

# Metlink performance report

AUGUST 2025



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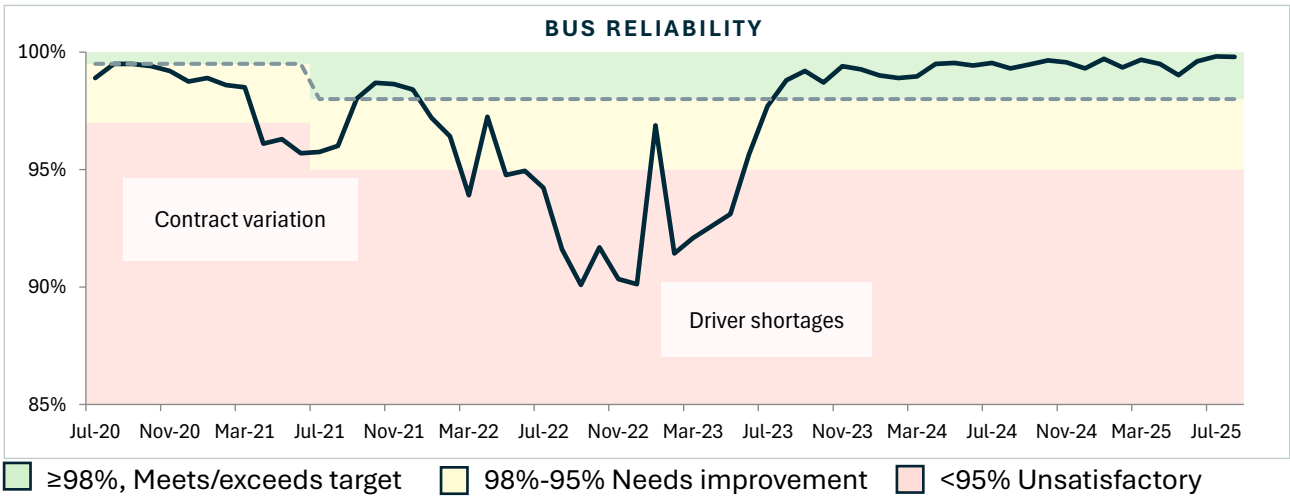
# Partner performance



## Bus operators

### Reliability

The bus reliability measure shows the percentage of scheduled services that ran, as tracked by RTI and Snapper systems. In August, 99.8% of bus services were delivered. Reliability this month continues to reflect stable driver numbers and retention rates.

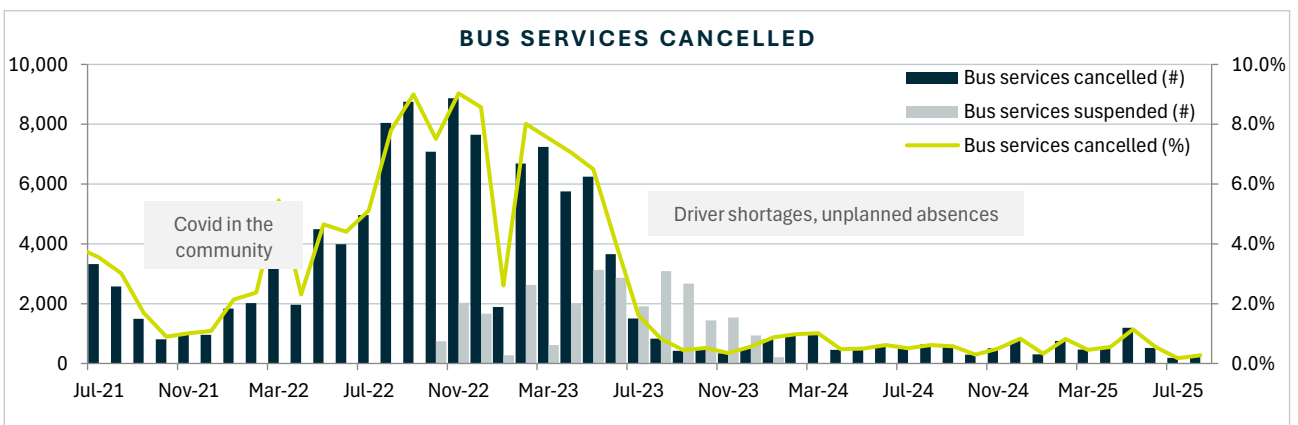


#### Reliability - current month

	Aug-25	Aug-24	Change
Wellington City			
Newlands & Tawa	99.8%	98.7%	1.0%
East, West & City	99.9%	99.8%	0.1%
North, South, Khandallah & Brooklyn	99.5%	98.9%	0.6%
Hutt Valley	99.9%	99.2%	0.7%
Porirua	99.5%	98.4%	1.1%
Kapiti	99.9%	99.9%	0.0%
Wairarapa	99.8%	99.9%	-0.1%
<b>Total</b>	<b>99.8%</b>	<b>99.3%</b>	<b>0.5%</b>

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

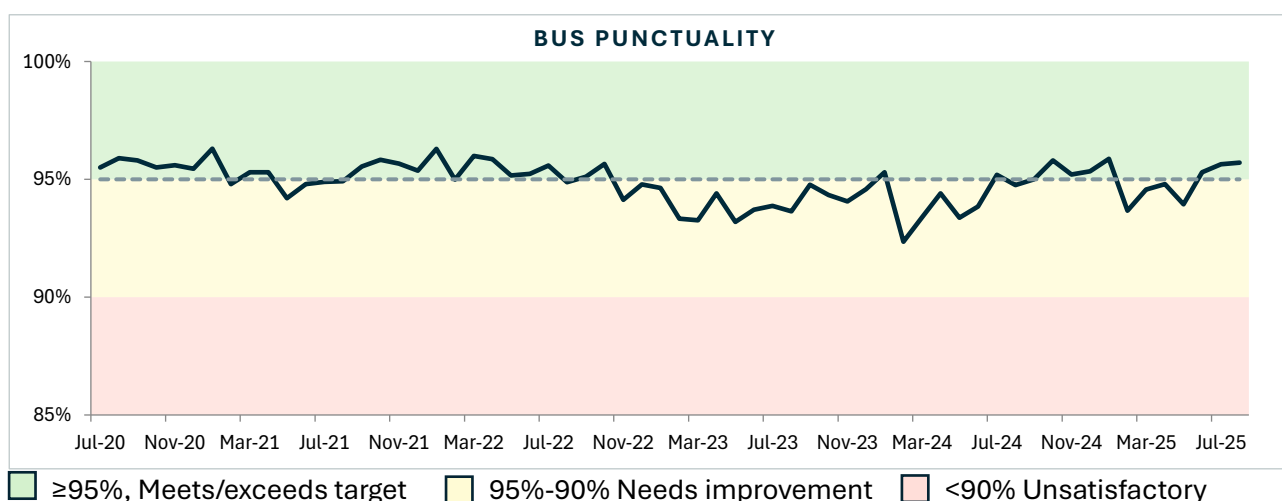
	2025/26	2024/25	Change
Wellington City			
Newlands & Tawa	99.6%	99.1%	0.5%
East, West & City	99.9%	99.8%	0.1%
North, South, Khandallah & Brooklyn	99.7%	98.9%	0.8%
Hutt Valley	99.9%	99.5%	0.4%
Porirua	99.6%	98.8%	0.8%
Kapiti	99.9%	99.9%	0.0%
Wairarapa	99.8%	99.8%	0.0%
<b>Total</b>	<b>99.8%</b>	<b>99.4%</b>	<b>0.4%</b>



## Punctuality

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

Bus service punctuality was 95.7% in August. Punctuality this month has been impacted by traffic congestion in the usual places across the region, and various roadworks sites. Wairarapa bus performance has been impacted by waiting for rail connections.



### Punctuality - current month

	Aug-25	Aug-24	Change
Wellington City			
Newlands & Tawa	97.2%	96.1%	1.1%
East, West & City	96.7%	95.6%	1.0%
North, South, Khandallah & Brooklyn	93.3%	93.1%	0.2%
Hutt Valley	95.0%	94.1%	0.9%
Porirua	96.3%	96.6%	-0.3%
Kapiti	98.1%	94.6%	3.5%
Wairarapa	94.5%	93.3%	1.1%
<b>Total</b>	<b>95.7%</b>	<b>94.8%</b>	<b>0.9%</b>

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

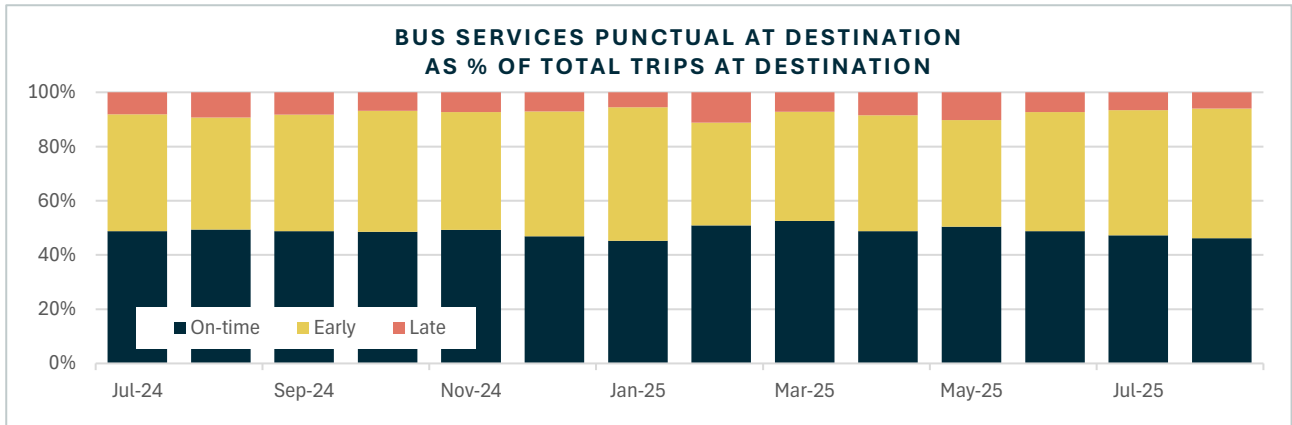
	2025/26	2024/25	Change
Wellington City			
Newlands & Tawa	97.4%	96.4%	1.0%
East, West & City	96.4%	95.6%	0.8%
North, South, Khandallah & Brooklyn	93.4%	93.3%	0.1%
Hutt Valley	95.0%	94.5%	0.5%
Porirua	96.7%	96.8%	-0.1%
Kapiti	97.8%	95.0%	2.8%
Wairarapa	93.8%	93.5%	0.3%
<b>Total</b>	<b>95.7%</b>	<b>95.0%</b>	<b>0.7%</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 August, 46.1% of bus services recorded at destination arrived on time, with a further 47.9% arriving more than one minute early, while 5.9% of services arrived more than five minutes late.



