

Metlink performance report

AUGUST 2026



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Partner performance

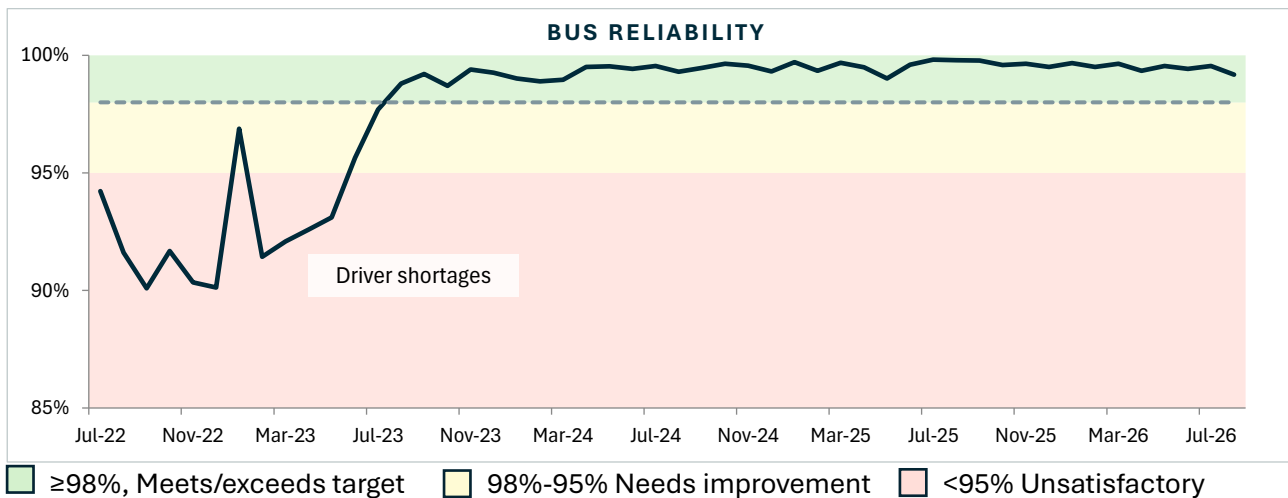


Bus operators

Reliability

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

In August, 99.2% of bus services were delivered. Reliability performance continues to sit above target. However, reliability performance in many areas declined during the month, most notably in North, South, Khandallah, and Brooklyn, primarily due to unplanned staff absenteeism related to sickness.

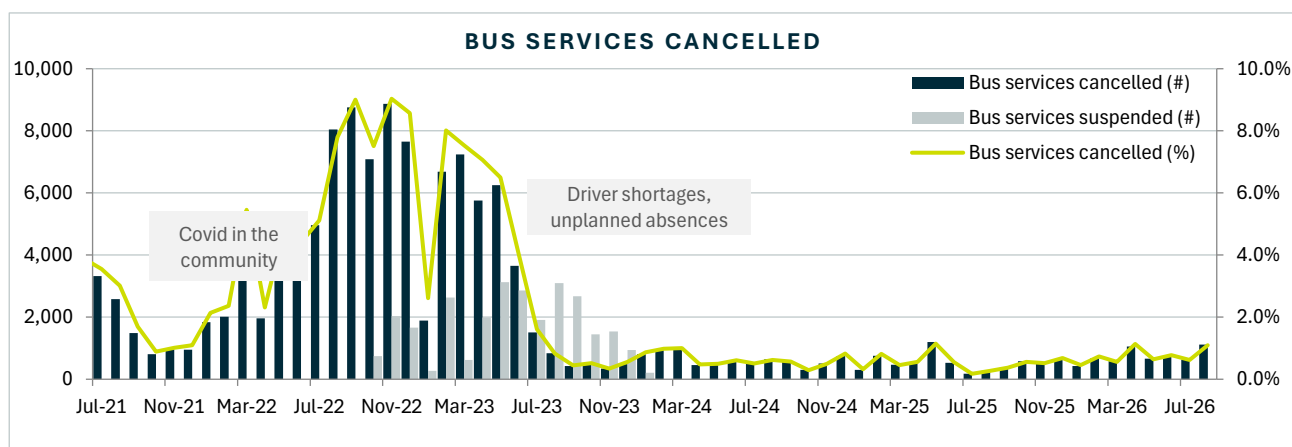


Reliability - current month

	Aug-26	Aug-25	Change
Wellington City			
Newlands & Tawa	99.9%	99.8%	0.2%
East, West & City	99.9%	99.9%	0.0%
North, South, Khandallah & Brooklyn	97.3%	99.5%	-2.3%
Hutt Valley	99.6%	99.9%	-0.3%
Porirua	98.7%	99.5%	-0.8%
Kapiti	99.8%	99.9%	-0.1%
Wairarapa	99.8%	99.8%	0.0%
Total	99.2%	99.8%	-0.6%

Reliability - year to date (Jul - Aug)

	2026/27	2025/26	Change
Wellington City			
Newlands & Tawa	99.7%	99.6%	0.1%
East, West & City	99.9%	99.9%	0.0%
North, South, Khandallah & Brooklyn	98.0%	99.7%	-1.7%
Hutt Valley	99.7%	99.9%	-0.2%
Porirua	99.0%	99.6%	-0.6%
Kapiti	99.9%	99.9%	0.0%
Wairarapa	99.5%	99.8%	-0.3%
Total	99.4%	99.8%	-0.4%



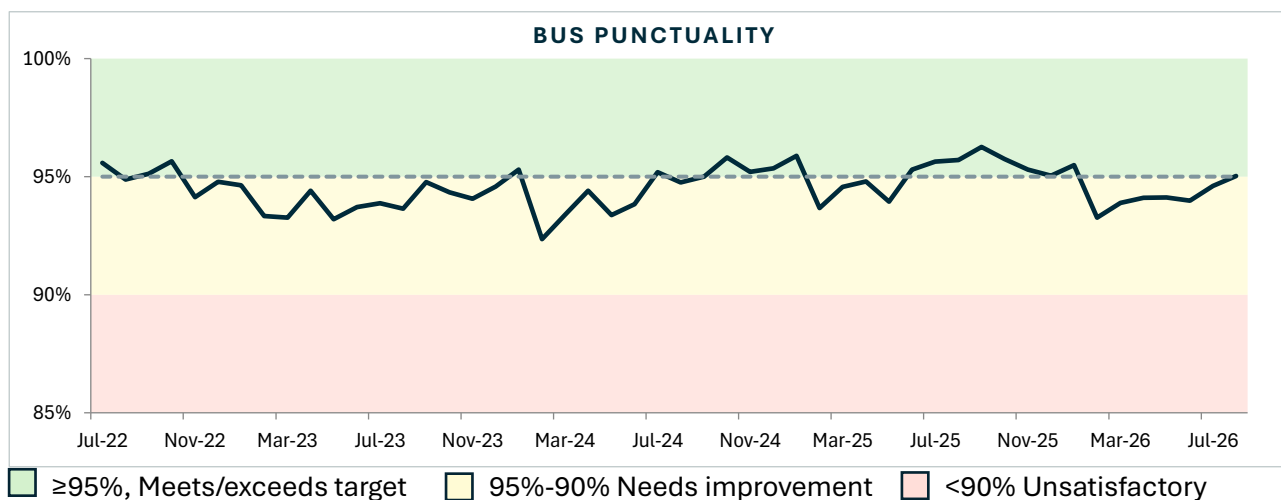
Reliability – Lowest performing 5 routes this month excluding designated school services

Route Number	Route Destination	Reliability	Scheduled Trips
N5	After Midnight (Wellington - Newlands - Churton Park - Johnsonville)	90.0%	30
32x	Houghton Bay - Island Bay - Berhampore - Wellington (Express)	94.8%	462
24	Johnsonville - Broadmeadows - Wellington - Miramar Heights	94.8%	1901
1	Johnsonville West/Churton Park/Grenada Village - Island Bay	95.5%	5192
29	Brooklyn - Owhiro Bay - Island Bay - Southgate - Newtown - Wellington	96.9%	1345

Punctuality

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

Bus punctuality was 95.0% in August, and the overall percentage of trips that left early was 0.91%. Punctuality has improved from last month, now sitting at the acceptable threshold. Afternoon peak congestion in the Hutt Valley continues to impact on time performance, driven primarily by traffic disruption associated with the Te Wai Takamori o Te Awa Kairangi project. Punctuality performance in the North, South, Khandallah, Brooklyn and Porirua networks remains under close review, with ongoing operational focus on improving service reliability.



Punctuality - current month

	Aug-26	Aug-25	Change
Wellington City			
Newlands & Tawa	97.1%	97.2%	-0.1%
East, West & City	96.4%	96.7%	-0.3%
North, South, Khandallah & Brooklyn	93.0%	93.3%	-0.3%
Hutt Valley	93.7%	95.0%	-1.3%
Porirua	93.9%	96.3%	-2.4%
Kapiti	96.9%	98.1%	-1.2%
Wairarapa	97.6%	94.5%	3.1%
Total	95.0%	95.7%	-0.7%

Punctuality - year to date (Jul - Aug)

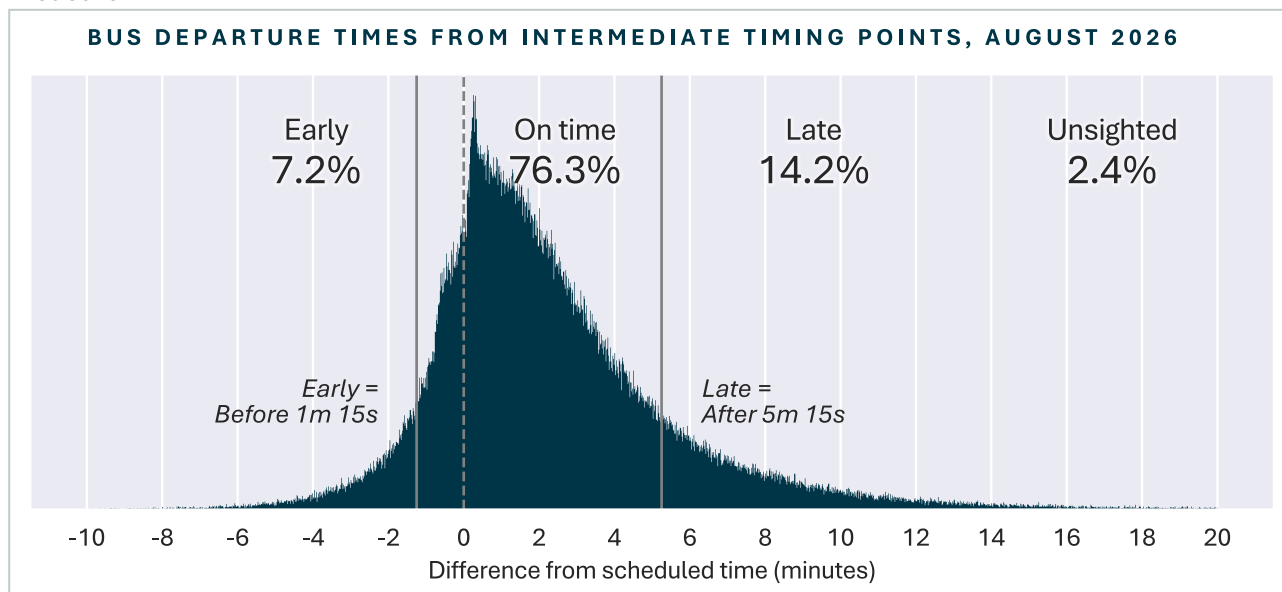
	2026/27	2025/26	Change
Wellington City			
Newlands & Tawa	96.9%	97.4%	-0.5%
East, West & City	96.3%	96.4%	-0.1%
North, South, Khandallah & Brooklyn	92.7%	93.4%	-0.7%
Hutt Valley	93.0%	95.0%	-2.0%
Porirua	94.6%	96.7%	-2.1%
Kapiti	97.2%	97.8%	-0.6%
Wairarapa	96.1%	93.8%	2.3%
Total	94.8%	95.7%	-0.9%

