

Metlink performance report

F E B R U A R Y 2 0 2 6



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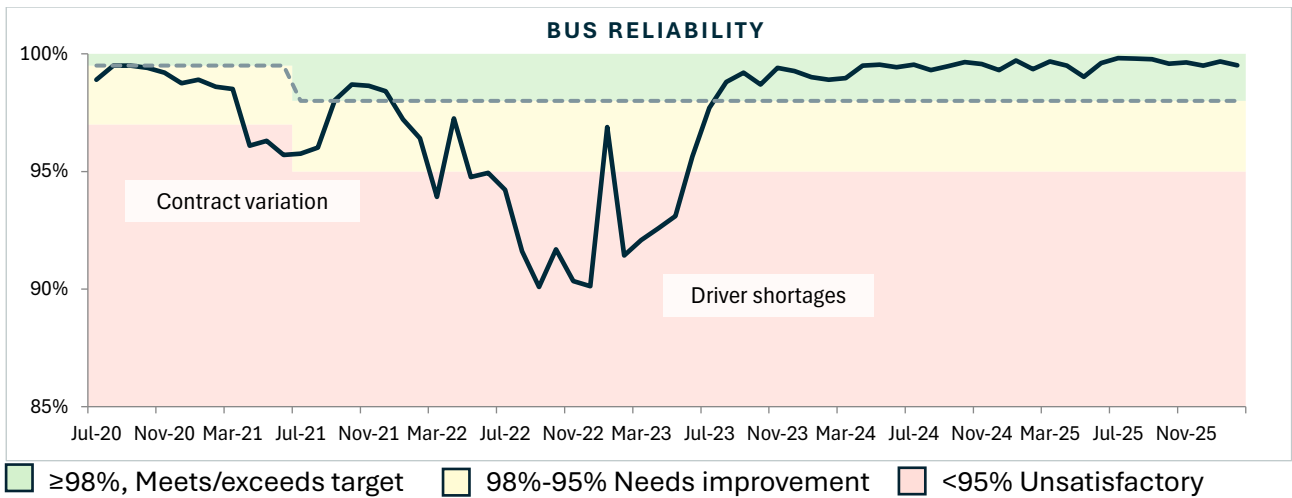
Partner performance



Bus operators

Reliability

The bus reliability measure shows the percentage of scheduled services that ran, as tracked by RTI and Snapper systems. In February, 99.5% of bus services were delivered. Reliability this month continues to reflect stable driver numbers and retention rates. Wairarapa raw reliability has been affected by Route 204 buses departing Woodside Station early once all train passengers have transferred, as they are not required to wait beyond that.

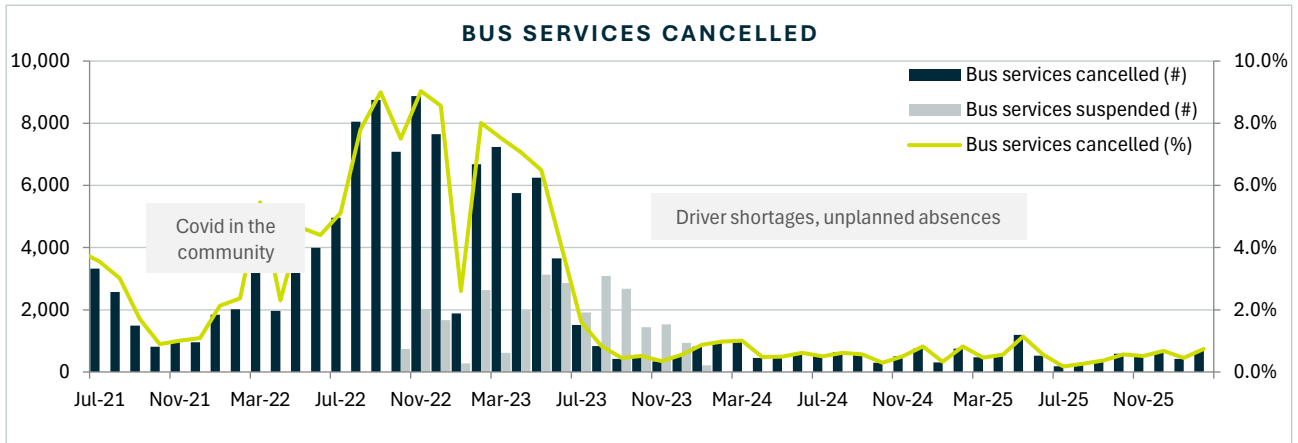


Reliability - current month

	Feb-26	Feb-25	Change
Wellington City			
Newlands & Tawa	99.8%	99.3%	0.4%
East, West & City	99.8%	99.9%	-0.1%
North, South, Khandallah & Brooklyn	99.0%	98.0%	1.0%
Hutt Valley	99.4%	99.9%	-0.5%
Porirua	99.4%	98.9%	0.5%
Kapiti	99.9%	99.7%	0.2%
Wairarapa	98.6%	99.7%	-1.2%
Total	99.5%	99.3%	0.2%

Reliability - year to date (Jul - Feb)

	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	99.2%	99.0%	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%	99.3%	-0.2%
Total	99.7%	99.5%	0.2%



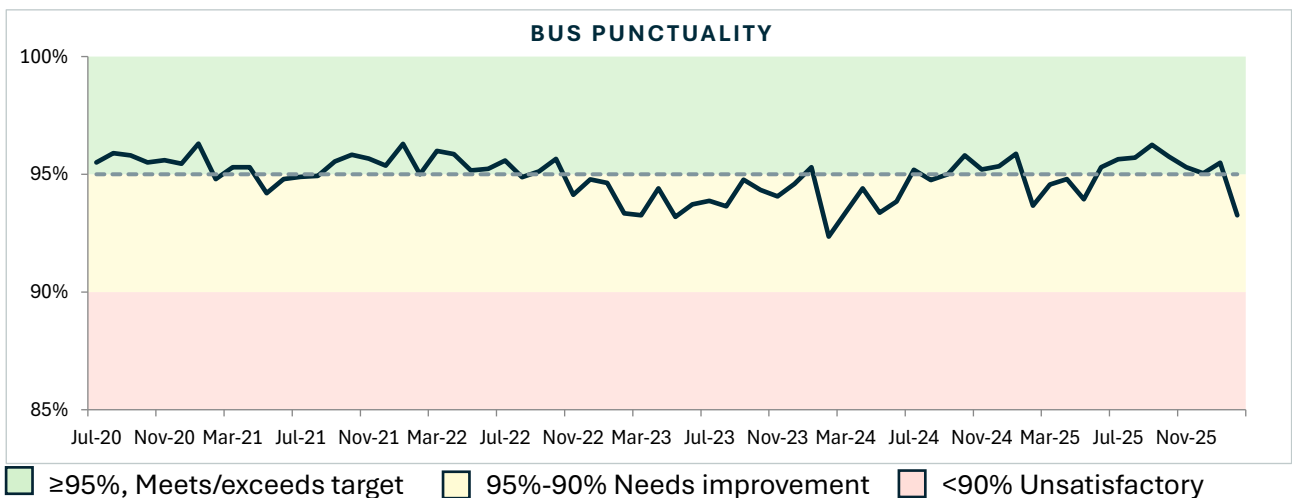
Reliability – Lowest performing 5 routes this month excluding designated school services

Route Number	Route Destination	Reliability	Scheduled Trips
N6	Wellington - Plimmerton	81.25%	32
N5	Wellington - Johnsonville	83.33%	24
N66	Wellington - Wainuiomata	91.67%	24
N22	Wellington - Upper Hutt	91.67%	24
26	Wellington - Khandallah	94.95%	475

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 95.3% in February, and the overall percentage of trips that left early was 0.91%. 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

	Feb-26	Feb-25	Change
Wellington City			
Newlands & Tawa	95.5%	94.0%	1.5%
East, West & City	95.2%	95.3%	-0.1%
North, South, Khandallah & Brooklyn	91.2%	91.1%	0.1%
Hutt Valley	89.7%	92.3%	-2.6%
Porirua	95.4%	95.4%	0.1%
Kapiti	96.5%	96.1%	0.5%
Wairarapa	93.6%	93.1%	0.5%
Total	93.3%	93.7%	-0.4%

Punctuality - year to date (Jul - Feb)