#### Punctuality at destination - current month

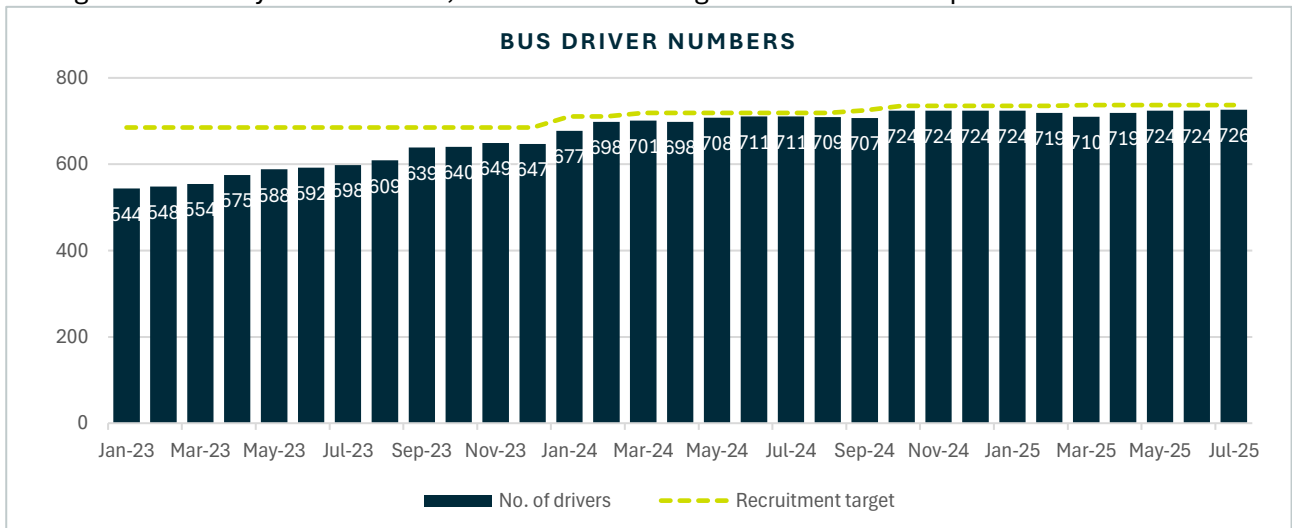
	Aug-25	Aug-24	Change
On-time	46.1%	49.4%	-3.3%
Early	47.9%	41.3%	6.6%
Late	5.9%	9.3%	-3.3%

#### Punc. at dest. - year to date (Jul - Aug)

	2025/26	2024/25	Change
On-time	46.7%	48.8%	-2.1%
Early	47.0%	41.4%	5.7%
Late	6.3%	9.9%	-3.6%

## Bus driver recruitment

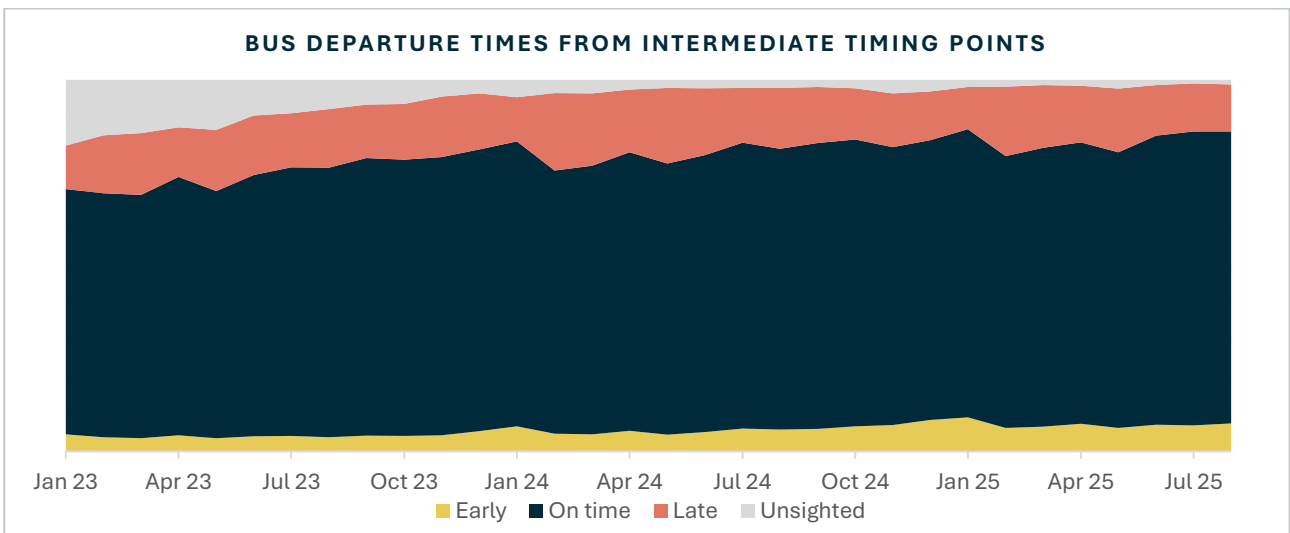
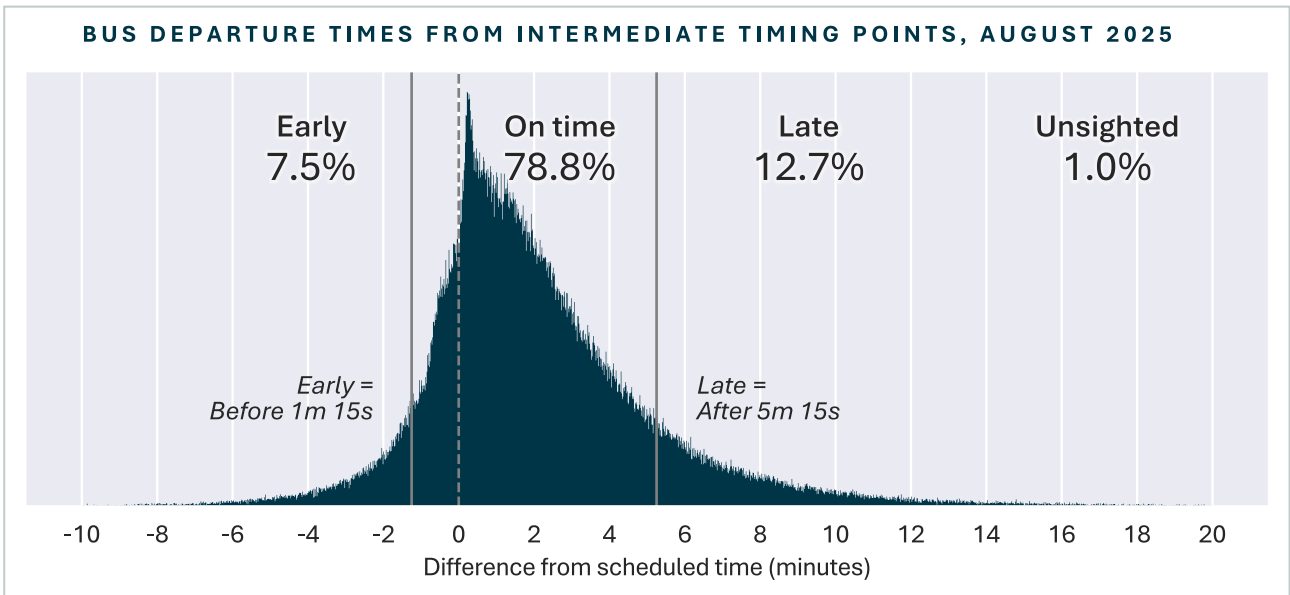
The graph below shows monthly total numbers of bus drivers against the original recruitment target of having 685 drivers by October 2023, and the current target of 737 drivers required to run the network.



Please note this graph shows bus driver numbers as of July, and will be updated to include August when the figures are available.

## 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 realtime 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.



### Bus punctuality at origin

This measure has been requested to be included and is currently under development. It will be included in the September report onwards.