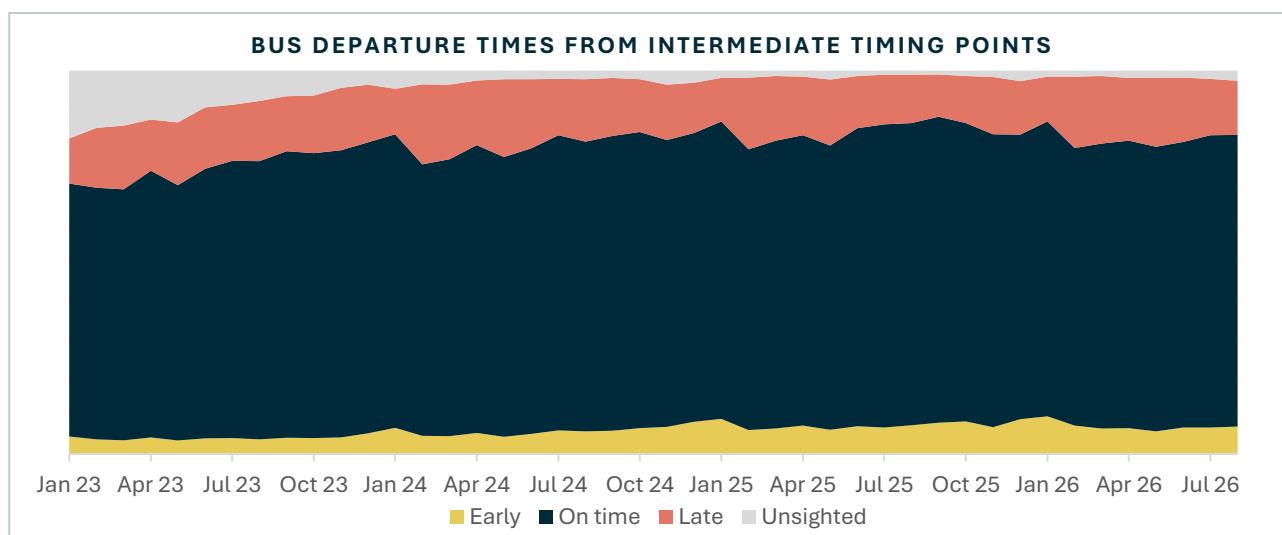
Punctuality – Lowest performing 5 routes this month excluding designated school services

Route Number	Route Destination	Punctuality	Trips Run
509	Otaki - Raumati Beach	82.9%	41
121	Stokes Valley Heights - Naenae - Lower Hutt - Seaview	86.4%	777
264	Paraparaumu East - Paraparaumu - Kāpiti Health Centre	88.2%	17
290	Waikanae - Otaki - Waikanae	89.0%	462
120	Stokes Valley - Taita - Epuni - Lower Hutt	90.8%	2873

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.



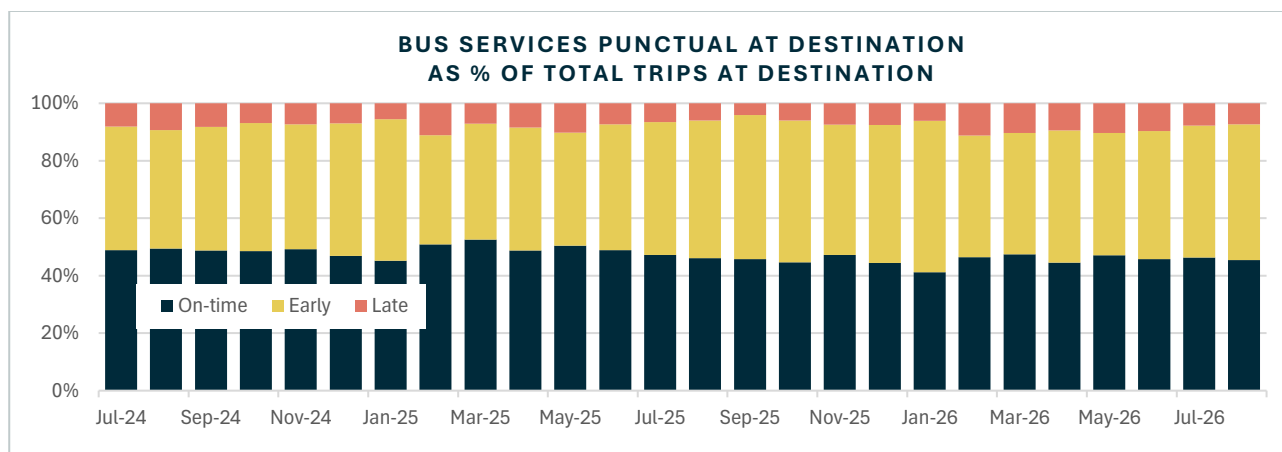


Punctuality at destination

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 August, 45.4% of bus services recorded at destination arrived on time, with a further 47.4% arriving more than one minute early, while 7.3% of services arrived more than five minutes late.



Punctuality at destination - current month

	Aug-26	Aug-25	Change
On-time	45.4%	46.1%	-0.7%
Early	47.2%	47.9%	-0.7%
Late	7.3%	5.9%	1.4%

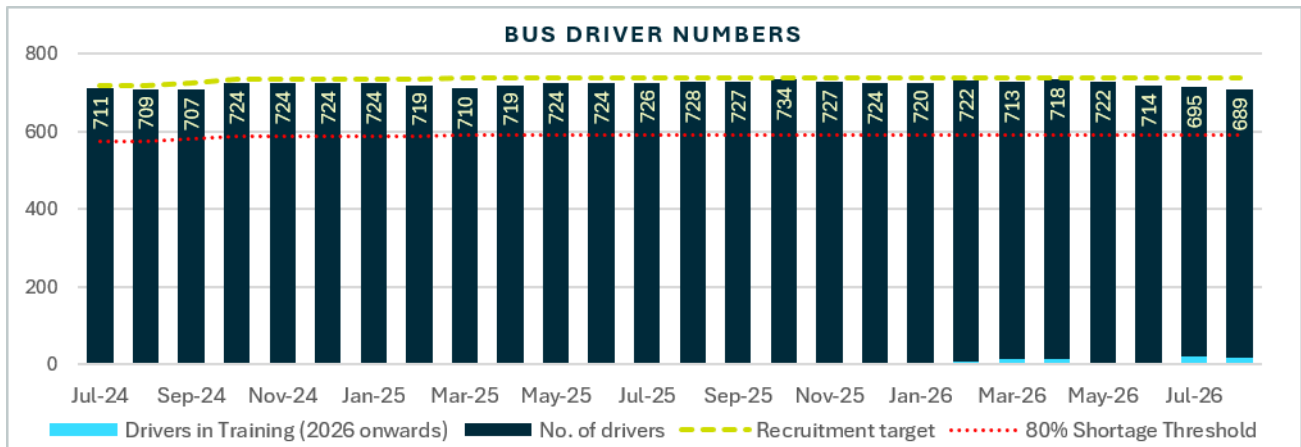
Punc. at dest. - year to date (Jul - Aug)

	2026/27	2025/26	Change
On-time	45.9%	46.7%	-0.8%
Early	46.6%	47.0%	-0.5%
Late	7.6%	6.3%	1.3%

Bus Driver Numbers

The graph below shows monthly total numbers of bus drivers against the target drivers required to run the network. Data labels quote qualified drivers only, not drivers in training. As of August, there are currently 689 drivers, and an additional 19 in training. Driver numbers have decreased from previous Metlink monthly performance report – August 2026

months; however, operators advise that staffing levels remain sufficient to deliver contracted services. Driver training numbers remain stable and will provide additional capacity in the coming months. The red line shows the approximate driver levels recorded during the 2022-23 bus driver shortage.



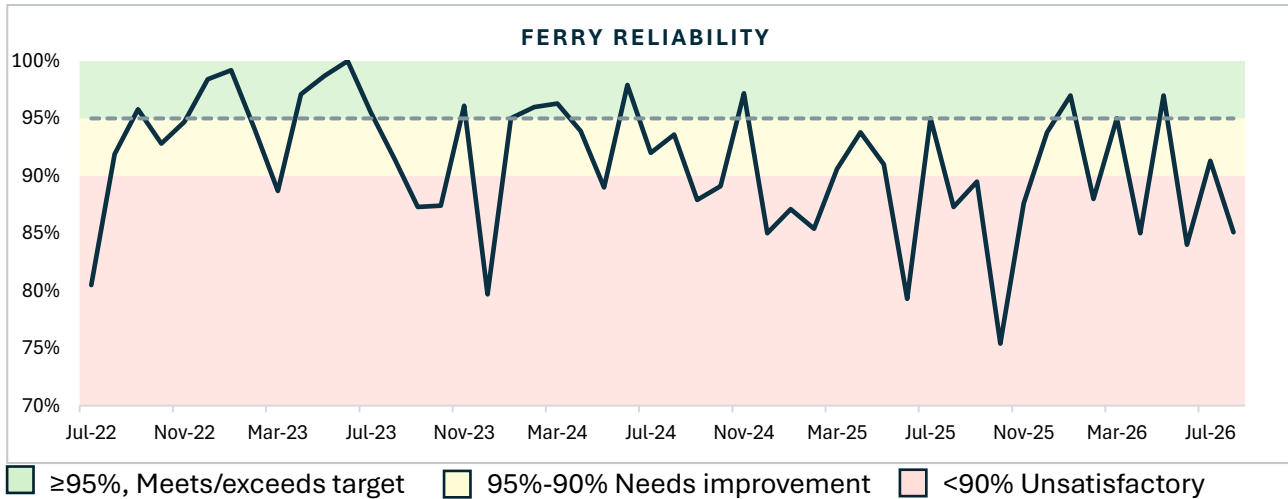


Ferry operator

Reliability

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

Reliability for August was 85.1%, compared to 87.3% for the same month last year. There were 100 uncontrollable cancellations due to weather and 6 due to staff illness.