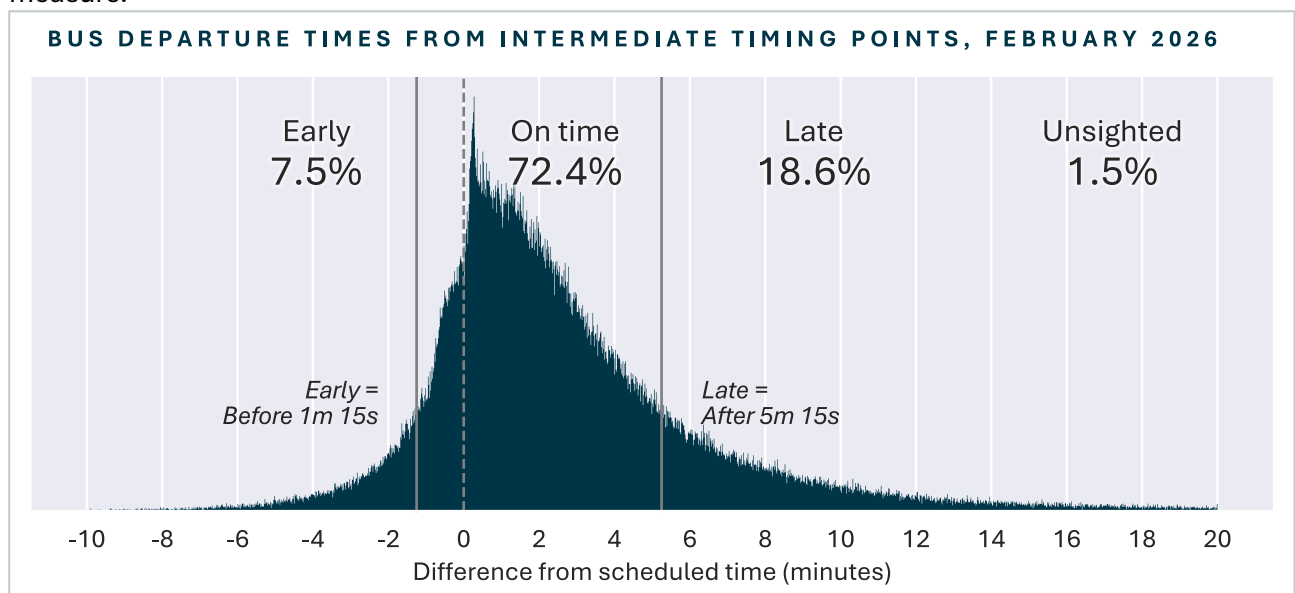
	2025/26	2024/25	Change
Wellington City			
Newlands & Tawa	96.8%	95.9%	0.9%
East, West & City	96.4%	96.1%	0.3%
North, South, Khandallah & Brooklyn	93.0%	93.1%	-0.1%
Hutt Valley	94.3%	94.4%	-0.1%
Porirua	96.5%	96.9%	-0.4%
Kapiti	97.5%	96.6%	0.9%
Wairarapa	93.9%	93.4%	0.5%
Total	95.3%	95.1%	0.2%

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

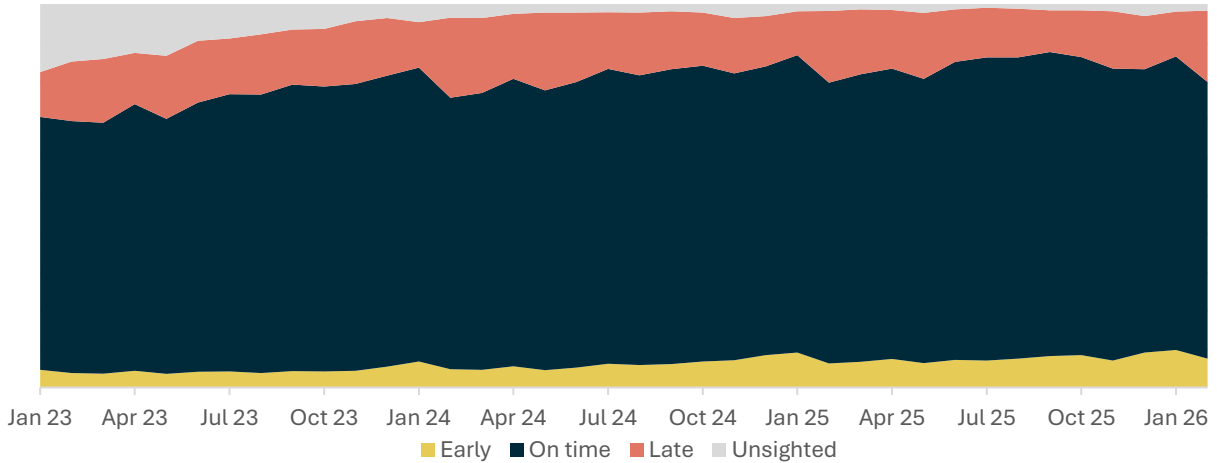
Route Number	Route Destination	Punctuality	Scheduled Trips
N5	Wellington - Johnsonville	85.71%	14
39	Wellington - Island Bay	86.05%	129
206	Masterton - Masterton	86.54%	52
17	Wellington - Kowhai Park	87.74%	1329
204	Greytown - Woodside	88.18%	110

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.



BUS DEPARTURE TIMES FROM INTERMEDIATE TIMING POINTS



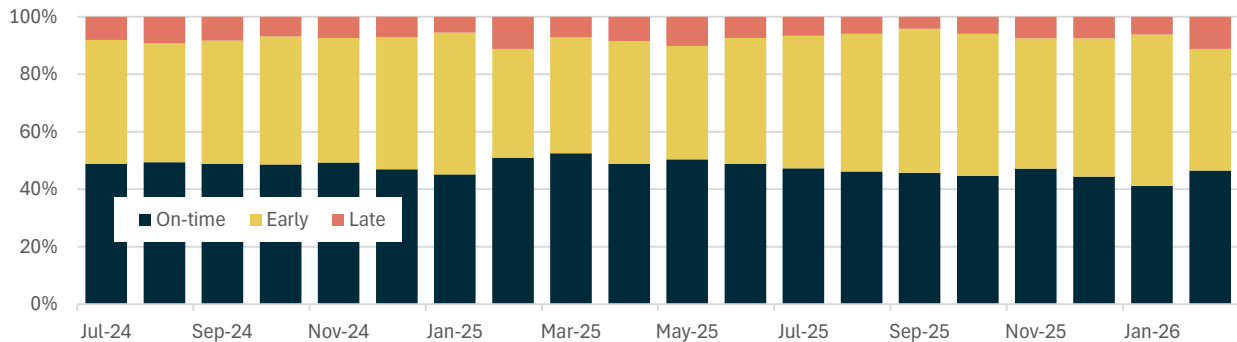
Punctuality at destination

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 February, 46.5% of bus services recorded at destination arrived on time, with a further 42.3% arriving more than one minute early, while 11.2% of services arrived more than five minutes late.

BUS SERVICES PUNCTUAL AT DESTINATION AS % OF TOTAL TRIPS AT DESTINATION



Punctuality at destination - current month

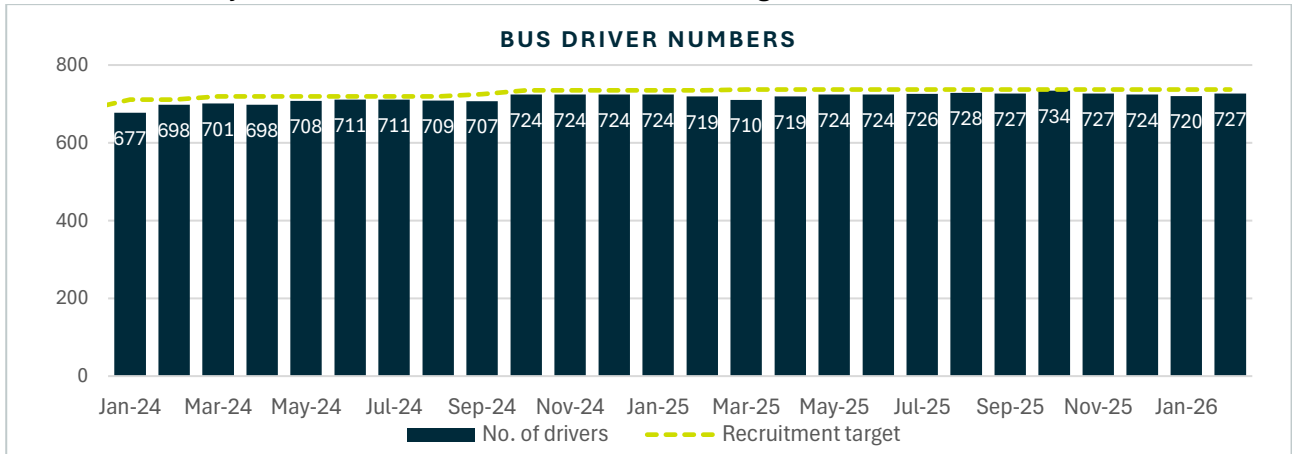
	Feb-26	Feb-25	Change
On-time	46.5%	50.9%	-4.5%
Early	42.3%	37.9%	4.4%
Late	11.2%	11.1%	0.1%