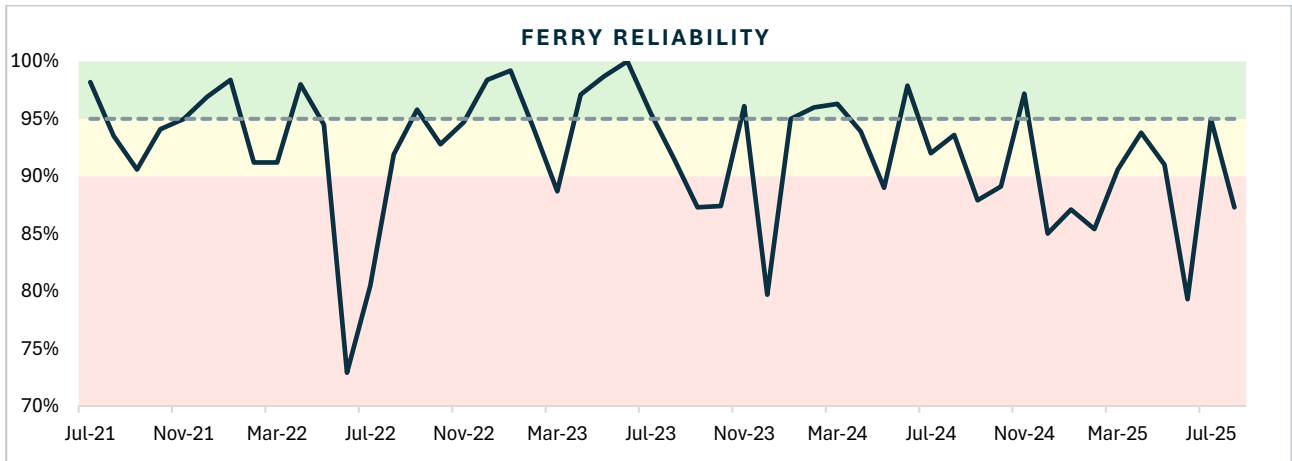


### Ferry operator

#### Reliability

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

Reliability for August was 87.3%, compared to 93.6% for the same month last year. There were 90 cancellations this month, 70 cancellations were weather related and the remaining 20 of these were due to staff sickness.



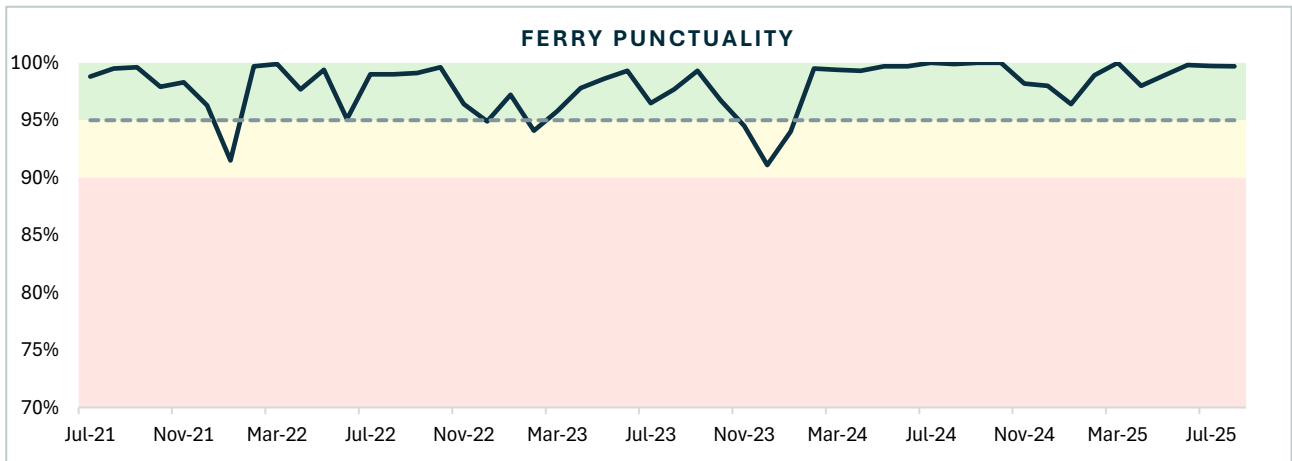
■ ≥95%, Meets/exceeds target  
 ■ 95%-90% Needs improvement  
 ■ <90% Unsatisfactory

**Reliability - current month**

	Aug-25	Aug-24	% Change
Total	87.3%	93.6%	-6.3%

## 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 August was 99.7%, compared to 99.9% for the same month last year.



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

**Punctuality - current month**

	Aug-25	Aug-24	% Change
Total	99.7%	99.9%	-0.2%



# Rail operator

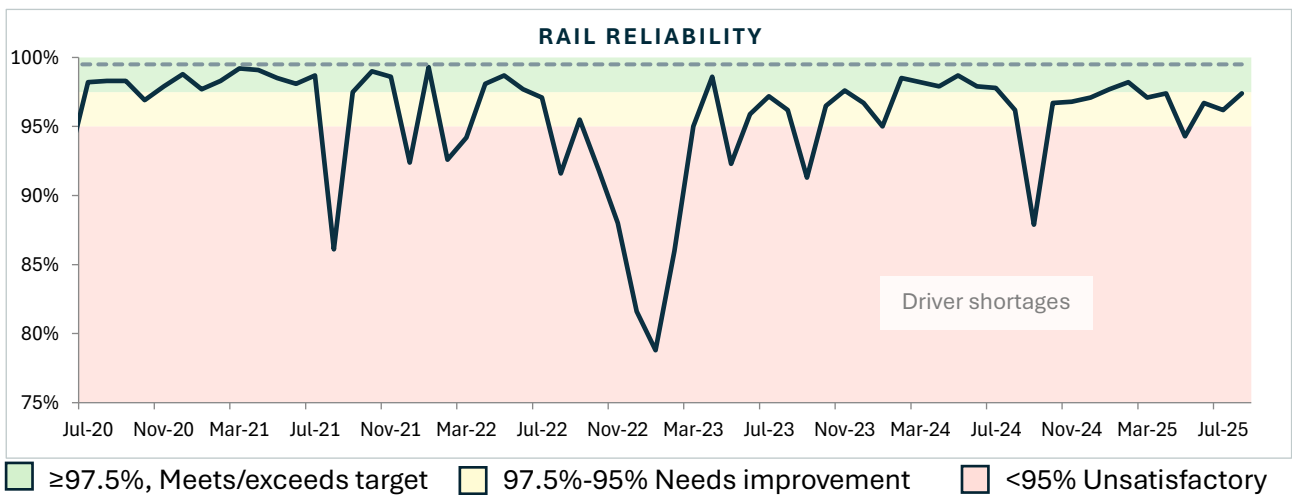
## Reliability

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 97.4% in August and 96.2% for the same month last year. Services were significantly affected by a train passing a red signal on the 14 August. Services were on several occasions due to signal faults, particularly affecting Hutt Valley and Wairarapa services. Some peak services were affected by icy overheads, mainly on the Hutt Valley Line.

Interpeak services on the Hutt line were bus replaced from Monday to Thursday for 3 weeks during August to facilitate planned maintenance on the track.

Staffing shortages and the Union Annual meeting affected 1.3% of services. At the beginning of August the 3.38pm and 6.18pm Wairarapa services were reinstated as trains after a successful sign-off of new Train Managers.



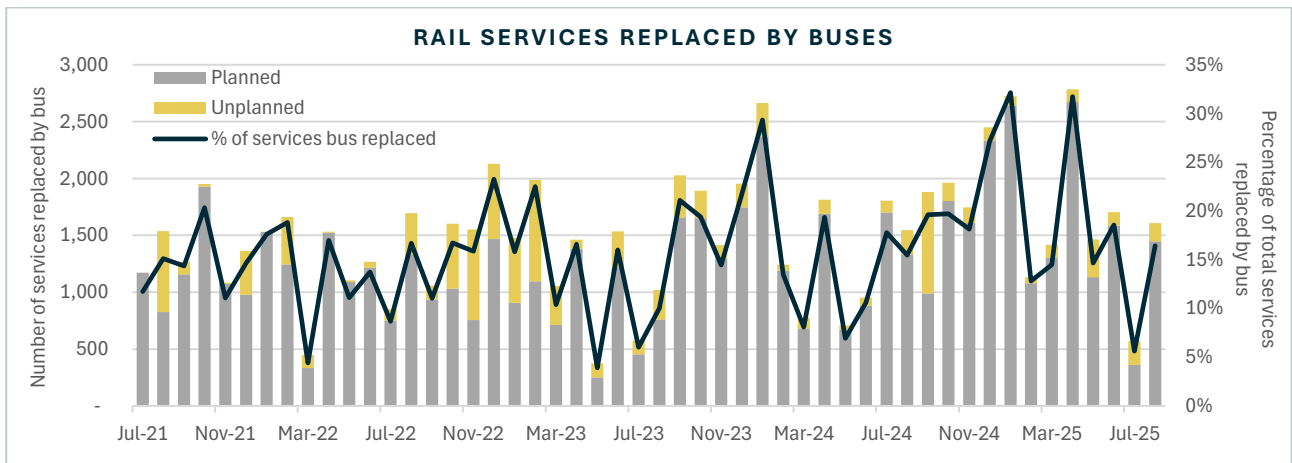
**Reliability - current month**

	Aug-25	Aug-24	Change
Hutt Valley	97.1%	97.2%	-0.1%
Johnsonville	98.6%	98.3%	0.3%
Kapiti	97.0%	93.7%	3.3%
Wairarapa	95.8%	92.5%	3.3%
<b>Total</b>	<b>97.4%</b>	<b>96.2%</b>	<b>1.2%</b>