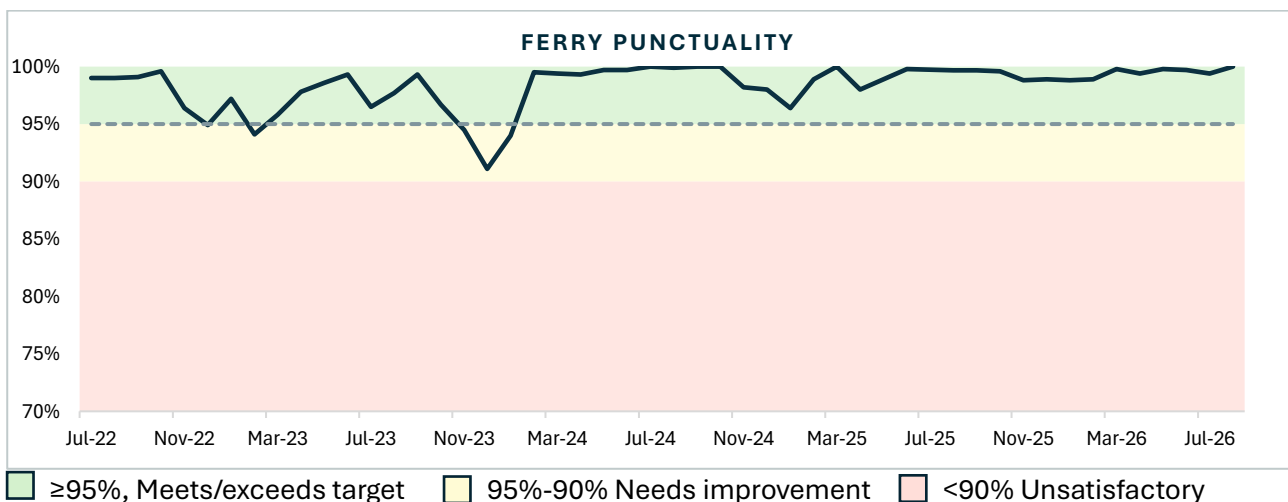
Reliability - current month

	Aug-26	Aug-25	% Change
Total	85.1%	87.3%	-2.2%

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 100%, compared to 99.7% for the same month last year.



Punctuality - current month

	Aug-26	Aug-25	% Change
Total	100.0%	99.7%	0.3%

Ferry Staffing

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



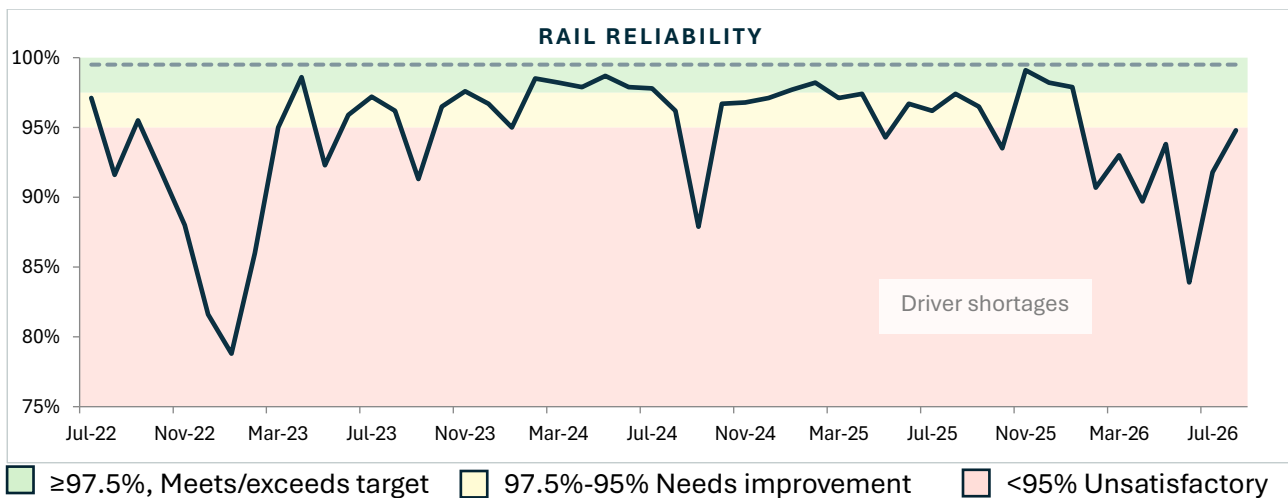
Rail operator

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 94.8% in August and 97.4% for the same month last year.

Fleet availability due to maintenance deferrals (caused by the cessation of Trovon) affected 2.40% of services.



Reliability - current month

	Aug-26	Aug-25	Change
Hutt Valley	94.3%	97.1%	-2.8%
Johnsonville	97.8%	98.6%	-0.8%
Kapiti	92.7%	97.0%	-4.3%
Wairarapa	97.6%	95.8%	1.8%
Total	94.8%	97.4%	-2.6%

Reliability - year to date (Jul - Aug)

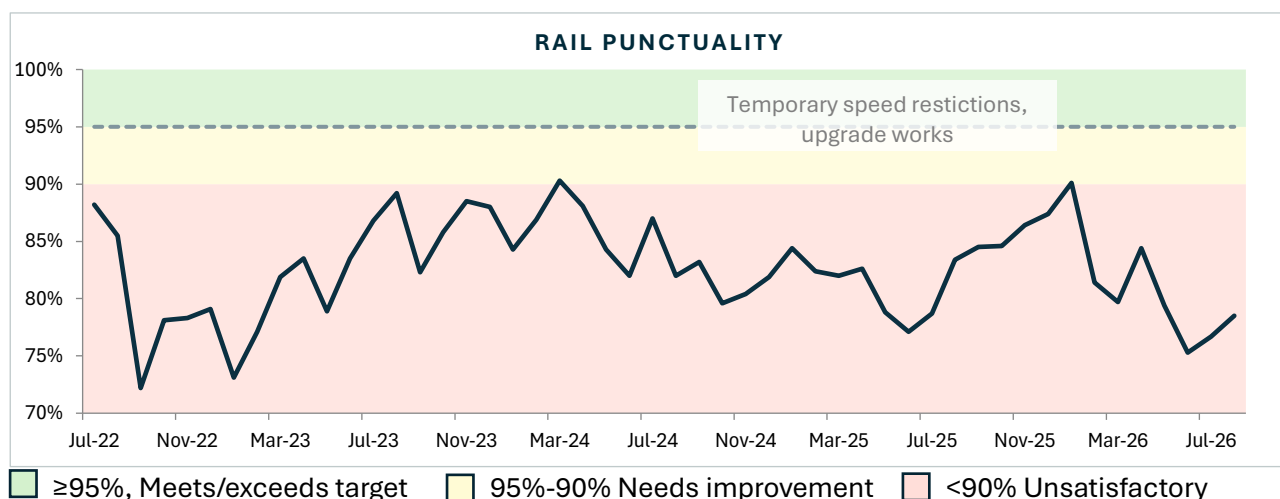
	2026/27	2025/26	Change
Hutt Valley	92.3%	96.4%	-4.1%
Johnsonville	95.0%	98.8%	-3.8%
Kapiti	93.0%	96.7%	-3.7%
Wairarapa	95.9%	85.1%	10.8%
Total	93.3%	96.8%	-3.5%

Punctuality

Rail punctuality was 78.5% in August and 83.4% for the same month last year.

Speed restrictions across the network continue to delay services, particularly on the Kapiti Line and Johnsonville Line. The high levels of TSRs is also causing further congestion at Wellington Station which is compounding the issue.

Kapiti Line performance has been affected by a number of signalling issues related to ICONIS testing.

**Punctuality - current month**

	Aug-26	Aug-25	Change
Hutt Valley	79.8%	79.1%	0.7%
Johnsonville	88.4%	90.7%	-2.3%
Kapiti	71.7%	86.3%	-14.6%
Wairarapa	44.0%	43.7%	0.3%
Total	78.5%	83.4%	-4.9%

Punctuality - year to date (Jul - Aug)

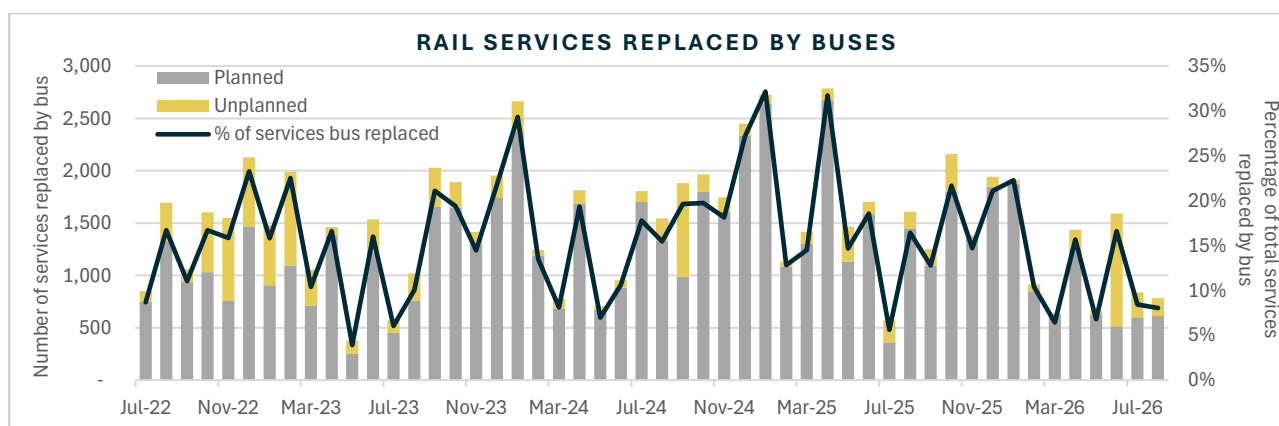
	2026/27	2025/26	Change
Hutt Valley	77.0%	81.1%	-4.1%
Johnsonville	84.3%	81.7%	2.6%
Kapiti	76.4%	83.1%	-6.7%
Wairarapa	36.7%	48.0%	-11.3%
Total	77.6%	81.0%	-3.4%

Rail Replacement Services

In August 2026, 8.0% (784) of rail services were replaced by buses (planned and unplanned). 6.2% (611) of the rail services that were replaced by buses were planned and 1.8% (173) of the rail services that were replaced by buses were unplanned.

Of the 6.2% (611) of planned rail services that were replaced by buses: 79.7% of the services were awarded to Metlink bus operators (Tranzurban and Kinetic); 17.7% were awarded to NCS; 2.6% of services were awarded to Tranzit 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 1.8% (173) of unplanned rail services that were replaced by buses: 54.1% of the vehicles used were provided by Metlink bus operators (Tranzurban and Kinetic); 24.3% 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
RMTU AGM	80
Ngauranga Station weather related closure	43
Staff availability	16
Level crossing incident	9
Mechanical Fault	6
Signal fault	5
Car on tracks	5
Medical emergency	4
Overspeed	3
Cable theft on JVL	2

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 Wairarapa 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
Kinetic	Vehicles: 18 Electronic Ticketing: 11 Bike racks: 11	-
NCS Taita	Vehicles: 9 Electronic Ticketing: 9 Bike racks: 9	-
Rambler	Vehicles: 2 Electronic Ticketing: - Bike racks: -	-
Tranzit	Vehicles: 4 Electronic Ticketing: - Bike racks: -	-
Tranzurban	Vehicles: 2 Electronic Ticketing: 2 Bike racks: 2	-
Uzabus	Vehicles: 2 Electronic Ticketing: 2 Bike racks: 2	-
Total	Vehicles: 37 Electronic Ticketing: 24 Bike racks: 24	Vehicles: - Electronic Ticketing: - Bike racks: -

Rail Staffing

As of August, available rail staffing (locomotive engineers, train managers and passenger operators) is 281 out of a target 319. There are currently an additional 15 in training and a further 6 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.