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

	2025/26	2024/25	Change
On-time	45.4%	48.6%	-3.2%
Early	47.8%	42.2%	5.6%
Late	6.8%	9.2%	-2.4%

Bus Driver Numbers

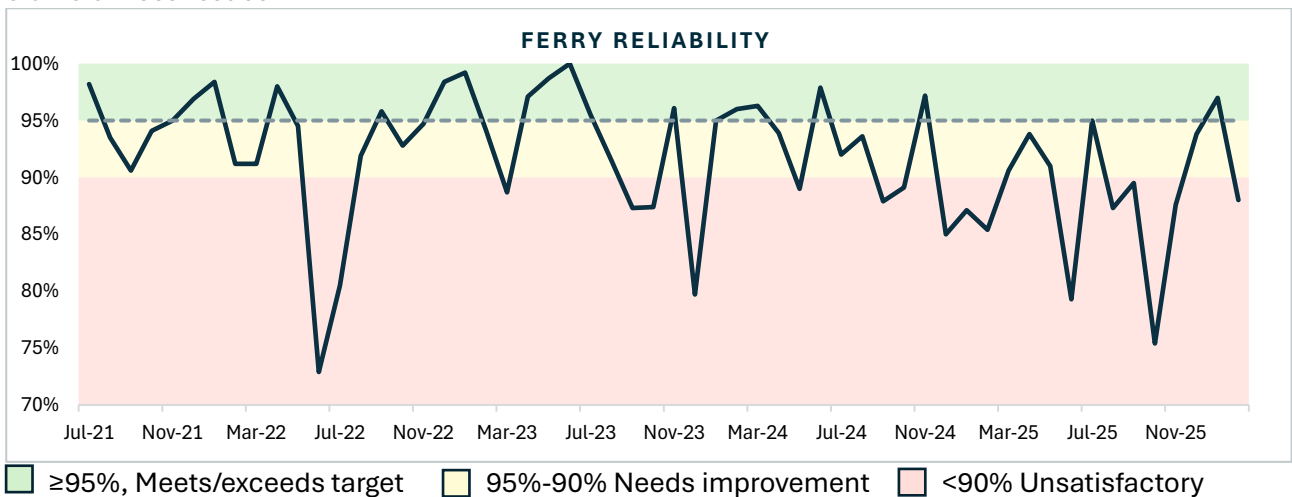
The graph below shows monthly total numbers of bus drivers against the original recruitment target of having 685 drivers by October 2023, and the current target of 737 drivers required to run the network. There are currently 727 drivers, and an additional 9 in training.



Ferry operator

Reliability

Ferry reliability is a measure of the number of scheduled services that ran. Reliability for February was 88.0%, compared to 85.4% for the same month last year. There were 60 cancelled trips this month due to weather and 23 due to planned maintenance, as well as 8 due to staff sickness/issues.

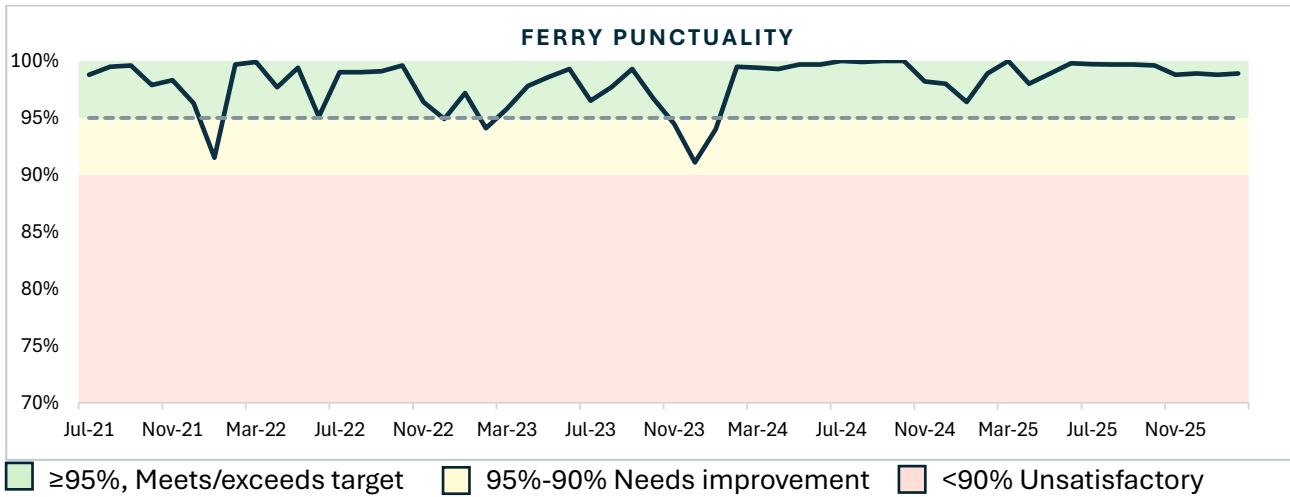


Reliability - current month

	Feb-26	Feb-25	% Change
Total	88.0%	85.4%	2.6%

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 February was 98.9%, compared to 98.9% for the same month last year.



Punctuality - current month

	Feb-26	Feb-25	% Change
Total	98.9%	98.9%	0.0%

Ferry Staffing

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

Rail operator

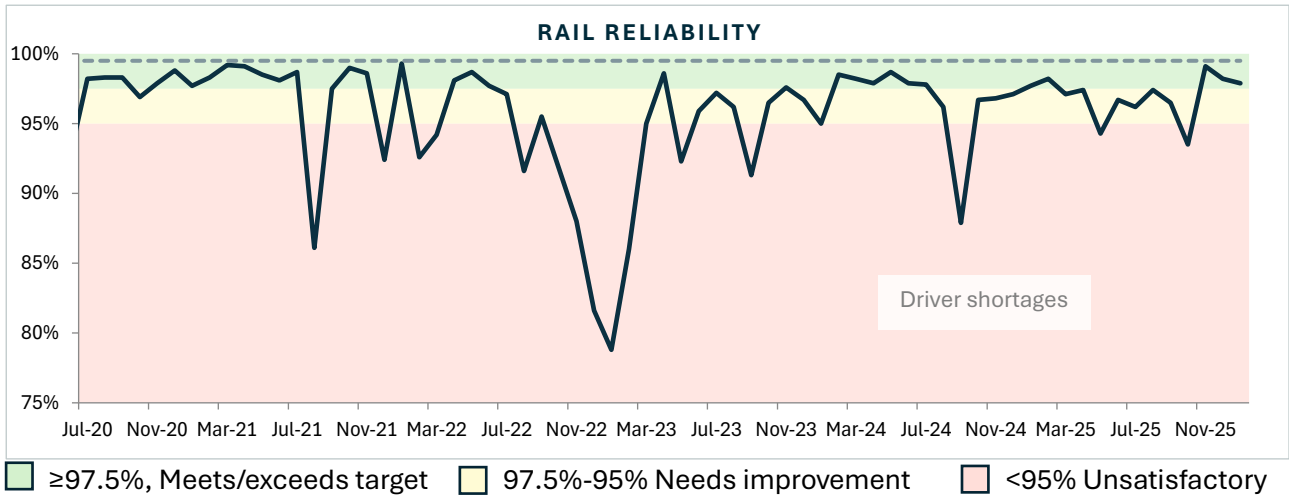
Reliability

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 90.7% in February and 98.2% for the same month last year.

Services across the network were affected by a severe weather event on the 15/16th February – all services were cancelled until 1pm on the 16th, after which a Saturday timetable operated for the rest of the day. Wairarapa Services continued to be affected for the rest of February as 6 carriages hit a tree during the stormy weather.