**Reliability - year to date (Jul - Aug)**

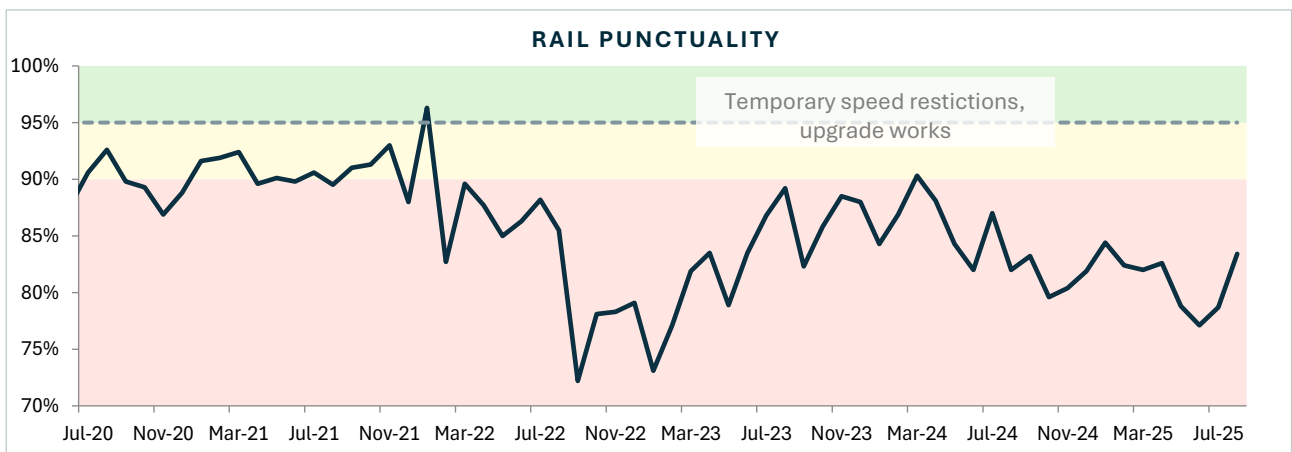
	2025/26	2024/25	Change
Hutt Valley	96.4%	97.6%	-1.2%
Johnsonville	98.8%	98.3%	0.5%
Kapiti	96.7%	95.7%	1.0%
Wairarapa	85.1%	90.7%	-5.6%
<b>Total</b>	<b>96.8%</b>	<b>97.0%</b>	<b>-0.2%</b>

In August, 16.4% of rail services were replaced by buses, compared to 5.6% the previous month. There were 9794 rail trips run, carrying 861,784 passengers.



## Punctuality

Punctuality continues to be impacted by a high level of speed restrictions on the Hutt Line, with high levels of temporary speed restrictions affecting services travelling between Wellington and Taita and north of Silverstream. which is delaying services particularly during the peaks. Interpeak services on the Wairarapa Line continue to experience delays due to network speed restrictions and active worksites.



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

### Punctuality - current month

	Aug-25	Aug-24	Change
Hutt Valley	79.1%	90.4%	-11.3%
Johnsonville	90.7%	95.9%	-5.2%
Kapiti	86.3%	65.9%	20.4%
Wairarapa	43.7%	11.9%	31.8%
<b>Total</b>	<b>83.4%</b>	<b>82.0%</b>	<b>1.4%</b>

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

	2025/26	2024/25	Change
Hutt Valley	81.1%	91.2%	-10.1%
Johnsonville	81.7%	96.7%	-15.0%
Kapiti	83.1%	72.2%	10.9%
Wairarapa	48.0%	13.2%	34.8%
<b>Total</b>	<b>81.0%</b>	<b>84.5%</b>	<b>-3.5%</b>

## Rail Frontline Staff

The below table provides an overview of Transdev’s reported frontline staff numbers as of August:



Frontline Staff	Staff Required	Actual Available Staff	In Training
Train Drivers	114	107	10
Train Managers	111	96	4
Passenger Operators	94	82	5
<b>Total</b>	<b>319</b>	<b>285</b>	<b>19</b>

## 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.*

#### August Summary

August's performance saw a slight decrease for both Punctuality (0.09%) and Reliability (0.11%) on the previous month's statistics.

On the 6th of August, 851 points failed in reverse at Plimmerton. Fault team attended and cleaned the contacts and reset the points.

On the 19th of August during the morning peak, 211 Freight service was wrong routed at Wellington Station. Investigation identified the route cause as a previously unknown fault within the Signals Reflex System. Signals Engineering have since investigated this and have rectified with a software change that was uploaded as of 30th August.

Track faults occurred in quick succession all on the NIMT on the down main towards the end of the month. The first was located on August 25th between Paekakariki and Paraparaumu at the end of a night shift block of line. The other two occurred on the 28th and 29th August between Paremata and Porirua. All three sites were temporarily repaired with a 40kph speed restriction applied and renewed on the weekend of the 30th and 31st August.

On the 31st of August a fault occurred at Woburn Substation, towards the end of the weekend Block of Line, leading to a late power restore.

On the NIMT, six new TSRs were added. One TSR for tight gauge at 29B points was lifted.

On the Wairarapa Line Turnout 75 at Taita was replaced with straight track. This will remove the TSR whilst the Turnout is awaiting renewal in FY27.

### Network Availability

There were no unplanned line closures for the month of Aug.

### Maintenance Compliance

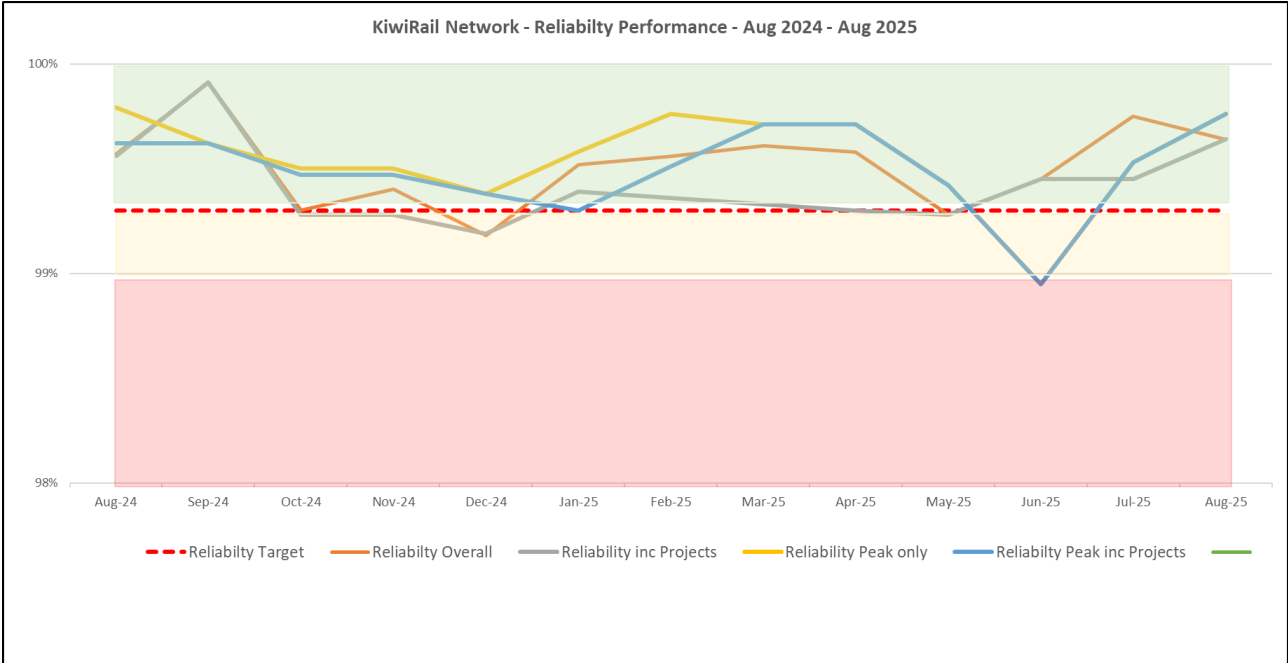
Maintenance is 100% compliant across both Track and STTE.

### HSE

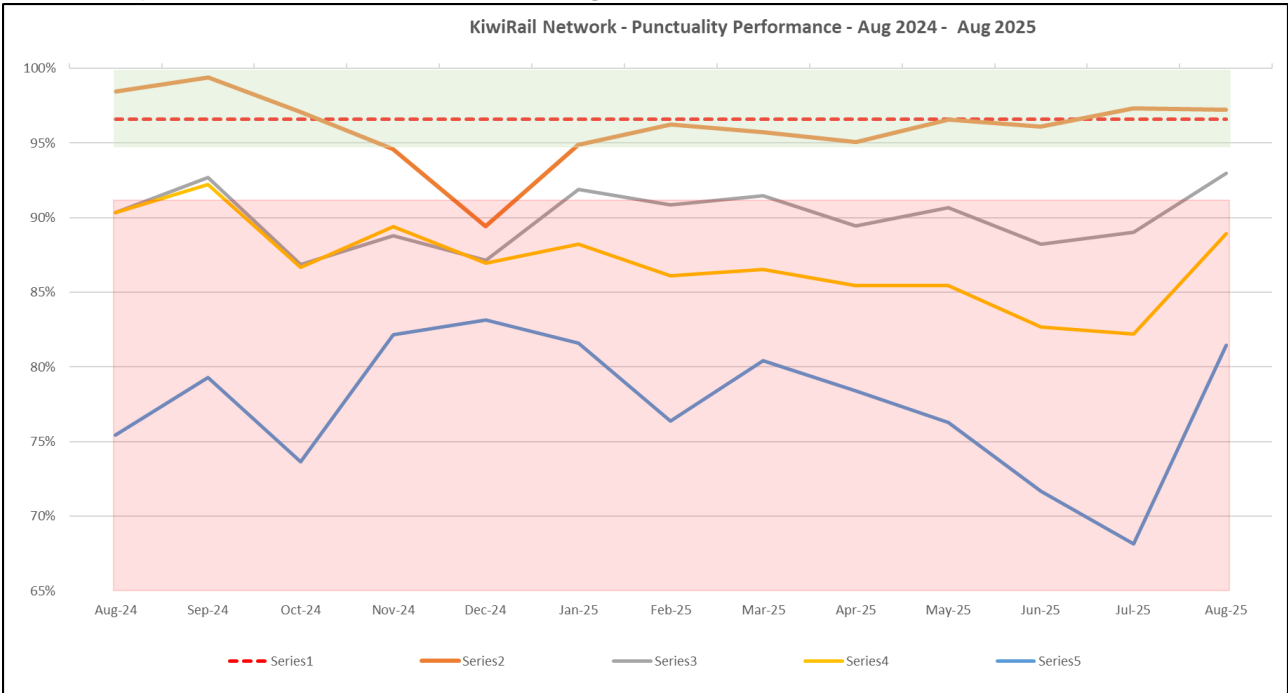
31 Harm Free Days in August.