August performance showed positive increase in both punctuality and reliability with both targets being met.

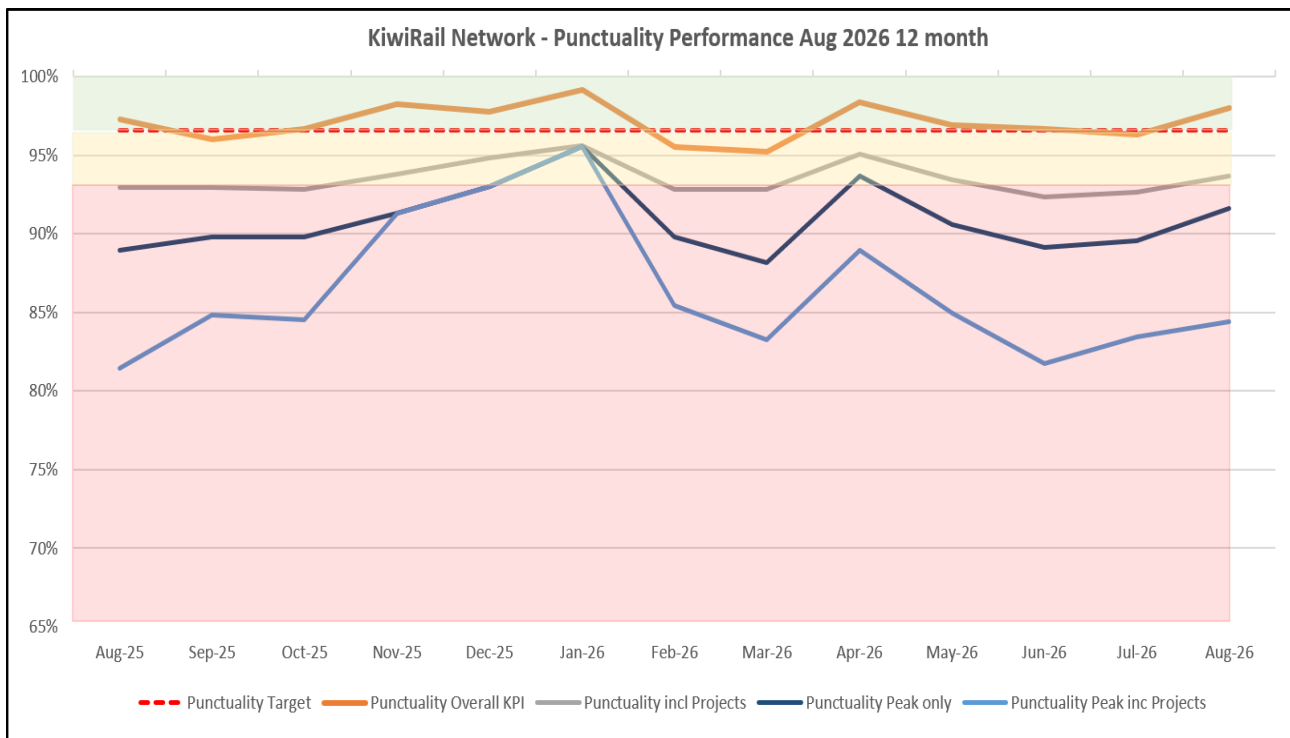
Punctuality of rail network (i.e. tracks, signals etc)

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%.

Overall network delay minutes decreased compared with the previous month. However, Temporary Speed Restrictions (TSRs) increased throughout the month. The Kapiti Line currently has a higher than agreed KPI delay level and is affecting KiwiRail's performance. This resulted in TSRs accounting for 75% of the total delay minutes

On 19 August, a SPAD B incident occurred at Wadestown when an intermediate signal reverted from yellow to black. The incident resulted in more than 90 delay minutes and significantly impacted evening peak services.

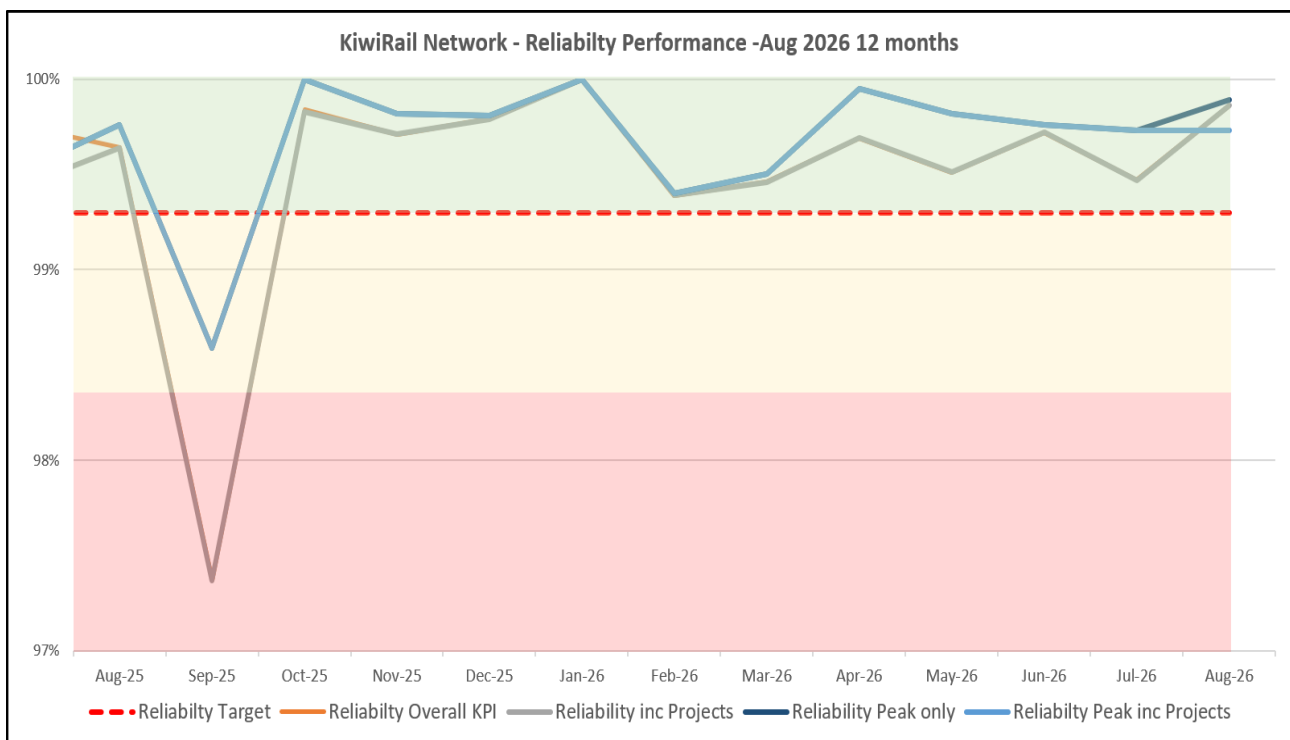
Network Control experienced an ICONIS fault at Petone during the morning peak on 23 August. The fault required points beyond Signal 201 at Petone to be hand-wound, resulting in train services being held at Petone, Ava, and Ngauranga, causing delays across the network.



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%.

Throughout the month, cancellations were primarily driven by the high number of TSRs on the Kapiti Line, which resulted in a number of services being terminated early at Paraparaumu due to late running. The remaining cancellations were caused by two operational incidents.



Temporary Speed Restrictions (TSRs)

TSRs on the NIMT remained largely stable during the month. One TSR associated with geometry defects on Bridge 4 was removed, while an existing TSR for an EM80 (inspection train) fault between North Junction and South Junction was extended to include an slip site identified during inspections following heavy rainfall, increasing the restricted section by approximately 350m.

A new TSR was also implemented at Bridge 20 in Paremata following the identification of a pull-apart (gap).

There was no change in TSR levels on either the Hutt Valley Line (HVL) or Wairarapa Line (WRL) during the reporting period.

The Johnsonville Line remained below KPI throughout the month.

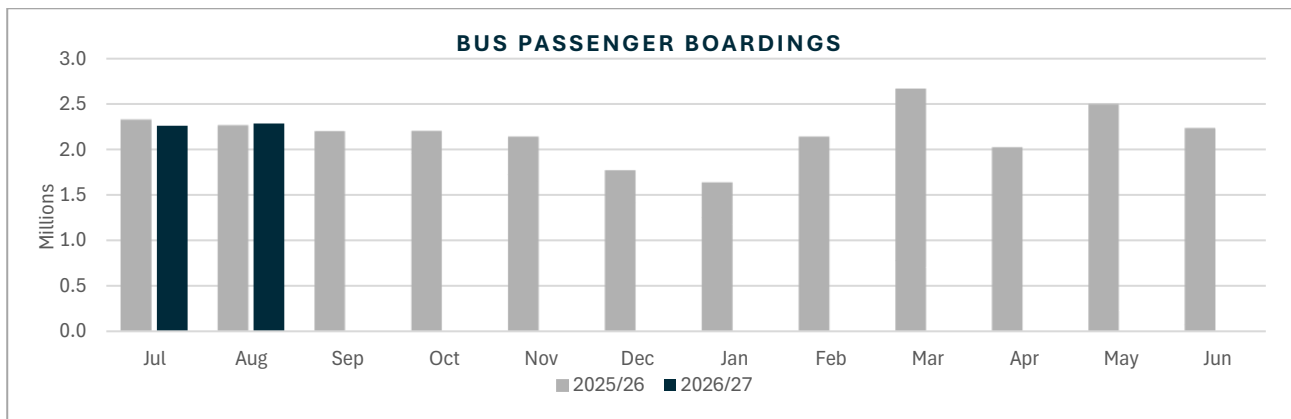
Operational performance

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 1.0% higher than the same month last year.