Mechanical issues increased across the fleet as units were taken out of services due to a sub-contractor going into administration. This accounted for 3.3% of the reliability result. Staff sickness affected 0.1% of services.



Reliability - current month

	Feb-26	Feb-25	Change
Hutt Valley	90.2%	98.8%	-8.6%
Johnsonville	88.5%	97.6%	-9.1%
Kapiti	93.9%	98.6%	-4.7%
Wairarapa	81.7%	89.3%	-7.6%
Total	90.7%	98.2%	-7.5%

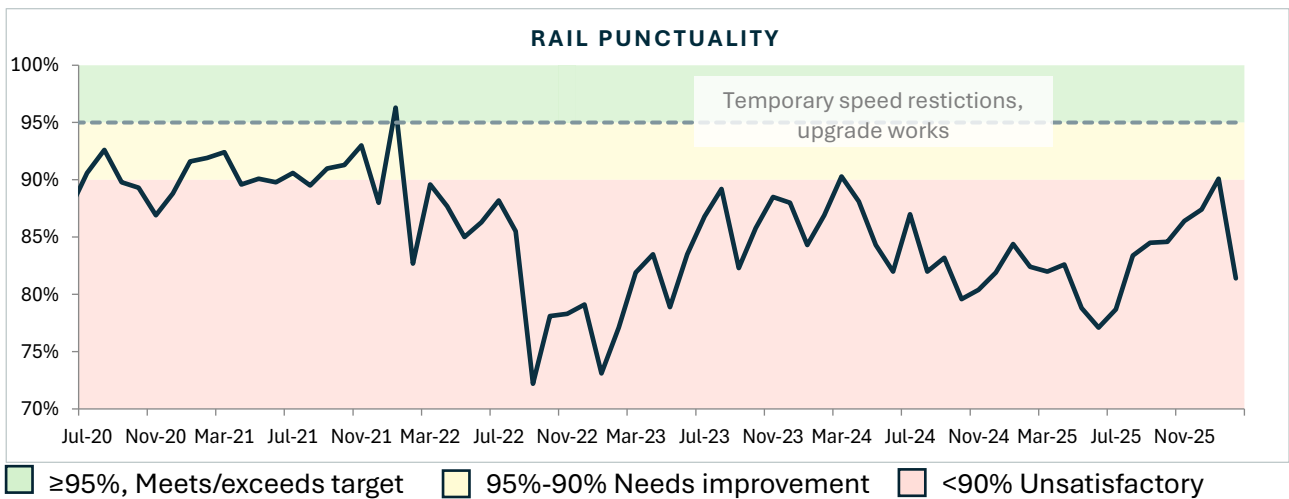
Reliability - year to date (Jul - Feb)

	2025/26	2024/25	Change
Hutt Valley	96.4%	96.5%	-0.1%
Johnsonville	96.1%	97.4%	-1.3%
Kapiti	96.4%	95.0%	1.4%
Wairarapa	91.9%	87.9%	4.0%
Total	96.2%	96.0%	0.2%

Punctuality

Rail punctuality was 81.4% in February and 80.6% for the same month last year.

Speed Restrictions were the highest cause of delay across the month, with speed restrictions rising again on the HVL and KPL. There were also a number of infrastructure issues such as points and signals faults, mostly impacting the HVL and Wellington station – this had a significant impact on punctuality as trains take longer to get through the affected areas.



Punctuality - current month

	Feb-26	Feb-25	Change
Hutt Valley	72.1%	79.2%	-7.1%
Johnsonville	96.6%	90.5%	6.1%
Kapiti	84.3%	77.5%	6.8%
Wairarapa	37.4%	42.1%	-4.7%
Total	81.4%	80.6%	0.8%

Punctuality - year to date (Jul - Feb)

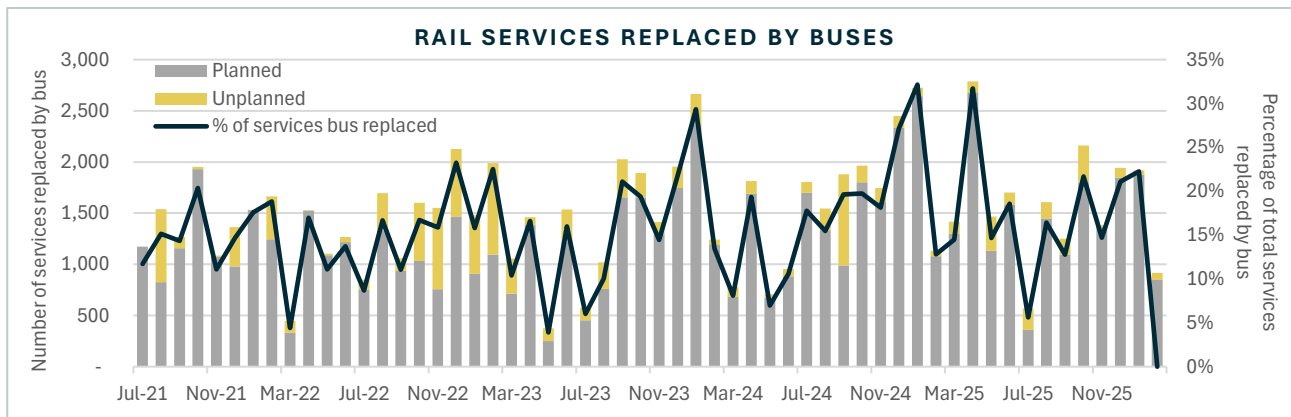
	2025/26	2024/25	Change
Hutt Valley	80.8%	88.3%	-7.5%
Johnsonville	93.0%	95.4%	-2.4%
Kapiti	85.1%	67.8%	17.3%
Wairarapa	44.2%	40.2%	4.0%
Total	84.4%	82.4%	2.0%

Rail Replacement Services

In February 2026, 10.4% (916) of rail services were replaced by buses. 9.6% (847) were planned, and 0.8% (69) were unplanned.

Of the 9.6% of *planned* rail services that were replaced by buses: 62.1% of the services were awarded to Metlink bus operators (Tranzurban, Kinetic and Mana); 35.5% were awarded to NCS; 2.4% 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, Tranzurban fleet did).

Of the 0.8% (69) of *unplanned* rail services that were replaced by buses: 22.0% of the vehicles used were provided by Metlink bus operators (Tranzurban, Kinetic and Mana); 6.6% 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
WRL carriages damaged by severe weather	21
Points Fault	15
Severe Weather Event	13
Staff sickness	7
Operational Reasons	5
Signals fault	4
Mechanical fault	2
Locomotive Mechanical Fault	2
TOTAL	69

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
Capital Shuttles	-	Vehicles: 29 Electronic Ticketing: - Bike racks: -
Kinetic	Vehicles: 18 Electronic Ticketing: 12 Bike racks: 12	-
NCS Taita	Vehicles: 6 Electronic Ticketing: 4 Bike racks: 4	-
Rambler	Vehicles: 5 Electronic Ticketing: - Bike racks: -	-
Tranzit Masterton	Vehicles: 28 Electronic Ticketing: - Bike racks: -	-
Tranzit Kilbirnie	Vehicles: 3 Electronic Ticketing: - Bike racks: -	-
Tranzurban	Vehicles: 2 Electronic Ticketing: 2 Bike racks: 2	-
Total	Vehicles: 62 Electronic Ticketing: 18 Bike racks: 18	Vehicles: 29 Electronic Ticketing: - Bike racks: -

Rail Staffing

As of February, available rail staffing (locomotive engineers, train managers and passenger operators) is 285 out of a target 319. There are currently an additional 9 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.*