Graphs showing Network Punctuality and Reliability performance rolling 12- month trend

### Reliability of the Rail Network - IE: Track, Signal etc



### Punctuality of the Rail Network - IE: Track, Signal etc



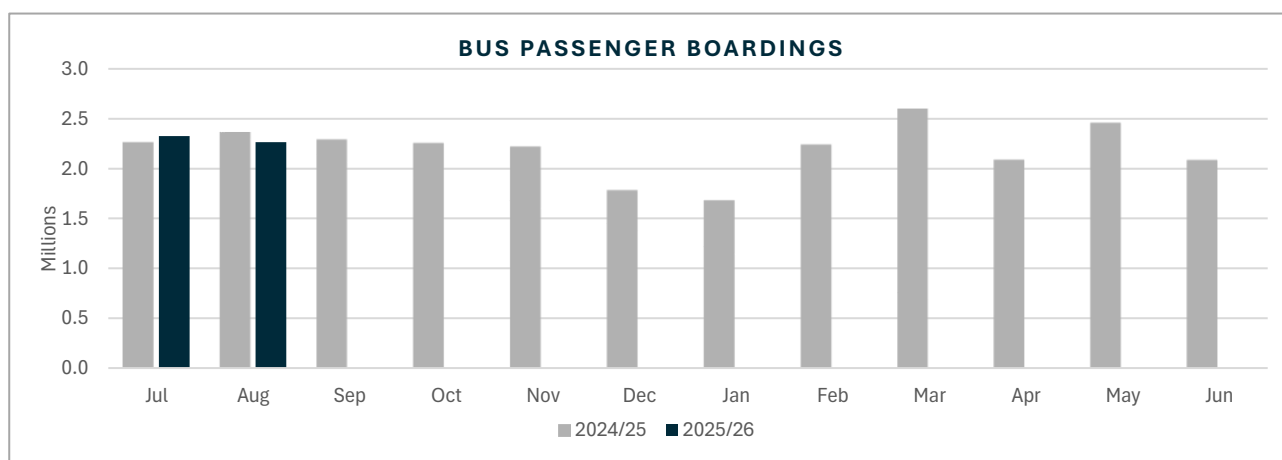
# Operational performance

## 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

August bus passenger boardings were 3.4% lower than the same month last year, and the year to date boardings are less than 0.1% lower than last year.



#### Boardings by area - current month

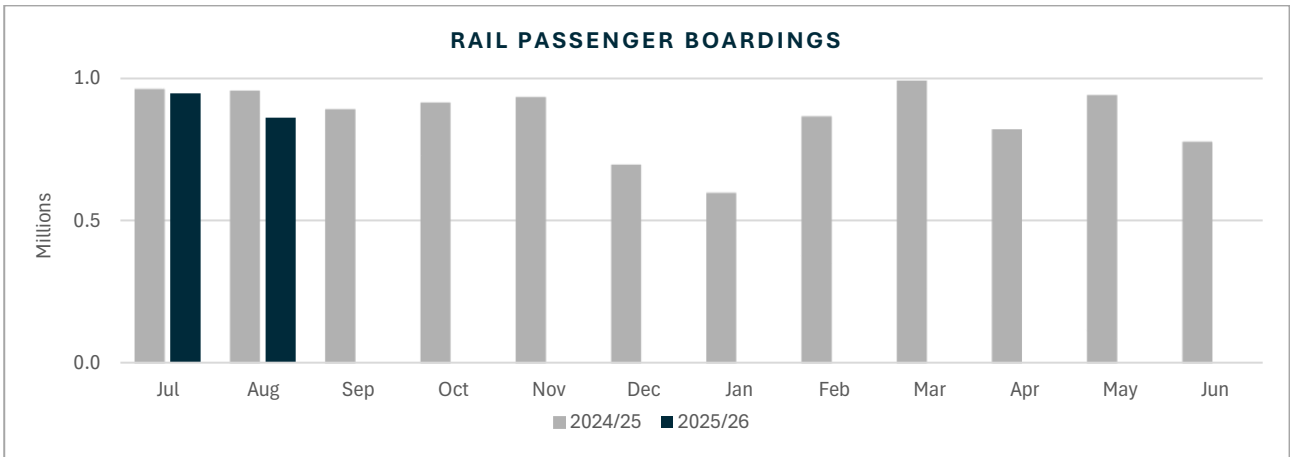
	Aug-25	Aug-24	% Change
Wellington	1,676,026	1,720,590	-2.6%
Hutt Valley	427,393	452,423	-5.5%
Porirua	87,273	93,461	-6.6%
Kapiti	59,212	63,540	-6.8%
Wairarapa	15,090	15,458	-2.4%
<b>Total</b>	<b>2,264,994</b>	<b>2,345,472</b>	<b>-3.4%</b>

#### Boardings by area - year to date (Jul - Aug)

	2025/26	2024/25	% Change
Wellington	3,437,233	3,406,225	0.9%
Hutt Valley	841,151	861,259	-2.3%
Porirua	171,679	177,166	-3.1%
Kapiti	112,754	116,777	-3.4%
Wairarapa	28,590	27,951	2.3%
<b>Total</b>	<b>4,591,407</b>	<b>4,589,378</b>	<b>0.0%</b>

### Rail passenger boardings

August rail passenger boardings were 9.7% lower than the same month last year.



**Boardings by line - current month**

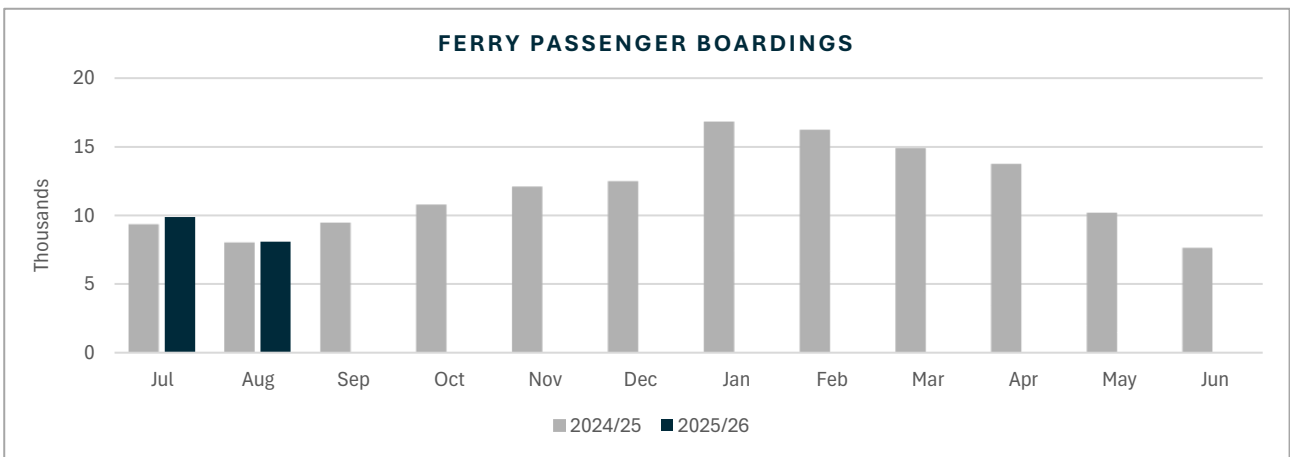
	Aug-25	Aug-24	% Change
Hutt Valley	374,759	412,979	-9.3%
Kapiti	352,317	389,707	-9.6%
Johnsonville	86,971	100,526	-13.5%
Wairarapa	47,737	51,601	-7.5%
<b>Total</b>	<b>861,784</b>	<b>954,813</b>	<b>-9.7%</b>

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

	2025/26	2024/25	% Change
Hutt Valley	788,999	831,641	-5.1%
Kapiti	740,489	780,978	-5.2%
Johnsonville	181,629	197,106	-7.9%
Wairarapa	98,620	105,332	-6.4%
<b>Total</b>	<b>1,809,737</b>	<b>1,915,057</b>	<b>-5.5%</b>

**Ferry passenger boardings**

Ferry boardings show an increase of 1.3% on the same month last year. This month we saw several cancellations, corresponding to staff sickness and weather.



**Boardings - current month**

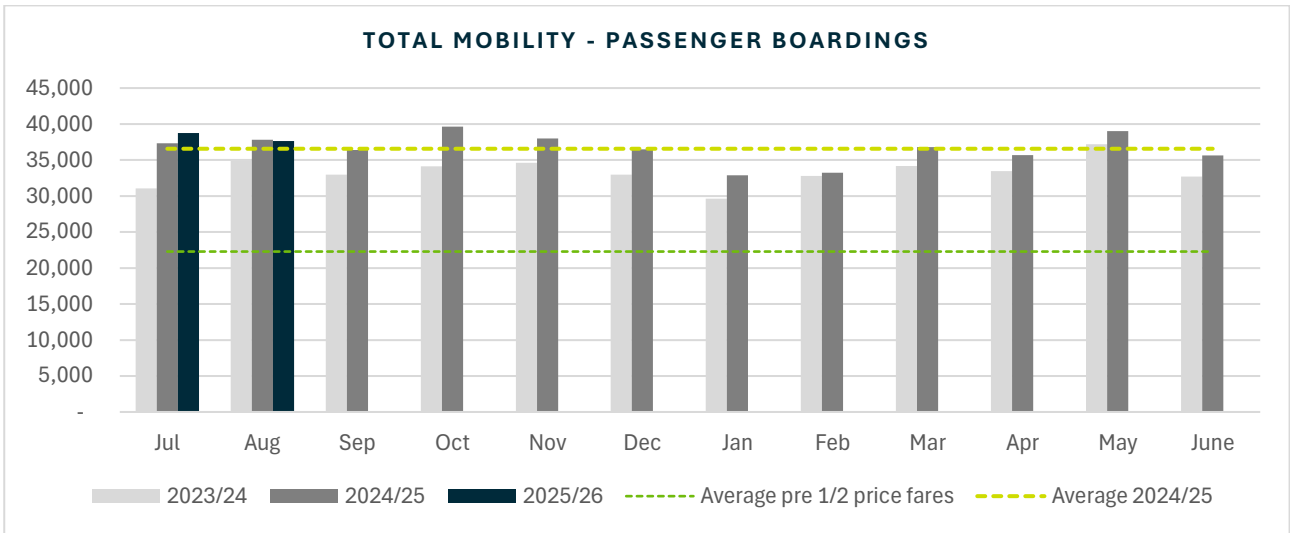
	Aug-25	Aug-24	% Change
<b>Total</b>	<b>8,097</b>	<b>7,996</b>	<b>1.3%</b>