Boardings by area - current month

	Aug-26	Aug-25	% Change
Wellington	1,672,662	1,676,026	-0.2%
Hutt Valley	445,053	427,393	4.1%
Porirua	86,373	87,273	-1.0%
Kapiti	66,189	59,212	11.8%
Wairarapa	16,784	15,090	11.2%
Total	2,287,061	2,264,994	1.0%

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

	2026/27	2025/26	% Change
Wellington	3,374,223	3,437,233	-1.8%
Hutt Valley	856,256	841,151	1.8%
Porirua	165,430	171,679	-3.6%
Kapiti	120,584	112,754	6.9%
Wairarapa	31,811	28,590	11.3%
Total	4,548,304	4,591,407	-0.9%

Highest Patronage 5 routes this month excluding designated school routes - Aug

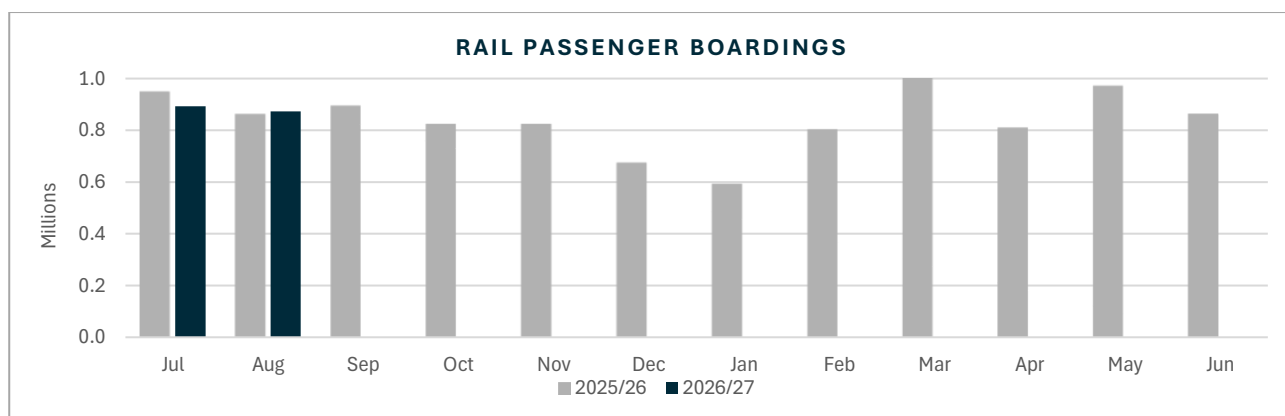
Route Number	Unit Area	Route Destination	Patronage	Scheduled Trips	Seated Capacity
2	Wellington	Karori - Wellington - Hataitai - Miramar/Seatoun	282,264	7,127	266,479
1	Wellington	Johnsonville West/Churton Park/Grenada Village - Island Bay	242,069	5,070	316,520
3	Wellington	Lyall Bay/Rongotai - Kilbirnie - Newtown - Wellington	168,548	4,816	243,449
4	Wellington	Strathmore - Newtown - Wellington - University - Mairangi	133,518	3,228	128,281
110	Hutt Valley	Emerald Hill - Upper Hutt - Lower Hutt - Petone	91,566	2,954	116,210

Lowest Patronage 5 routes this month excluding designated school routes - Aug

Route Number	Unit Area	Route Destination	Patronage	Scheduled Trips	Seated Capacity
264	Kapiti	Paraparaumu East - Paraparaumu - Kāpiti Health Centre	0	18	516
300	Porirua	Whenua Tapu Cemetery - Porirua - Titahi Bay	12	2	58
N8	Hutt Valley	After Midnight (Lower Hutt - Petone - Wellington)	20	20	792
251	Kapiti	Paekākāriki - Paraparaumu - Kāpiti Health Centre	46	24	685
206	Wairarapa	Masterton - Masterton East - Masterton	51	63	2,031

Rail passenger boardings

August rail passenger boardings were 1.4% higher than the same month last year.


Boardings by line - current month

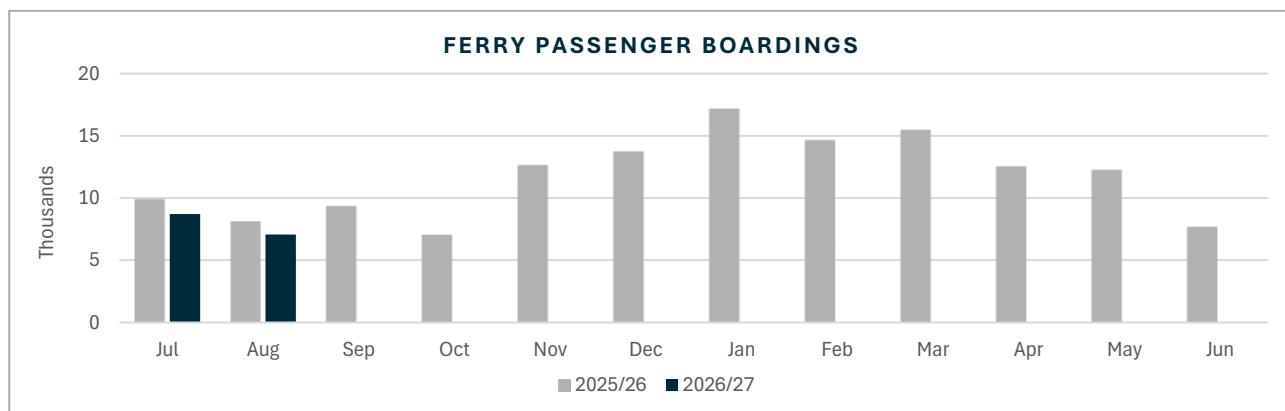
	Aug-26	Aug-25	% Change
Hutt Valley	376,765	374,759	0.5%
Kapiti	363,798	352,317	3.3%
Johnsonville	83,000	86,971	-4.6%
Wairarapa	49,870	47,737	4.5%
Total	873,433	861,784	1.4%

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

	2026/27	2025/26	% Change
Hutt Valley	764,248	788,999	-3.1%
Kapiti	736,972	740,489	-0.5%
Johnsonville	160,998	181,629	-11.4%
Wairarapa	103,982	98,620	5.4%
Total	1,766,200	1,809,737	-2.4%

Ferry passenger boardings

Ferry boardings show a decrease of 12.7% on the same month last year.



Boardings - current month

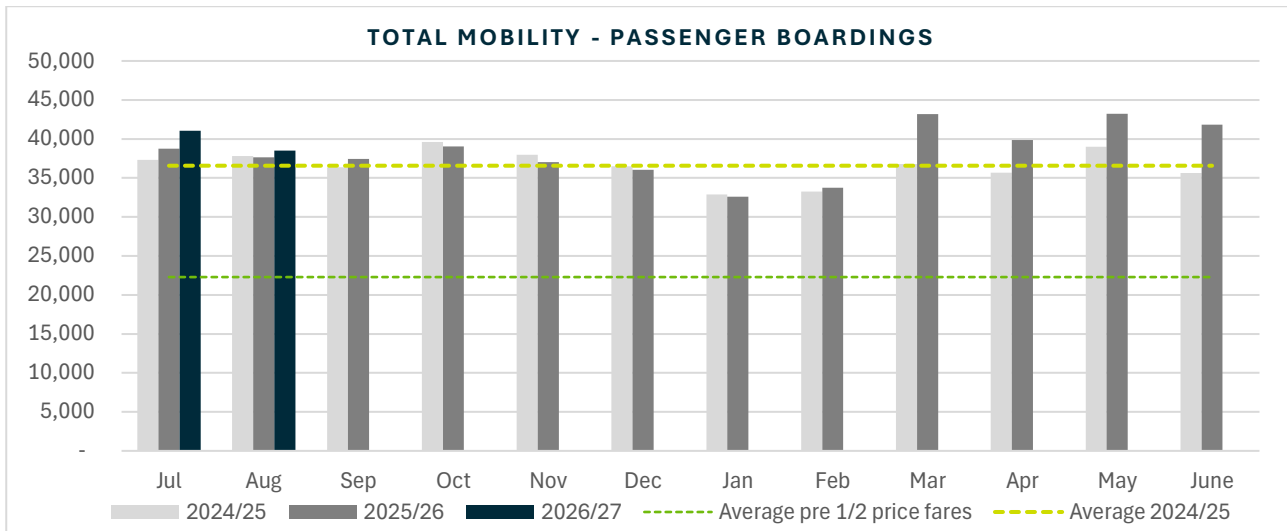
	Aug-26	Aug-25	% Change
Total	7,068	8,097	-12.7%

Boardings - year to date (Jul - Aug)

	2026/27	2025/26	% Change
Total	15,784	17,968	-12.2%

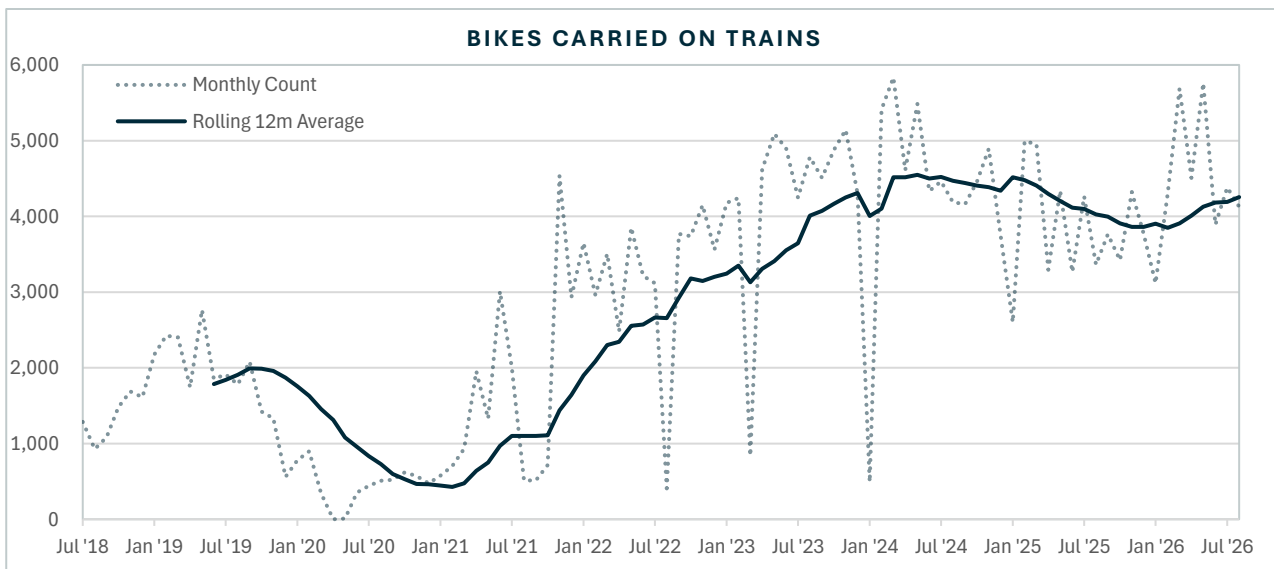
Te Hunga Whaikaha Total Mobility passenger boardings

In August, there were 38,509 Te Hunga Whaikaha Total Mobility trips, an increase of 2.3% compared to the same month last year. This shows continuing strong levels of usage of Te Hunga Whaikaha Total Mobility. From 1 July, 2026 the subsidy level has changed from 75% to 65%.