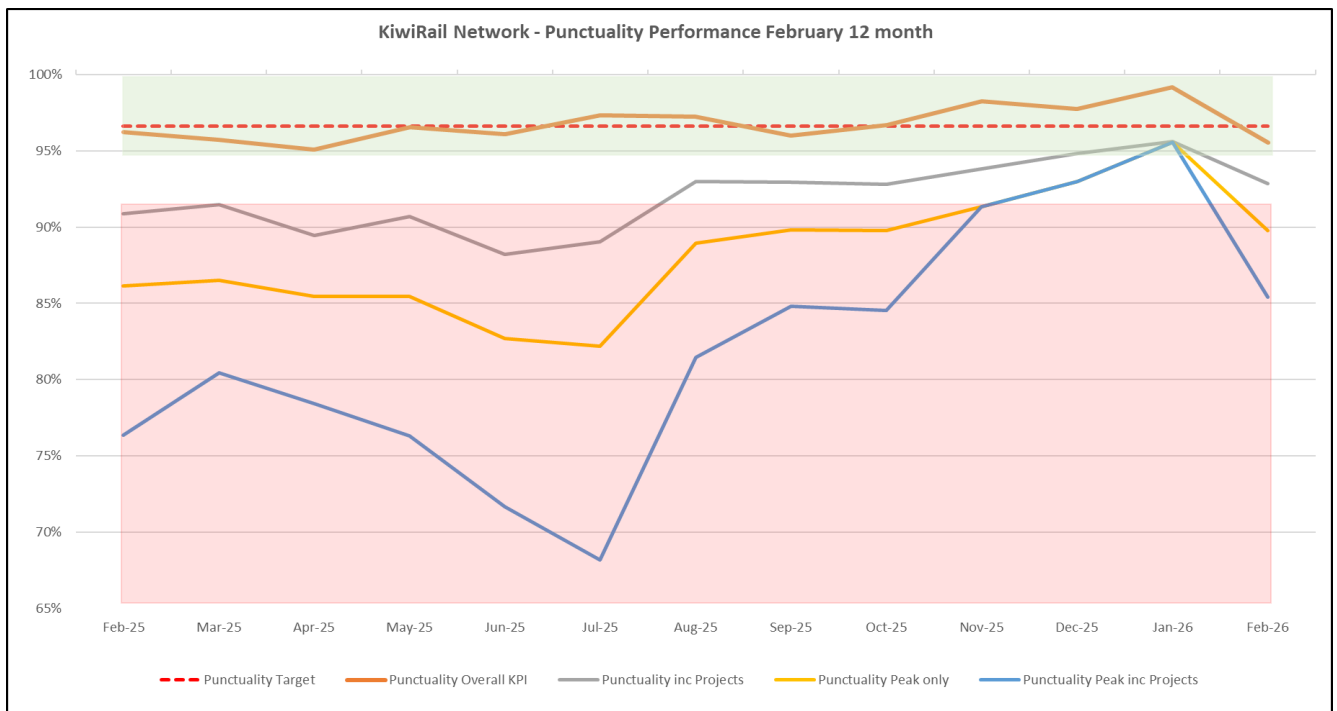
Therefore, the results do not mirror the customer experience of the punctuality and reliability of the rail network.

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 declined in February. This is due to the artificially high January performance while trains did not run during the New Year shutdowns

Punctuality of the rail network for February was 95.54% this compares with January which was 99.17%
Punctuality of the rail network including all exempt activities (e.g. projects) for February was 92.59% this compares with January which was 95.59%

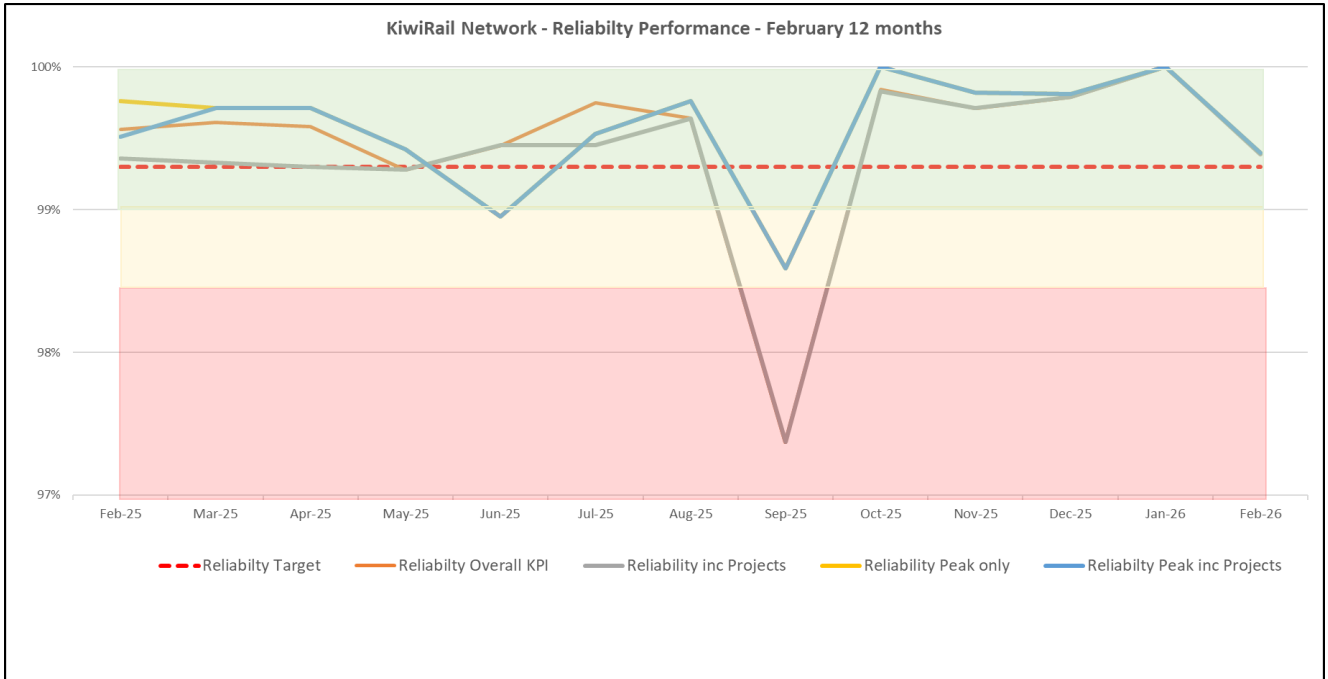


Reliability of rail network (i.e. tracks, signals etc)

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 declined in February. This is due to the artificially high January performance while trains did not run during the New Year shutdowns

Reliability of the rail network for February was 99.39% this compares to January which was 100%. Reliability of the rail network including all exempt activities (e.g. projects) for February was 99.39% this compares to January which was 100%.



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%.

Network availability for February was 100%, this compares to January 2026 which was 100%. There were no unplanned line closures for the month of February.

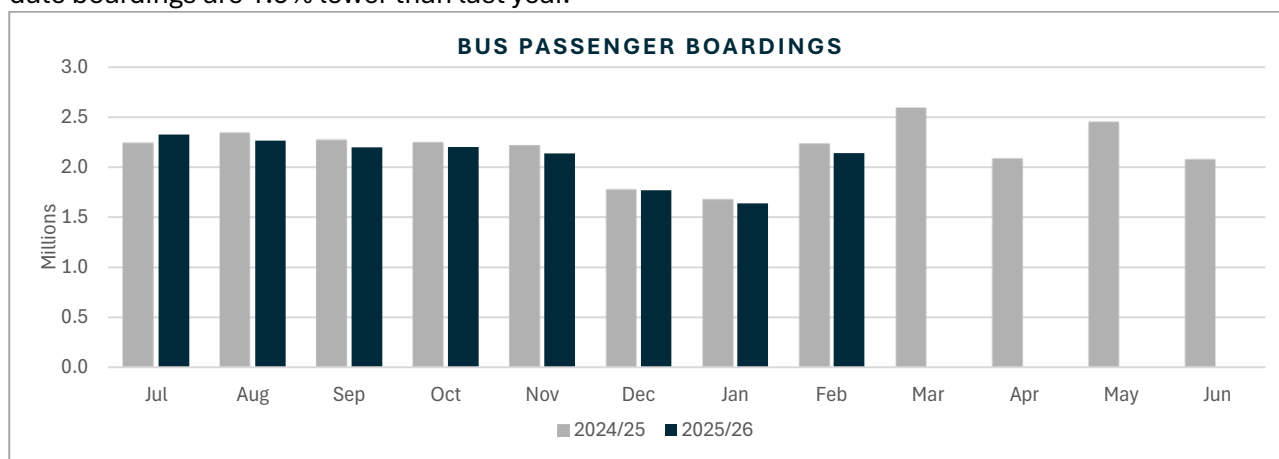
Operational performance

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

February bus passenger boardings were 4.4% lower than the same month last year, and the year-to-date boardings are 1.9% lower than last year.