**Boardings - year to date (Jul - Aug)**

	2025/26	2024/25	% Change
<b>Total</b>	<b>17,968</b>	<b>17,311</b>	<b>3.8%</b>

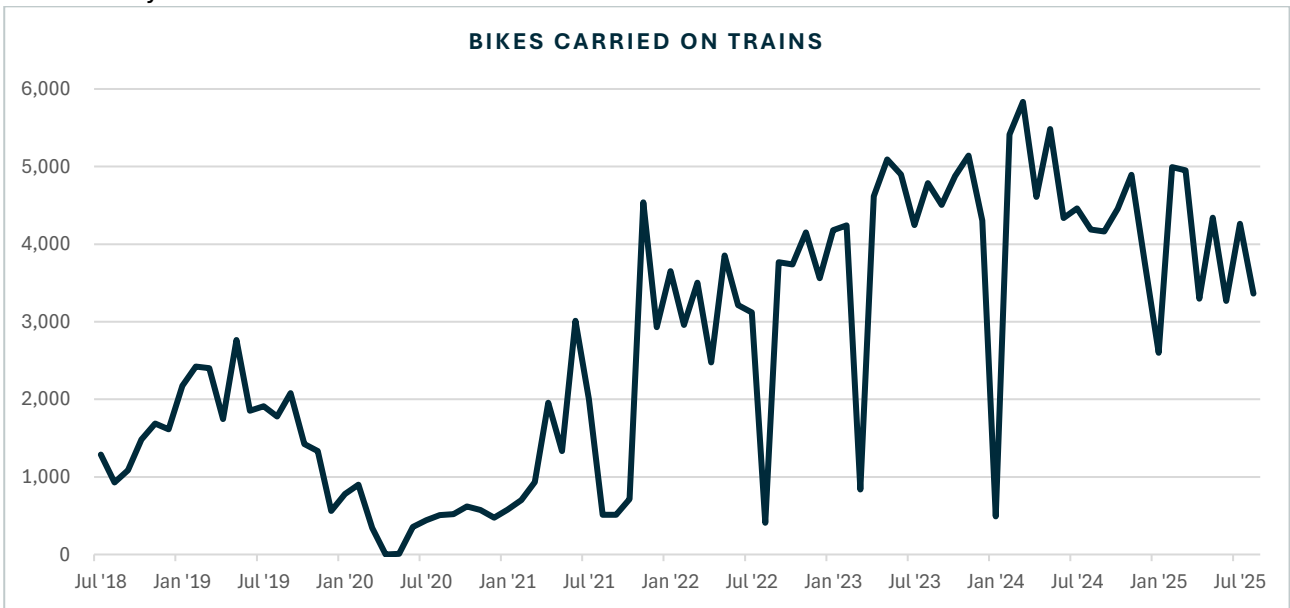
**Te Hunga Whaikaha Total Mobility passenger boardings**

In August there were 37,650 Te Hunga Whaikaha Total Mobility trips, an increase of 1.3% 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 August 2025, 3,362 bikes were counted onboard rail services, vs 4,188 over the same month last year.

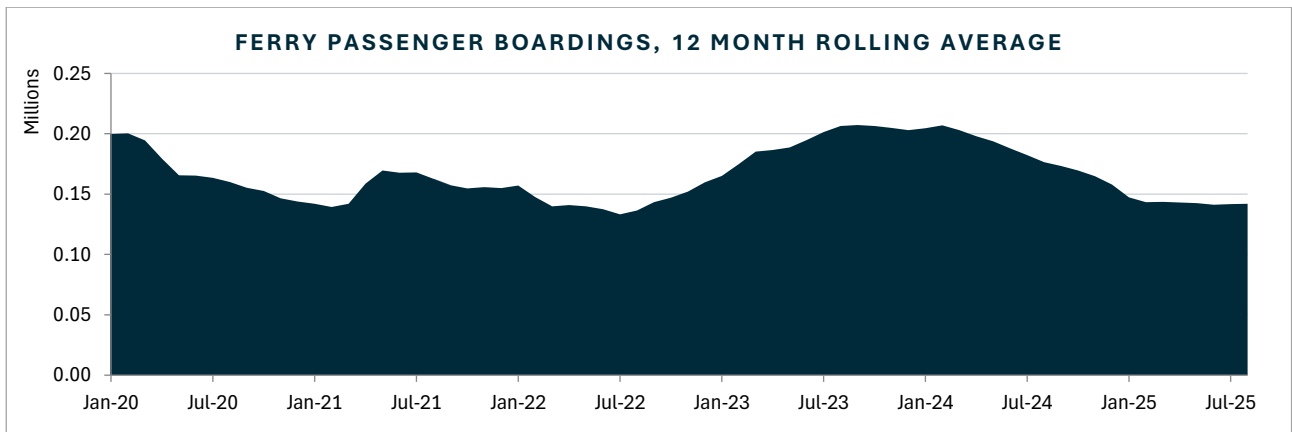
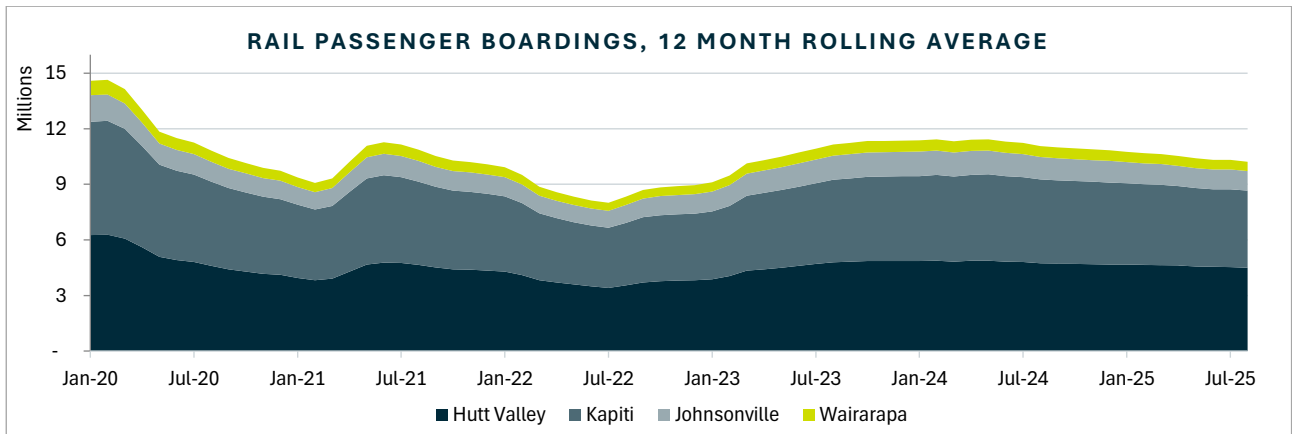
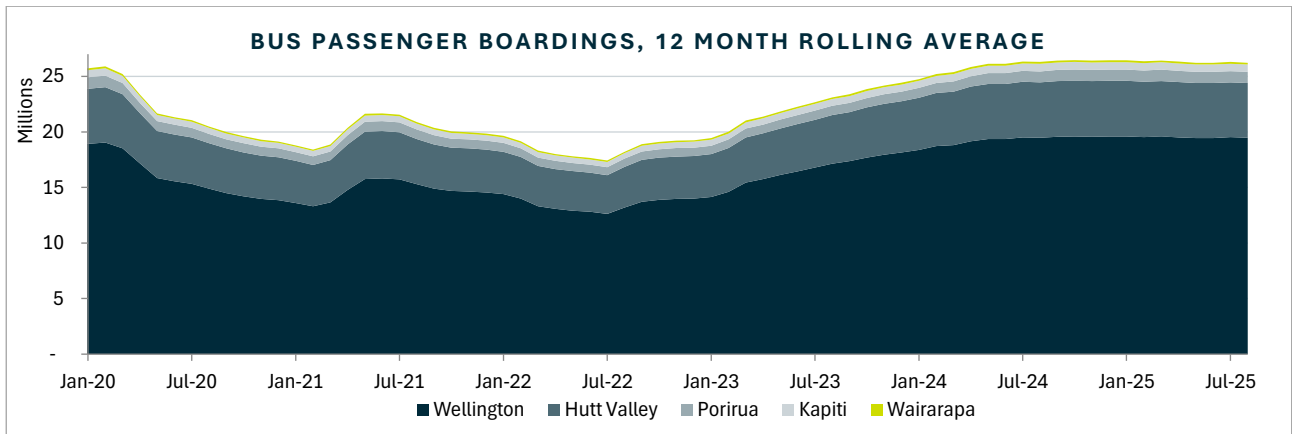
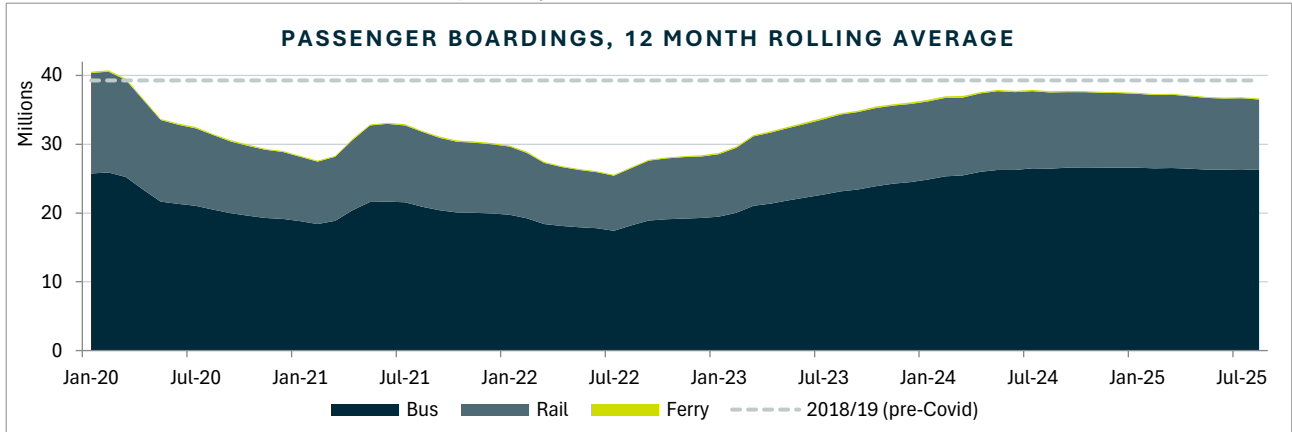


