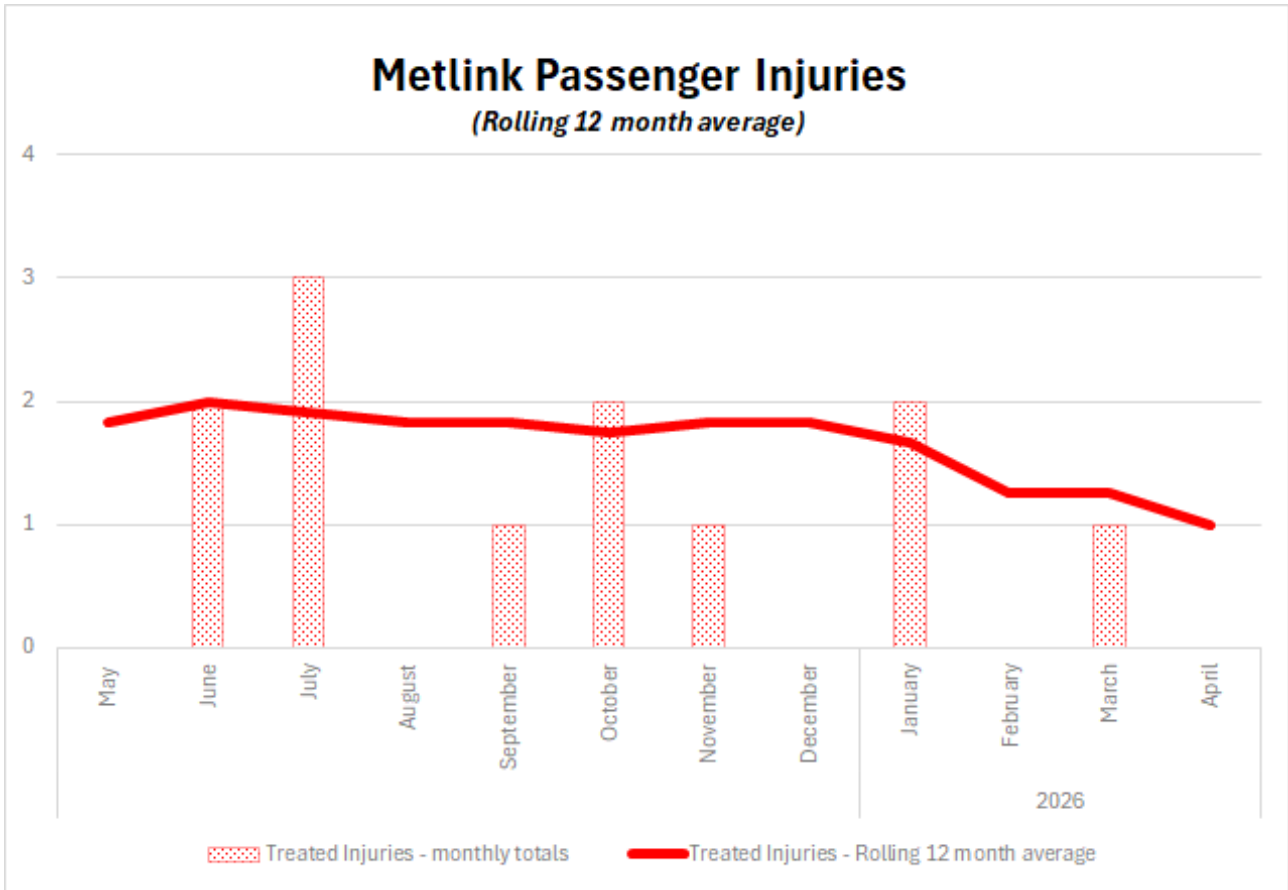
Rail complaints - year to date (Jul - Apr)

	2025/26	2024/25	Change
Hutt Valley	615	852	-27.8%
Kapiti	444	733	-39.4%
Johnsonville	144	129	11.6%
Wairarapa	203	289	-29.8%
General	41	398	-89.7%
Total	1,447	2,401	-39.7%