Bikes carried on rail services

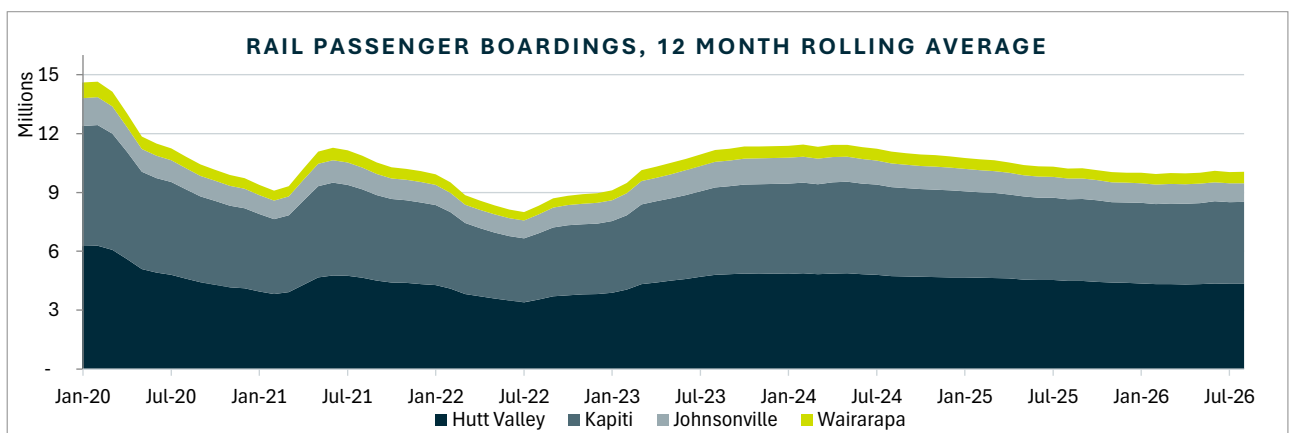
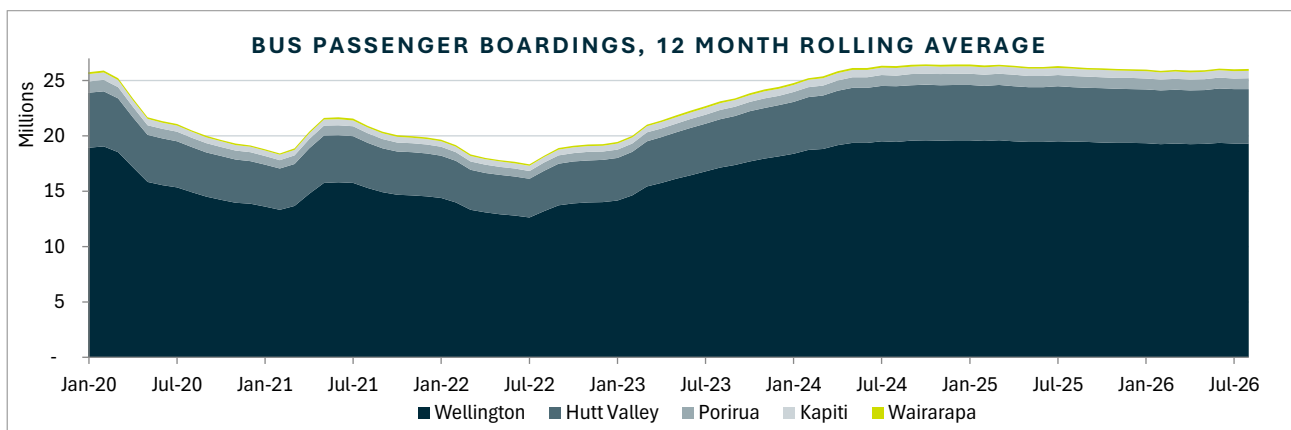
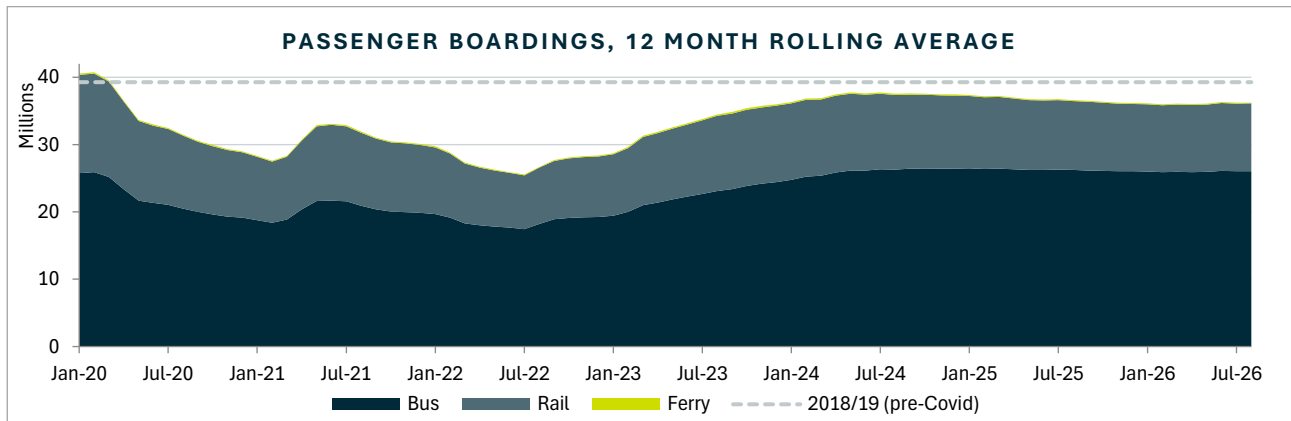
The following graph provides an estimate of the number of bikes carried on rail services, as recorded by onboard staff counts. These results may change over time as we improve data collection processes. In August, 4,128 bikes were counted onboard rail services, vs 3,362 over the same month last year.

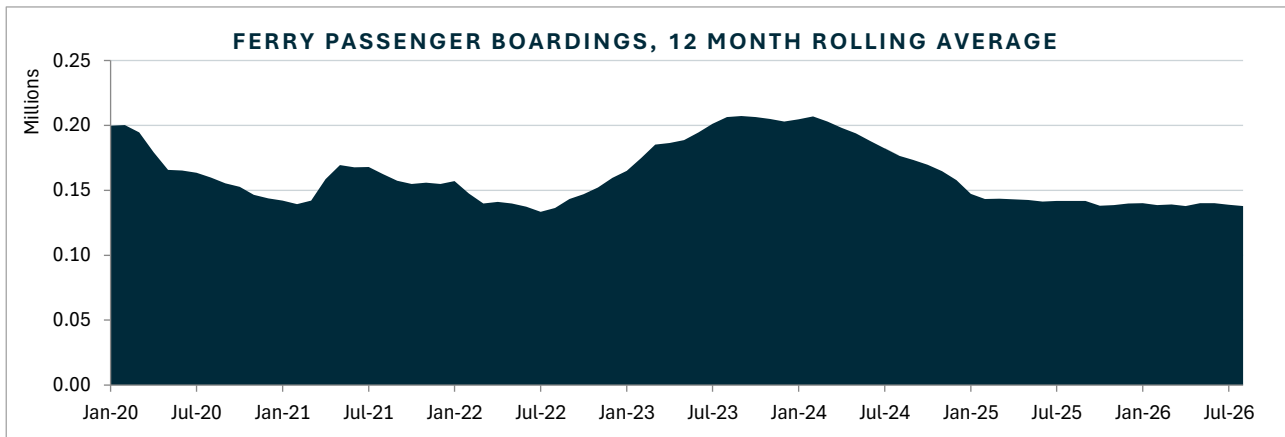


Passenger boardings trend – 12 month rolling totals

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).

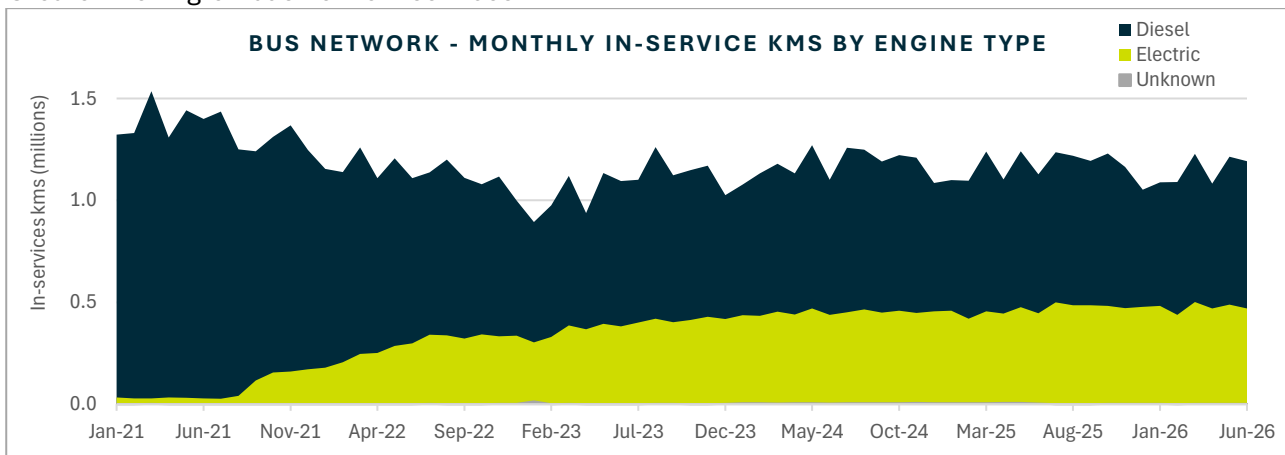




Bus emissions

In-service kilometres by engine type

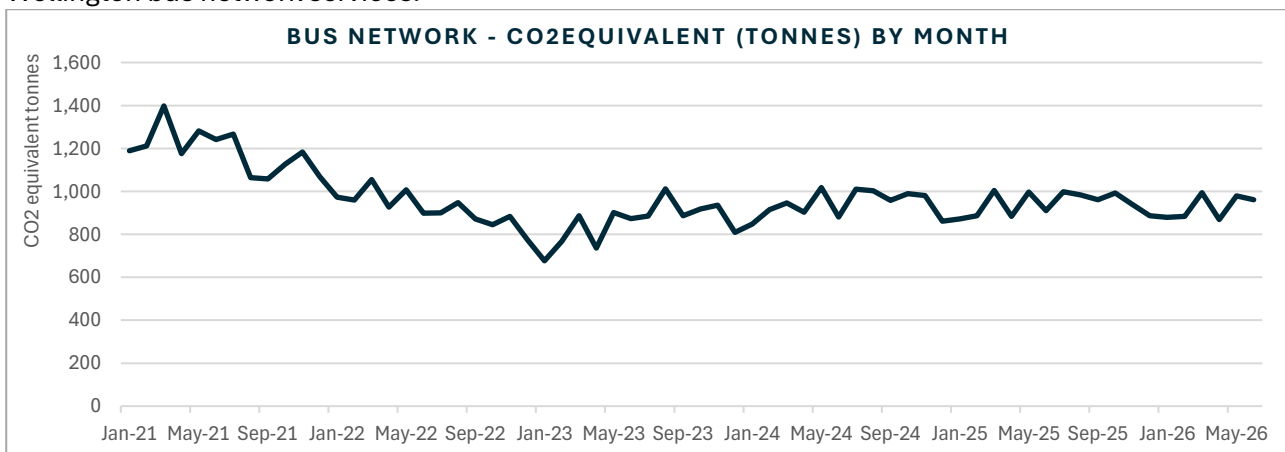
The graph below shows the monthly in-service kilometres by engine type for vehicles that have run Greater Wellington bus network services.