## Passenger boardings trend – 12 month rolling totals

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

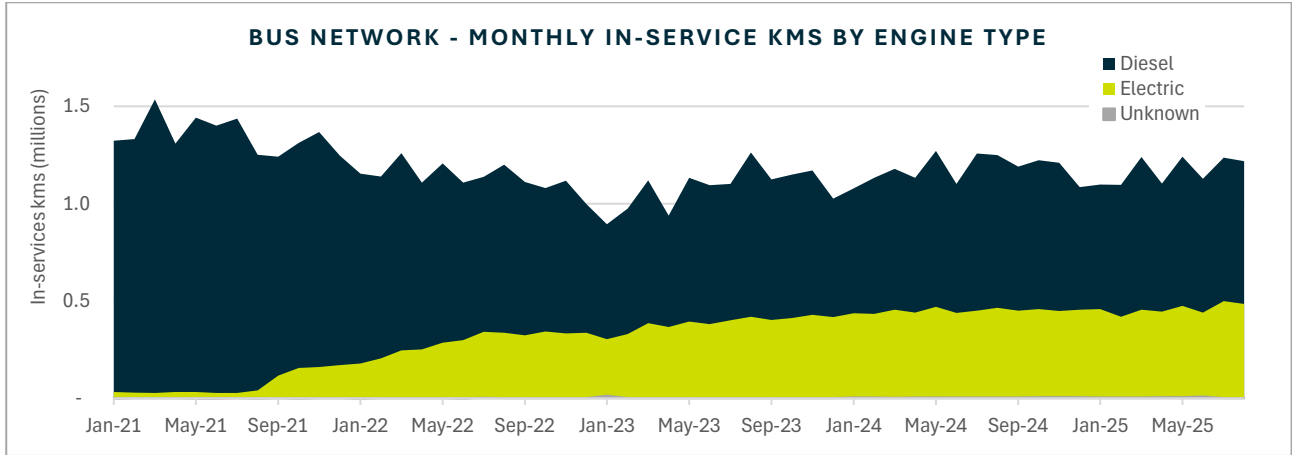
Protection Framework in late January 2022).



# Bus emissions

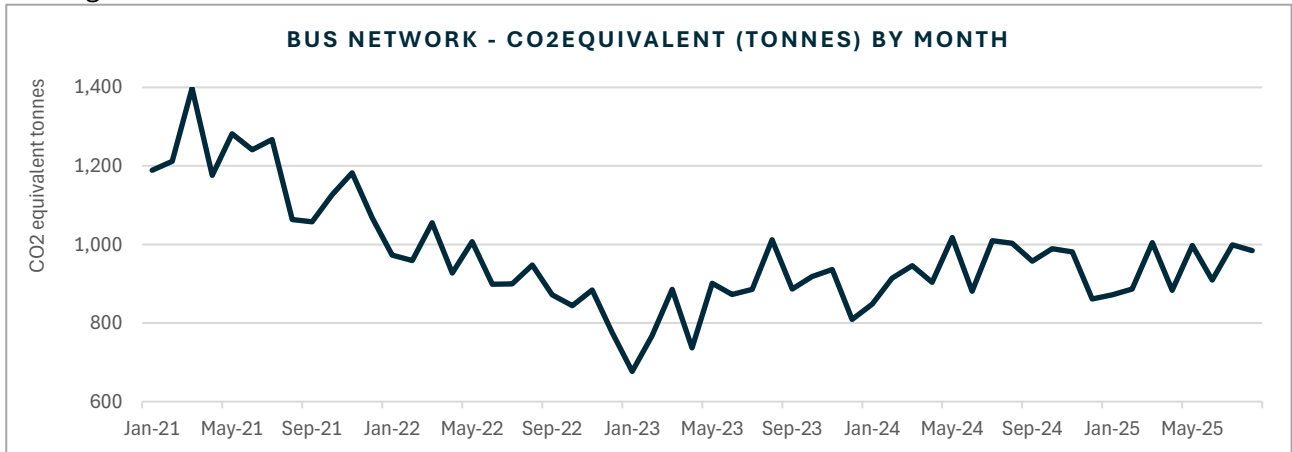
## In-service kilometres by engine type

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



## 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

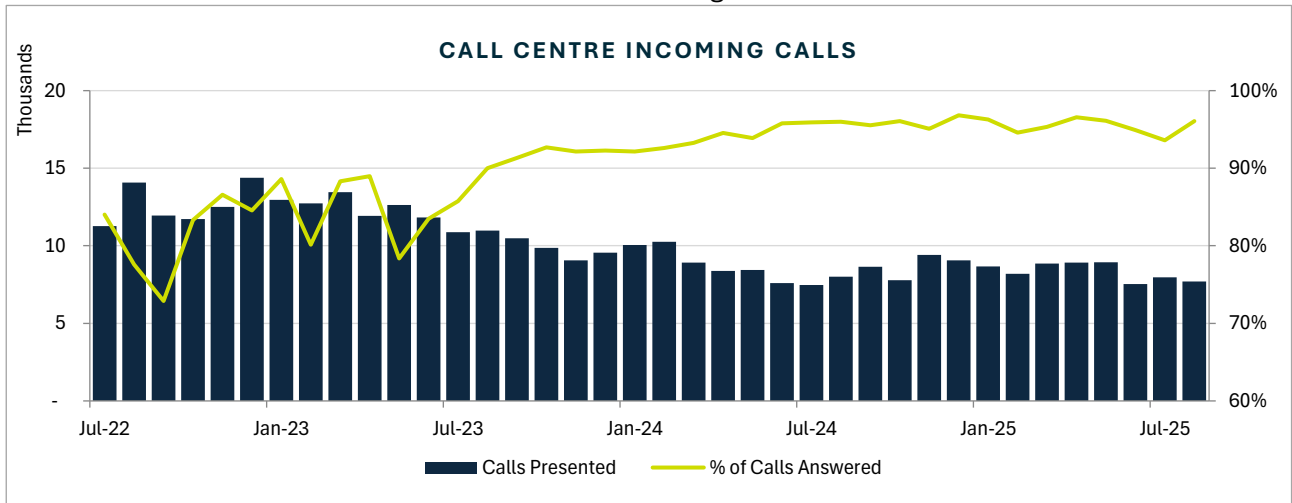
The table below shows the number of vehicles by engine type that ran bus network services in the Greater Wellington region in August.

Engine type	Count
Electric	121
EURO3	46
EURO4	19
EURO5	72
EURO6	215
Unknown	5
<b>Total</b>	<b>478</b>

# Customer contact

## Call centre incoming calls

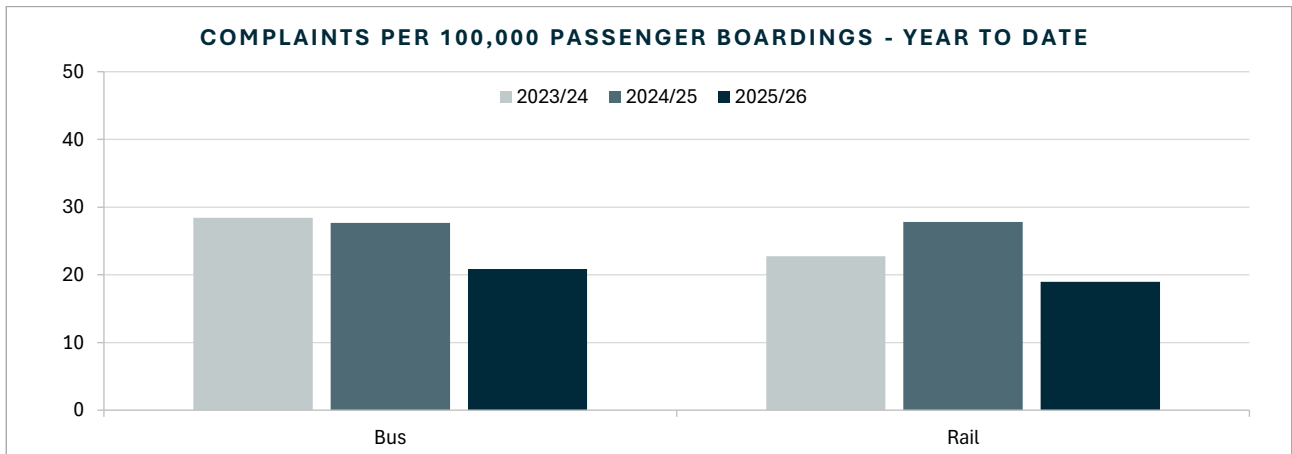
Metlink answered 96.1% of the 7706 calls received in August 2025.