Health, Safety and Wellbeing

Passenger Injuries

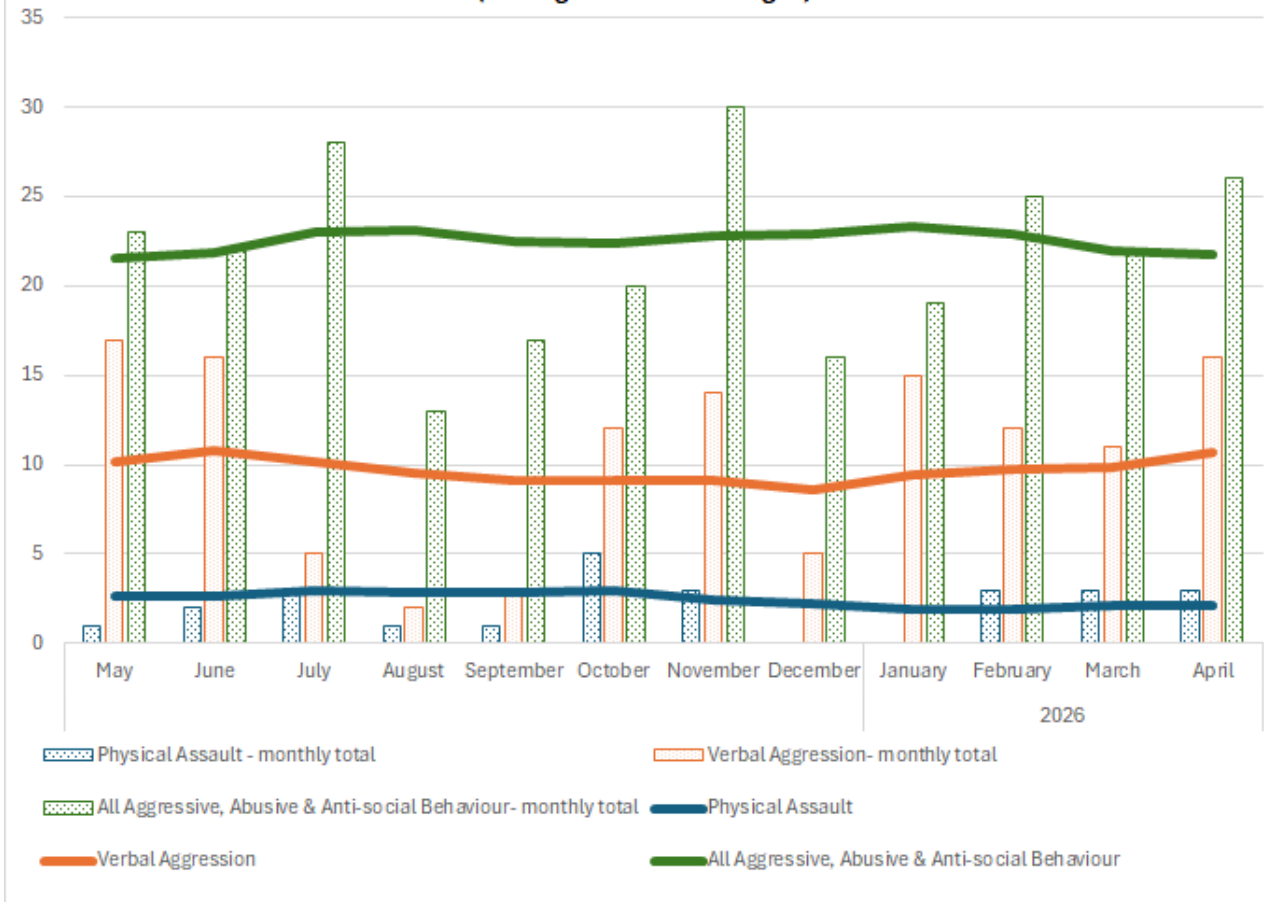
The monthly passenger injuries since May 2025 is shown below, as well as the rolling 12m average. In April, there were no reported passenger injuries.



Aggressive & Abusive Behaviour

The graph below shows the aggressive and abusive behaviour events since April 2025, and the 12m rolling total.

Metlink - Aggressive & Abusive Behaviour Events (Rolling 12 month averages)



Financial performance

Fare revenue

Bus and rail fare revenue

In April 2026, there was a budget deficit of \$1,226,316 for the month across bus and rail services. The year-to-date budget shortfall for bus and rail fare revenue is \$6,717,948.

The year-to-date fare revenue budget variance is impacted by seasonality, it is expected that the variance should partially recover as the year progresses.

The ferry fare revenue in April was \$128,898.

Fare revenue - current month

	Apr-26	Budget	Excess/Shortfall
Bus	3,414,043	3,982,533	-568,489
Rail	3,071,871	3,729,698	-657,826
Total	\$ 6,485,915	\$ 7,712,230	-\$ 1,226,316

Fare revenue - year to date (Jul - Apr)

	2025/26	Budget	Excess/Shortfall
Bus	38,052,783	39,825,334	-1,772,551
Rail	32,351,581	37,296,978	-4,945,397
Total	\$ 70,404,364	\$ 77,122,311	-\$ 6,717,948