Boardings by area - current month

	Feb-26	Feb-25	% Change
Wellington	1,568,374	1,636,164	-4.1%
Hutt Valley	409,235	429,826	-4.8%
Porirua	86,335	94,966	-9.1%
Kapiti	60,779	62,509	-2.8%
Wairarapa	15,572	14,257	9.2%
Total	2,140,295	2,237,722	-4.4%

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

	2025/26	2024/25	% Change
Wellington	12,415,195	12,609,489	-1.5%
Hutt Valley	3,134,604	3,224,850	-2.8%
Porirua	616,346	647,313	-4.8%
Kapiti	408,765	420,238	-2.7%
Wairarapa	102,633	100,756	1.9%
Total	16,677,543	17,002,646	-1.9%

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

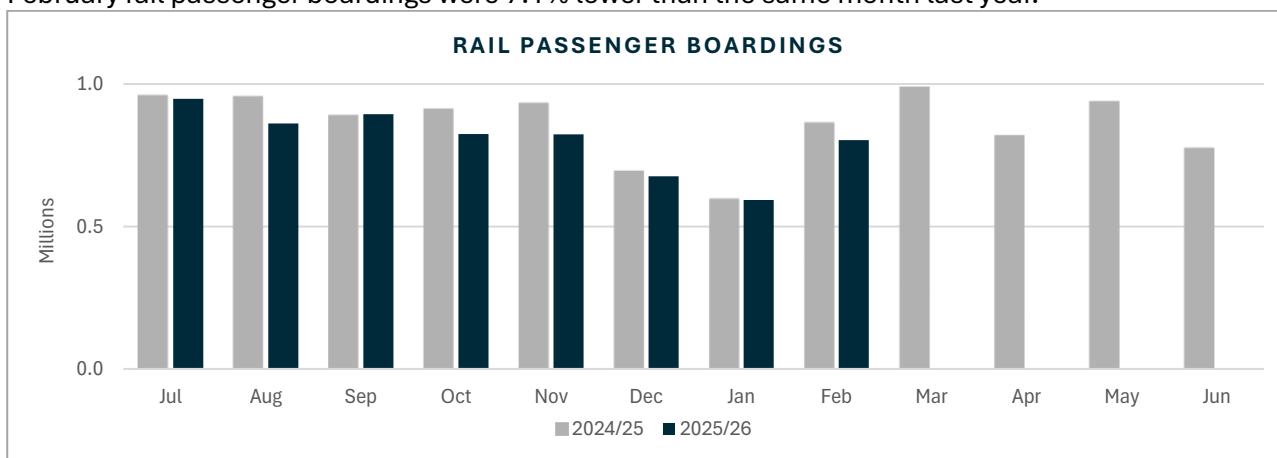
Route Number	Unit Area	Route Destination	Patronage	Scheduled Trips	Seated Capacity
2	Wellington	Karori - Wellington - Hataitai - Miramar/Seatoun	270,961	6,605	245,244
1	Wellington	Johnsonville West/Churton Park/Grenada Village - Island Bay	236,229	4,686	304,918
3	Wellington	Lyall Bay/Rongotai - Kilbirnie - Newtown - Wellington	153,429	4,452	223,446
4	Wellington	Strathmore - Newtown - Wellington - University - Mairangi	117,249	2,984	115,003
110	Hutt Valley	Emerald Hill - Upper Hutt - Lower Hutt - Petone	84,712	2,648	103,802

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	3	16	462
N8	Hutt Valley	After Midnight (Lower Hutt - Petone - Wellington)	8	16	657
300	Porirua	Whenua Tapu Cemetery - Porirua - Titahi Bay	10	2	66
251	Kapiti	Paekākāriki - Paraparaumu - Kāpiti Health Centre	56	22	628
206	Wairarapa	Masterton - Masterton East - Masterton	65	57	1,857

Rail passenger boardings

February rail passenger boardings were 7.1% lower than the same month last year.



Boardings by line - current month

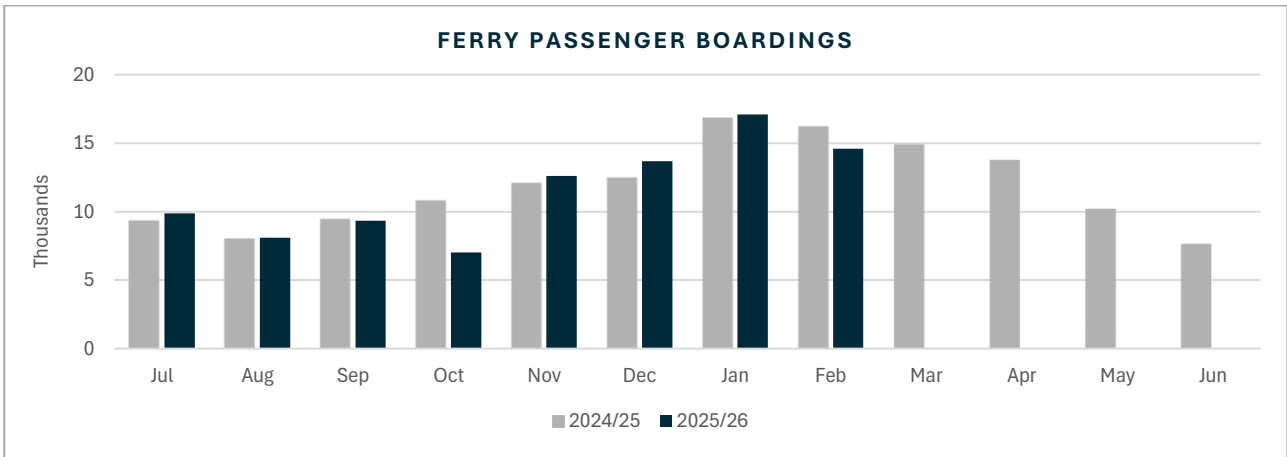
	Feb-26	Feb-25	% Change
Hutt Valley	341,104	383,696	-11.1%
Kapiti	336,307	353,080	-4.8%
Johnsonville	80,322	89,089	-9.8%
Wairarapa	44,953	38,279	17.4%
Total	802,686	864,144	-7.1%

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

	2025/26	2024/25	% Change
Hutt Valley	2,769,264	2,988,990	-7.4%
Kapiti	2,649,555	2,763,417	-4.1%
Johnsonville	637,403	711,732	-10.4%
Wairarapa	366,187	341,736	7.2%
Total	6,422,409	6,805,875	-5.6%

Ferry passenger boardings

Ferry boardings show a decrease of 9.7% on the same month last year.



Boardings - current month

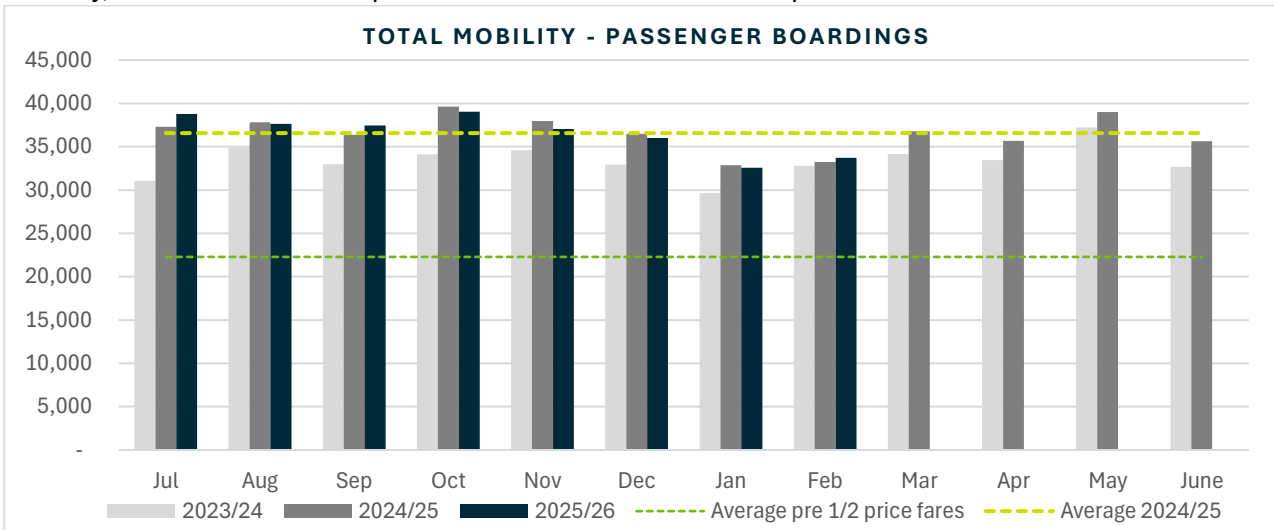
	Feb-26	Feb-25	% Change
Total	14,604	16,168	-9.7%