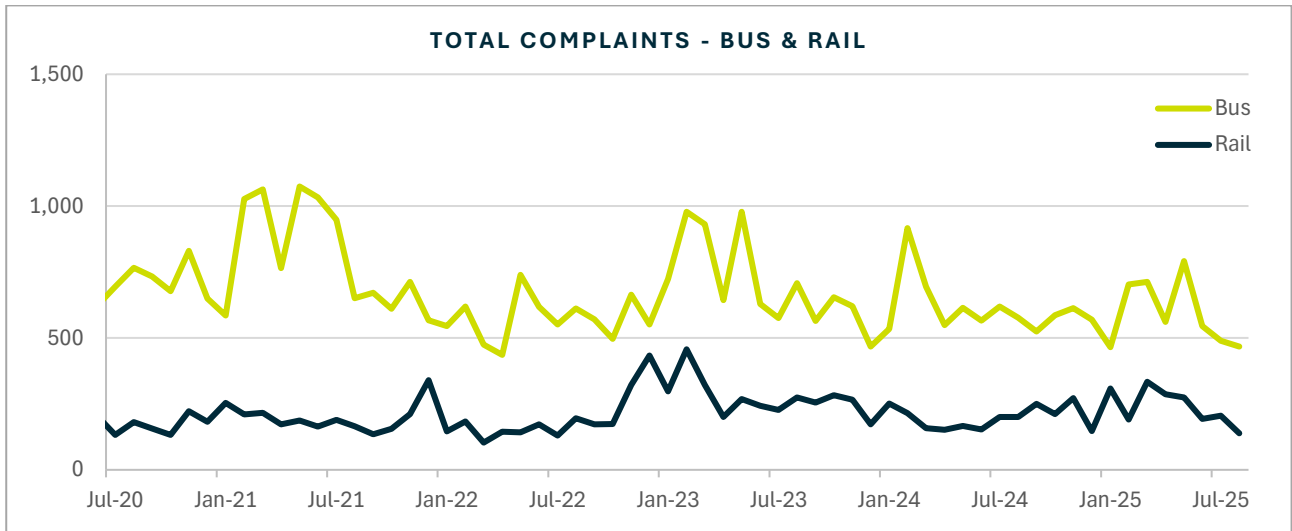
# Complaints

## Complaints volume

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

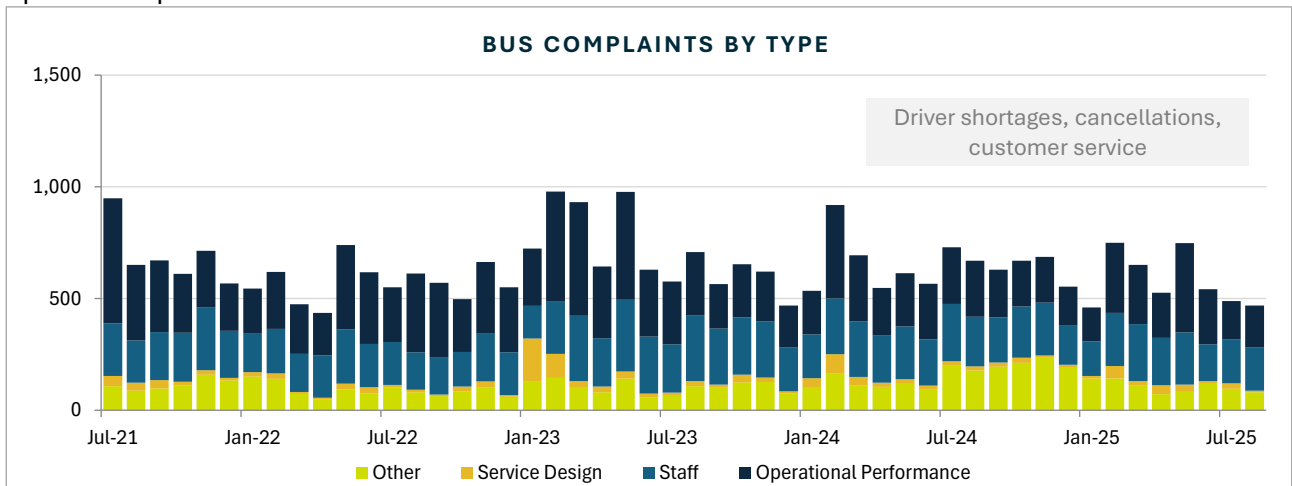






## Bus complaints

Bus complaints for the month were 22.7% lower than August last year. They relate mostly to operational performance and driver behaviour.



### Bus complaints - current month

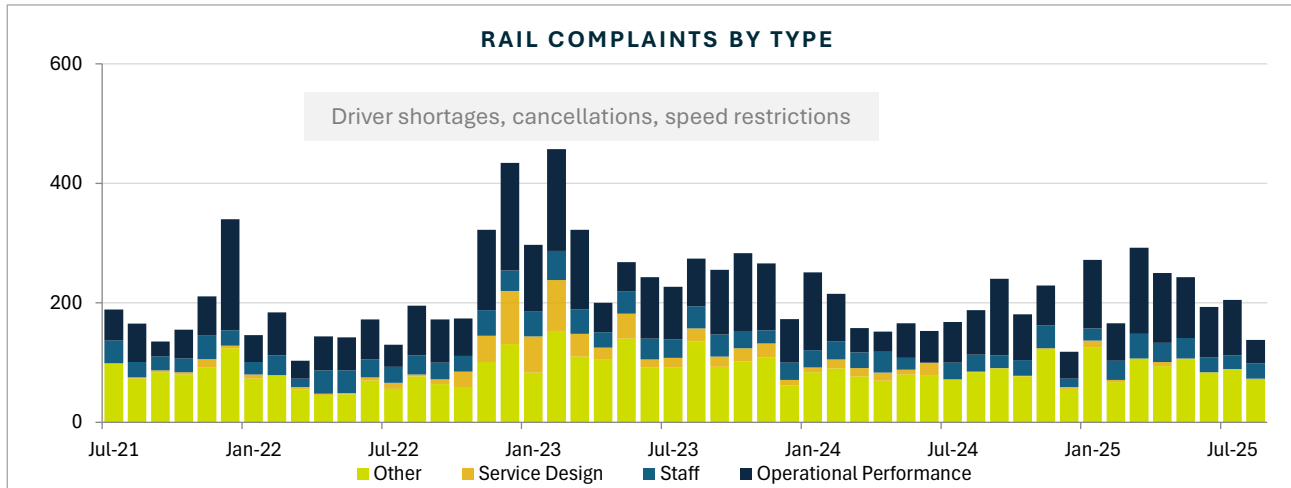
	Aug-25	Aug-24	Change
Wellington			
Newlands, Tawa	32	39	-17.9%
East-West, City	125	189	-33.9%
North-south, Khandallah, Brooklyn	163	165	-1.2%
Hutt Valley	91	130	-30.0%
Porirua	16	31	-48.4%
Kapiti	11	19	-42.1%
Wairarapa	8	4	100.0%
General	22	-	
<b>Total</b>	<b>446</b>	<b>577</b>	<b>-22.7%</b>

### Bus complaints - year to date (Jul - Aug)

	2025/26	2024/25	Change
Wellington			
Newlands, Tawa	72	77	-6.5%
East-West, City	260	395	-34.2%
North-south, Khandallah, Brooklyn	318	329	-3.3%
Hutt Valley	196	277	-29.2%
Porirua	33	62	-46.8%
Kapiti	26	43	-39.5%
Wairarapa	11	13	-15.4%
General	41	-	
<b>Total</b>	<b>916</b>	<b>1,196</b>	<b>-23.4%</b>

## Rail complaints

Rail complaints decreased this month, main cause of complaints was due to bus replacements and poor performance



### Rail complaints - current month

	Aug-25	Aug-24	Change
Hutt Valley	54	74	-27.0%
Kapiti	54	60	-10.0%
Johnsonville	7	6	16.7%
Wairarapa	15	25	-40.0%
General	8	35	-77.1%
<b>Total</b>	<b>138</b>	<b>200</b>	<b>-31.0%</b>

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

	2025/26	2024/25	Change
Hutt Valley	141	145	-2.8%
Kapiti	73	118	-38.1%
Johnsonville	69	15	360.0%
Wairarapa	29	42	-31.0%
General	31	81	-61.7%
<b>Total</b>	<b>343</b>	<b>401</b>	<b>-14.5%</b>

# Financial performance

## Fare revenue

### Bus and rail fare revenue

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In August 2025, there was a budget shortfall of \$440,971 for the month across bus and rail services. The year-to-date budget shortfall for bus and rail fare revenue is \$161,885.

There are several factors contributing to the year-to-date fare revenue budget variance, including the growth in bus patronage, and higher average fare payments for the network overall due to the reduction to off-peak discount.

The ferry fare revenue in August was \$82,683.

#### Fare revenue - current month

	Aug-25	Budget	Excess/Shortfall
Bus	3,984,804	3,982,533	2,271
Rail	3,286,456	3,729,698	- 443,242
<b>Total</b>	<b>\$ 7,271,260</b>	<b>\$ 7,712,231</b>	<b>-\$ 440,971</b>

#### Fare revenue - year to date (Jul - Aug)

	2025/26	Budget	Excess/Shortfall
Bus	8,327,678	7,965,067	362,611
Rail	6,934,899	7,459,396	- 524,497
<b>Total</b>	<b>\$ 15,262,577</b>	<b>\$ 15,424,462</b>	<b>-\$ 161,885</b>