Please note – this is the graph as of June, and will be updated upon the implementation of our new bus emissions calculation system

CO₂ equivalent tonnes

The graph below shows the monthly CO₂ equivalent tonnes emitted by vehicles that have run Greater Wellington bus network services.



Please note – this is the graph as of June, and will be updated upon the implementation of our new bus emissions calculation system

Bus vehicles by engine type

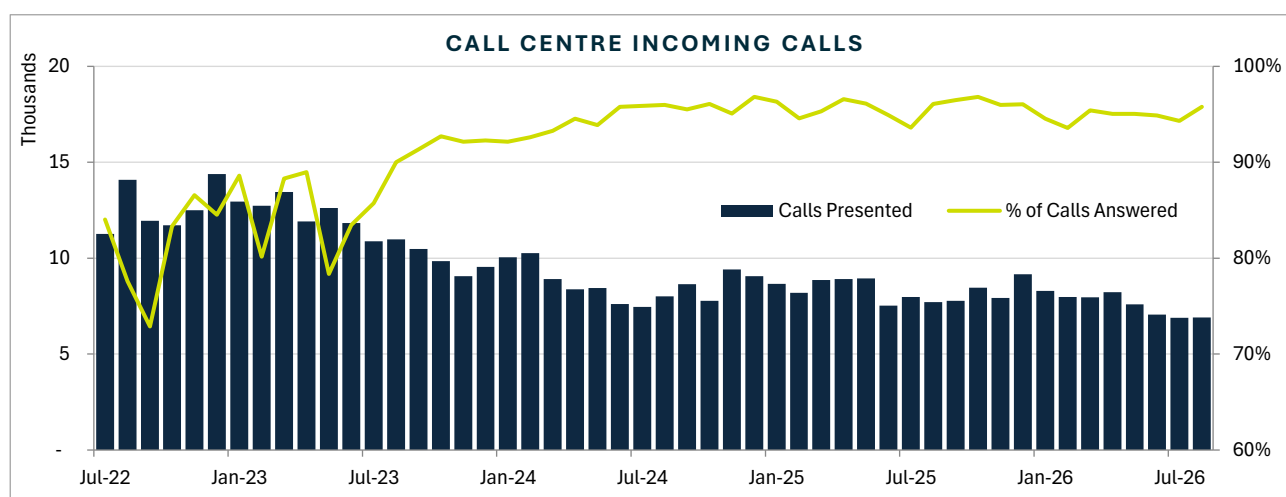
The table below shows the number of vehicles by engine type that ran bus network services in the Greater Wellington region in August.

	Electric	EURO3	EURO4	EURO5	EURO6	Unknown	Total
Count	118	47	19	73	209	6	472

Customer contact

Call centre incoming calls

Metlink answered 95.8% of the 6,916 calls received in August.



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.

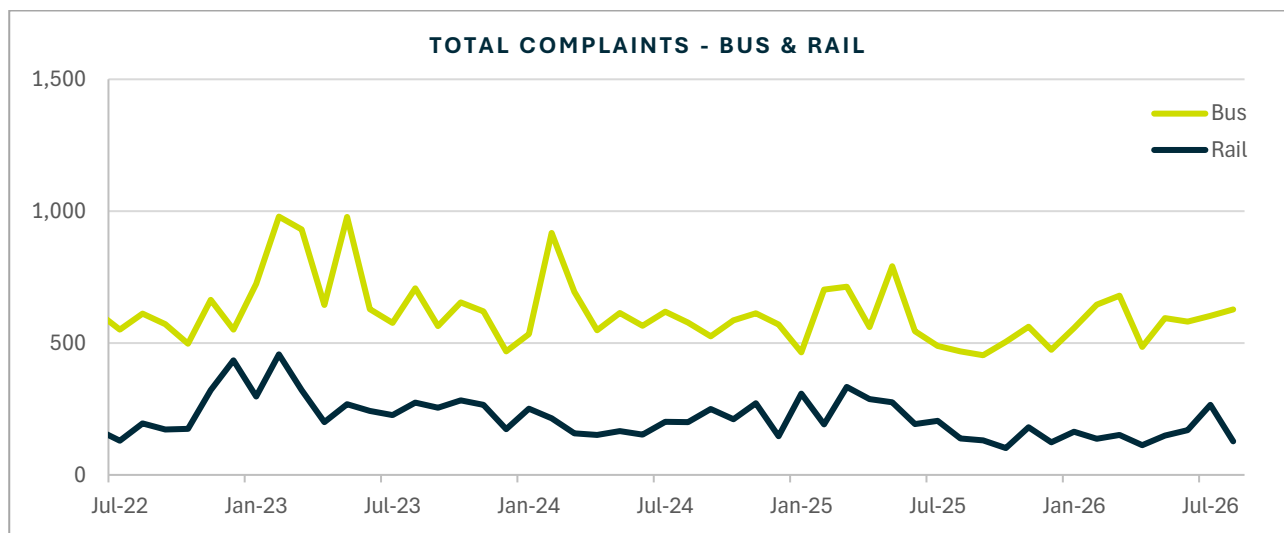
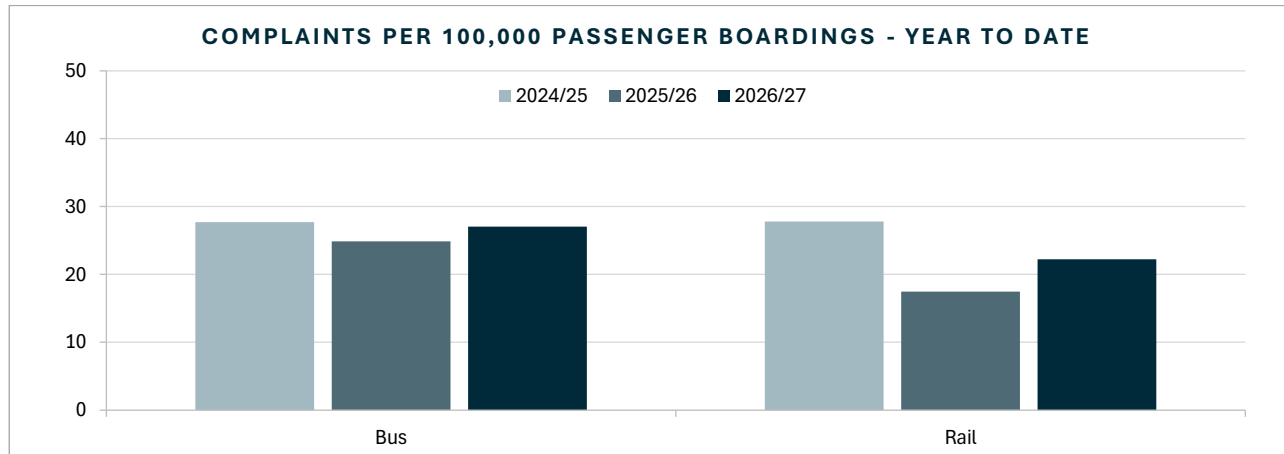
Metlink's Transport Officers undertook 4570 Snapper and 602 EMV payment validations on board rail services in August 2026. The table below reports on the number of times Transport Officers sought customer details in relation to their non-payment of the correct fare in the August 2026 period. There were 78 invalid Snapper scans (1.7% of total Snapper scans) and 21 EMV scans (3.5%). No infringement notices were issued over the period.

Mode	Rail - HVL	Rail - KPL	Rail - JVL	Rail - MEL	Rail - WRL	Bus	Ferry	Platform/Roadside	TOTAL
Details sought	32	34	1	0	1	6	0	7	81

Complaints

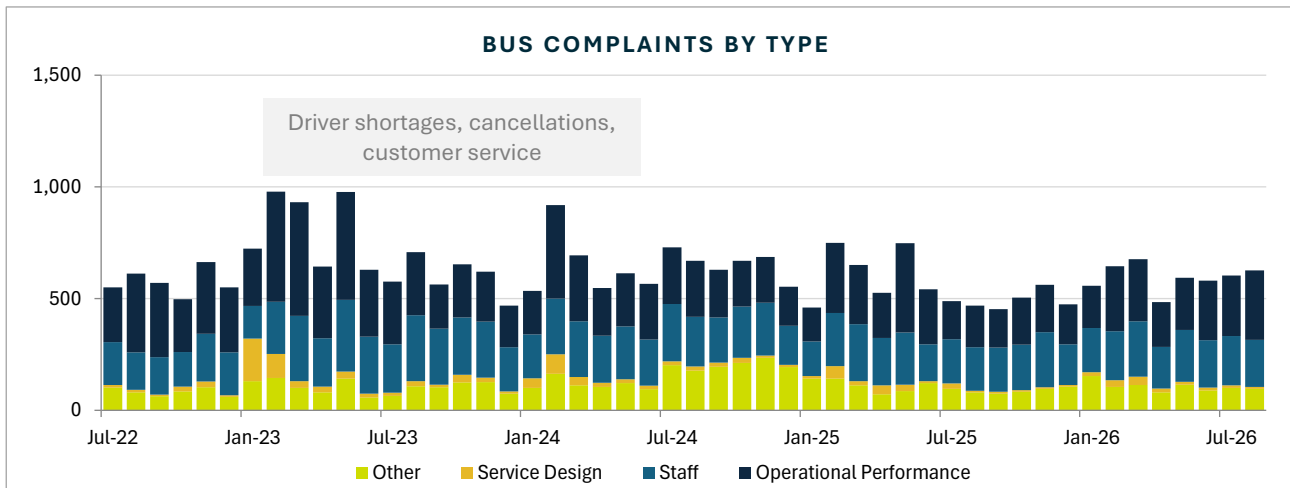
Complaints volume

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 34.0% higher than August last year. They relate mostly to operational performance and driver behaviour.