Boardings - year to date (Jul - Feb)

	2025/26	2024/25	% Change
Total	92,310	94,910	-2.7%

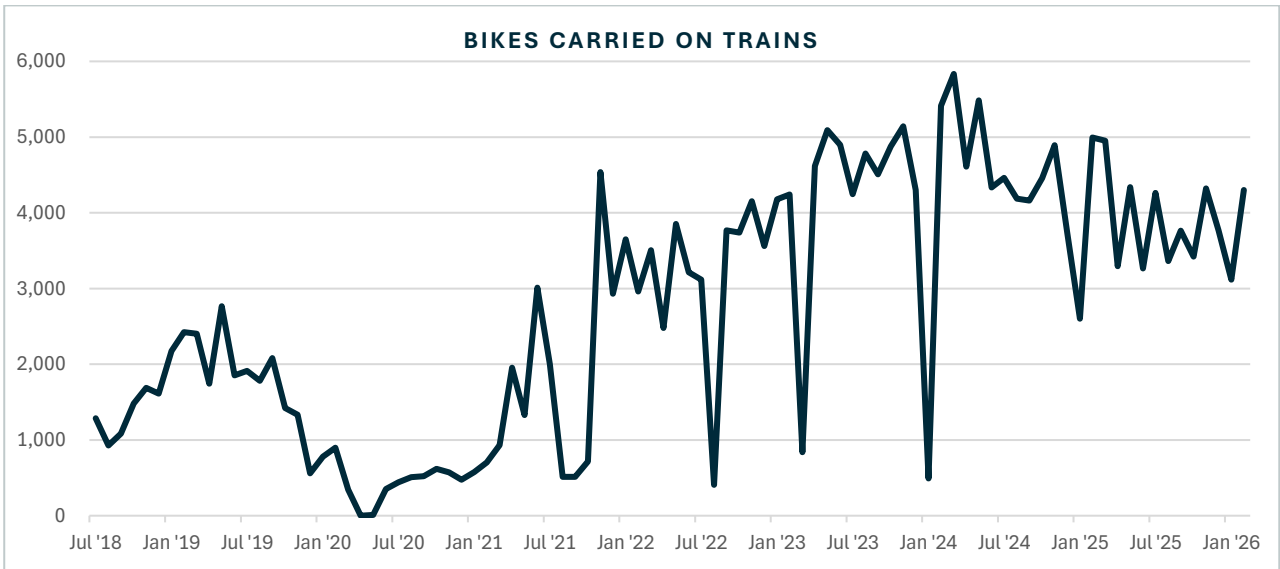
Te Hunga Whaikaha Total Mobility passenger boardings

In February there were 33,738 Te Hunga Whaikaha Total Mobility trips, an increase of 1.45% 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.



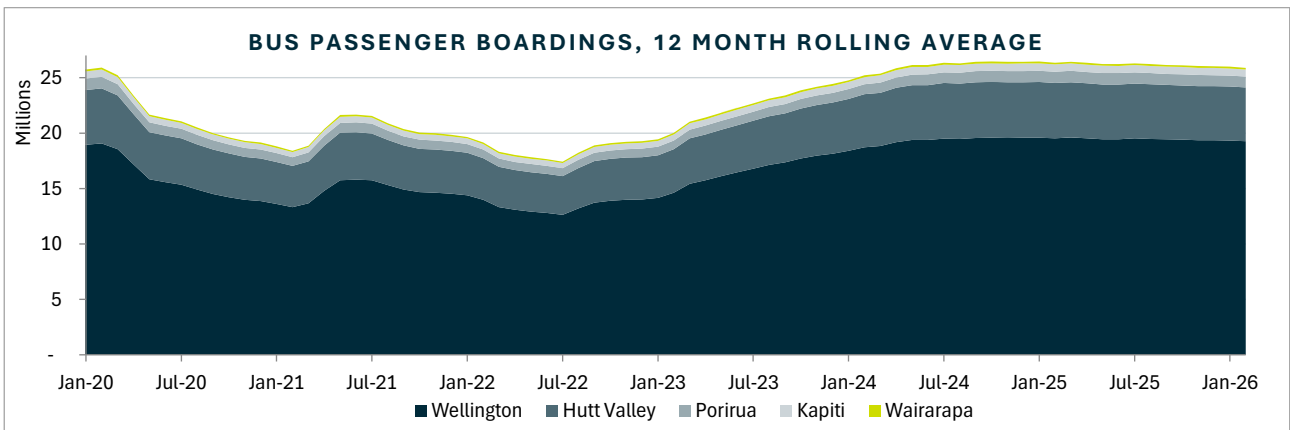
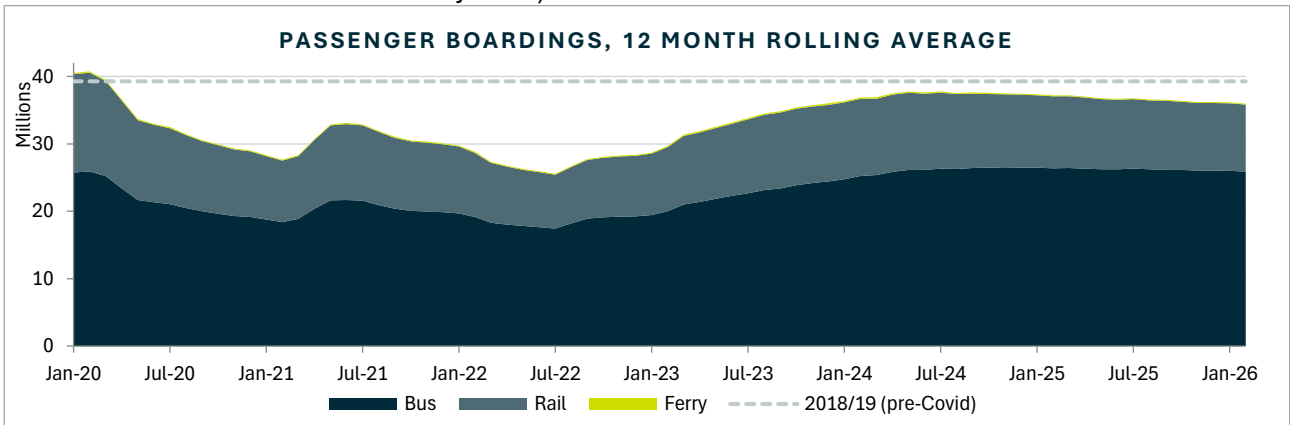
Bikes carried on rail services