Bus complaints - current month

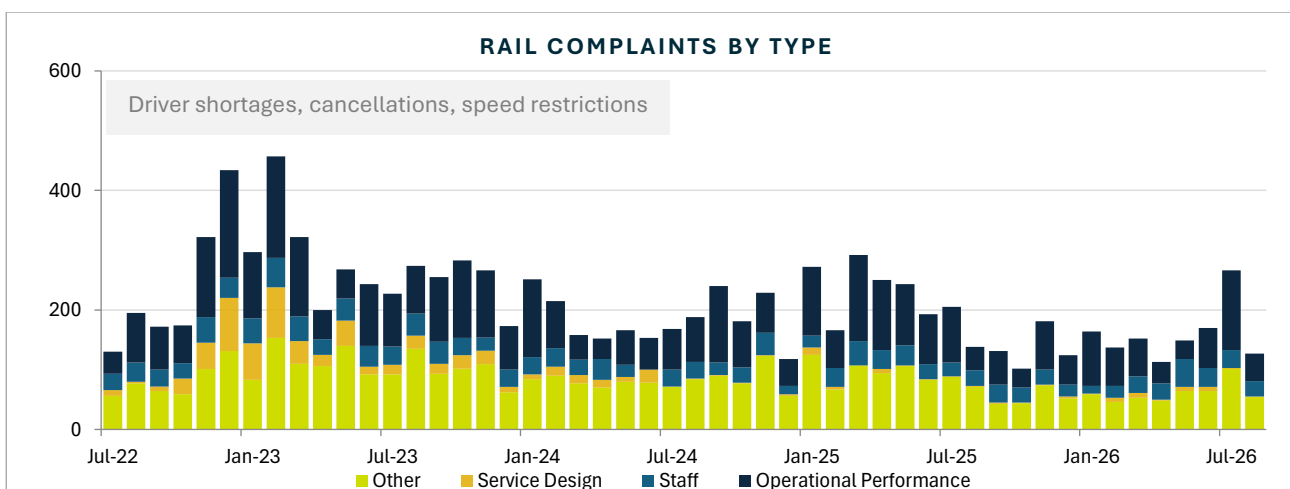
	Aug-26	Aug-25	Change
Wellington			
Newlands, Tawa	31	32	-3.1%
East-West, City	142	125	13.6%
North-South, Khandallah, Brooklyn	255	163	56.4%
Hutt Valley	130	91	42.9%
Porirua	34	16	112.5%
Kapiti	24	11	118.2%
Wairarapa	11	8	37.5%
General	-	22	-100.0%
Total	627	468	34.0%

Bus complaints - year to date (Jul - Aug)

	2026/27	2025/26	Change
Wellington			
Newlands, Tawa	68	72	-5.6%
East-West, City	315	260	21.2%
North-South, Khandallah, Brooklyn	478	318	50.3%
Hutt Valley	247	196	26.0%
Porirua	61	33	84.8%
Kapiti	42	26	61.5%
Wairarapa	19	11	72.7%
General	-	41	
Total	1,230	957	28.5%

Rail complaints

Rail complaints for the month were 8.0% lower than August last year. They relate mostly to operational performance and passenger information.



Rail complaints - current month

	Aug-26	Aug-25	Change
Hutt Valley	48	54	-11.1%
Kapiti	51	54	-5.6%
Johnsonville	10	7	42.9%
Wairarapa	18	15	20.0%
General	0	8	-100.0%
Total	127	138	-8.0%

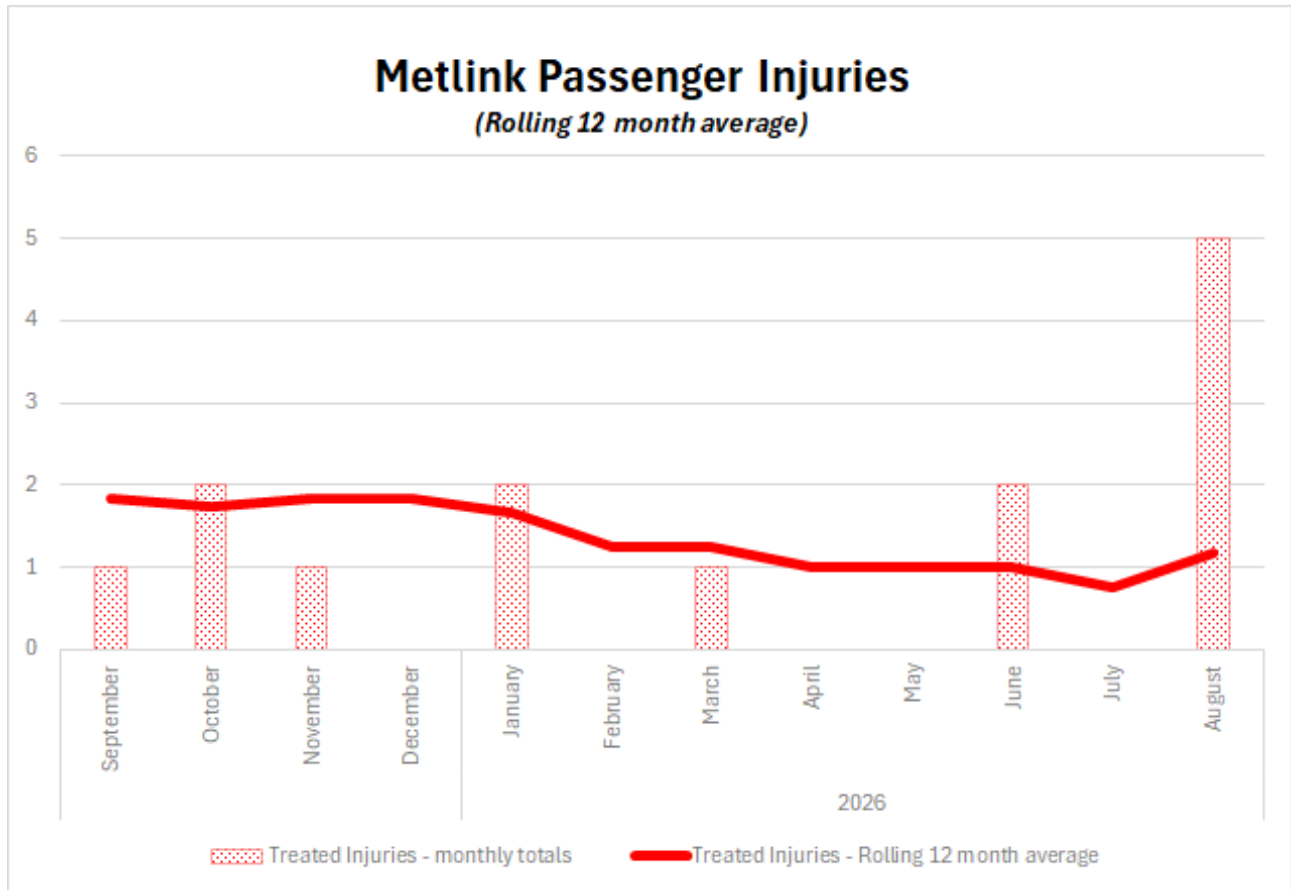
Rail complaints - year to date (Jul - Aug)

	2026/27	2025/26	Change
Hutt Valley	159	141	12.8%
Kapiti	132	116	13.8%
Johnsonville	40	26	53.8%
Wairarapa	62	38	63.2%
General	0	22	-100.0%
Total	393	343	14.6%

Health, Safety and Wellbeing

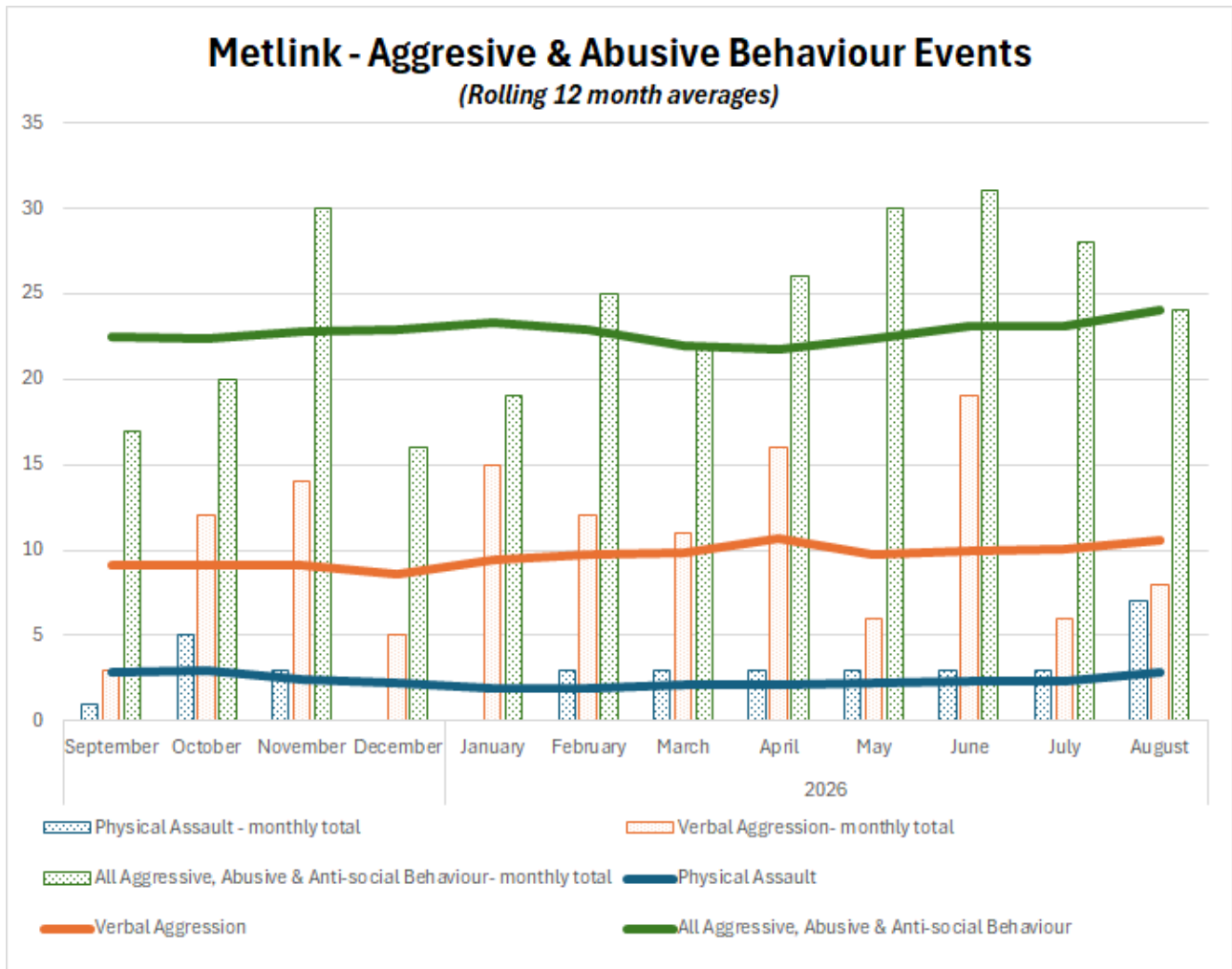
Passenger Injuries

The monthly passenger injuries since for the last 12 months is shown below, as well as the rolling 12-month average.



Aggressive & Abusive Behaviour

The graph below shows the aggressive and abusive behaviour events since September 2025, and the 12-month rolling total.



Financial performance

Fare revenue

Bus and rail fare revenue

In August 2026, there was a budget shortfall of \$3,095 across bus, rail and ferry services. In the year to date, there has been a budget shortfall of \$226,159.

Fare revenue - current month

	Aug-26	Budget	Excess/Shortfall
Bus	4,259,584	4,454,432	-194,848
Rail	3,620,363	3,395,774	224,589
Ferry	79,992	112,828	-32,836
Total	\$ 7,959,939	\$ 7,963,034	-\$ 3,095

Fare revenue - year to date (Jul - Aug)

	2026/27	Budget	Excess/Shortfall
Bus	8,435,078	8,908,864	-473,786
Rail	7,098,904	6,791,547	307,357
Ferry	165,927	225,657	-59,730
Total	\$ 15,699,909	\$ 15,926,068	-\$ 226,159