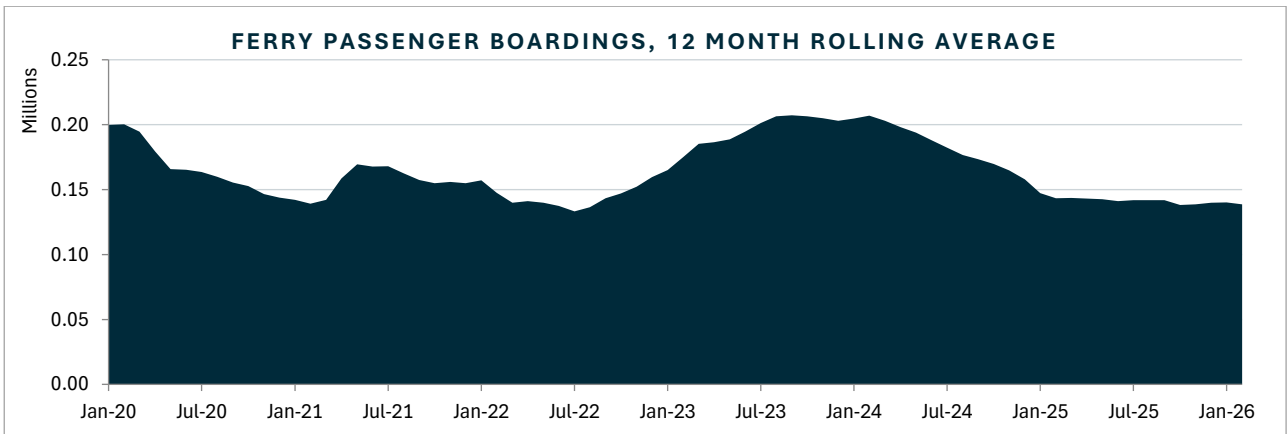
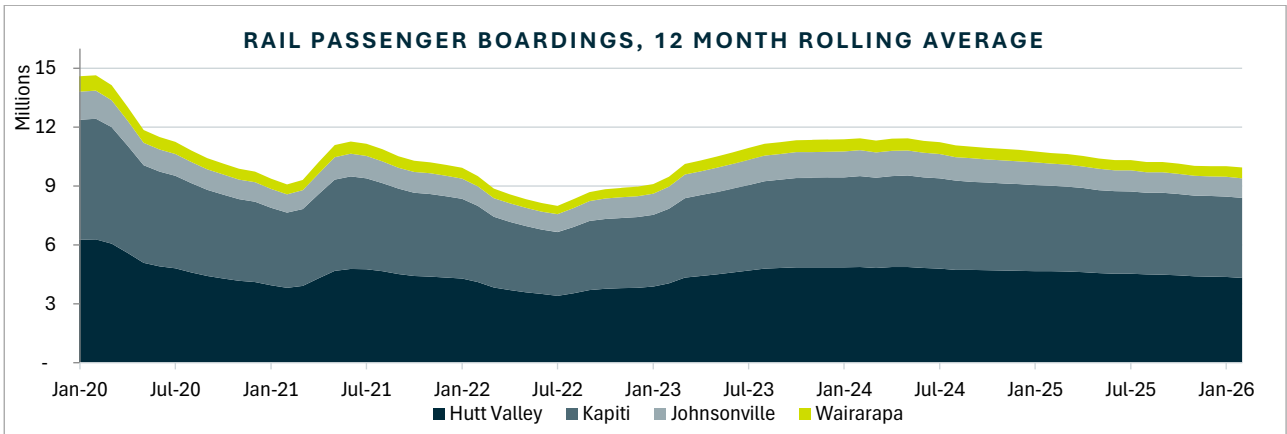
The following graph provides an estimate of the number of bikes carried on rail services, as recorded by onboard staff counts. These results may change over time as we improve data collection processes. In February, 4,303 bikes were counted onboard rail services, vs 4,994 over the same month last year.



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).

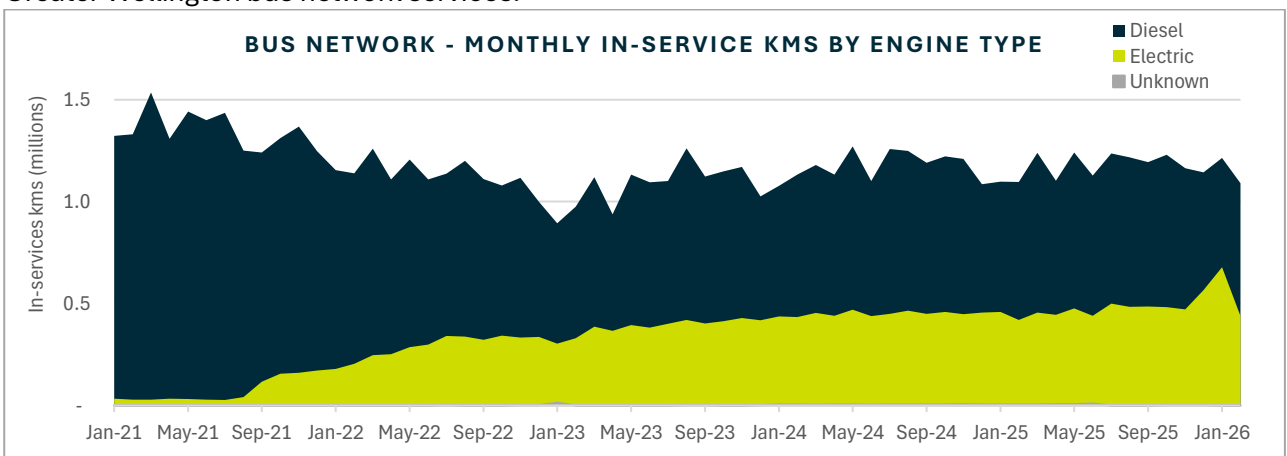




Bus emissions

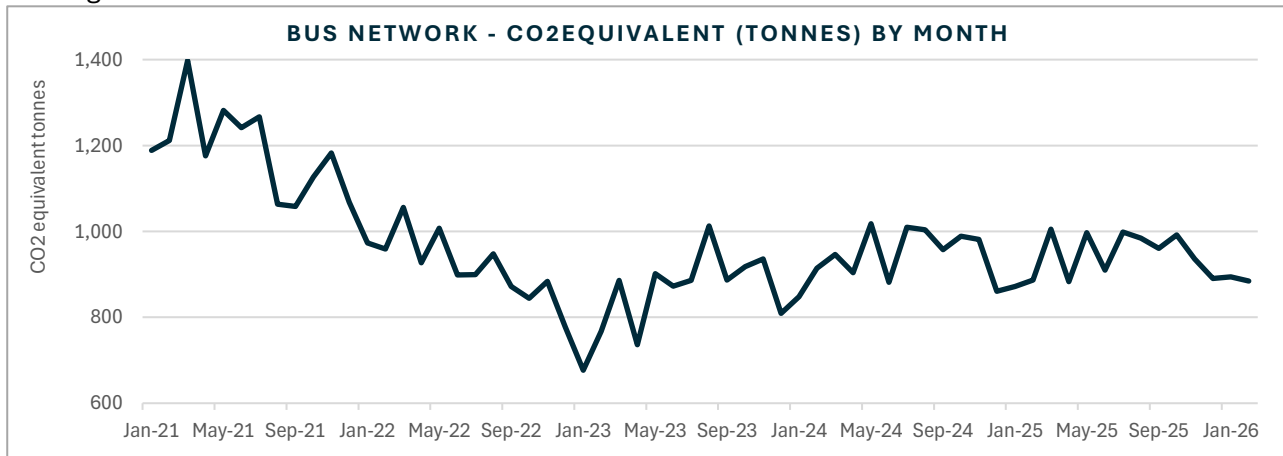
In-service kilometres by engine type

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

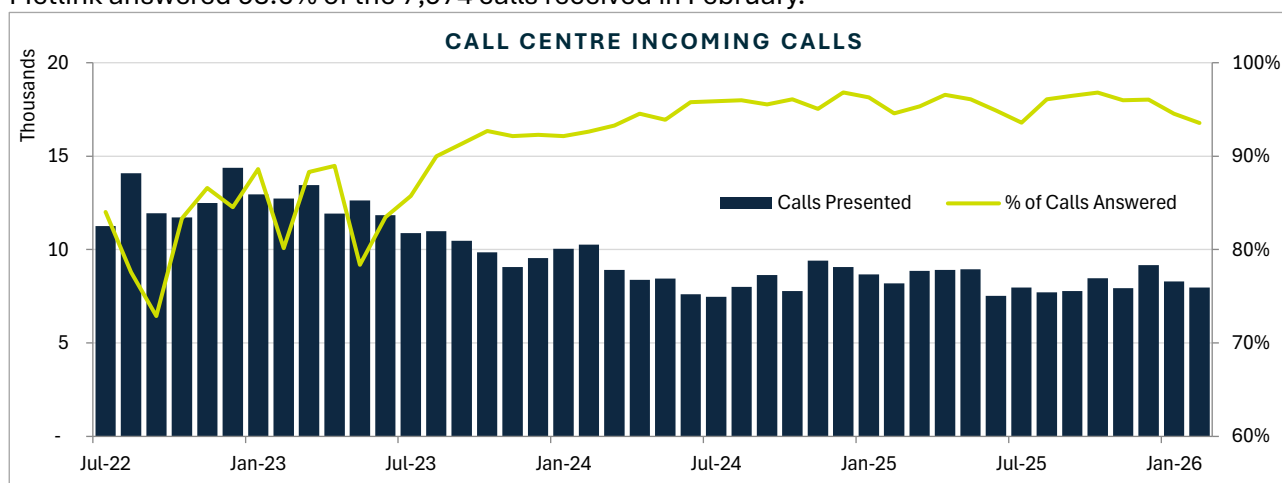
The table below shows the number of vehicles by engine type that ran bus network services in the Greater Wellington region in February.

Engine type	Count
Electric	119
EURO3	47
EURO4	18
EURO5	70
EURO6	213
Unknown	1
Total	468

Customer contact

Call centre incoming calls

Metlink answered 93.6% of the 7,974 calls received in February.



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.

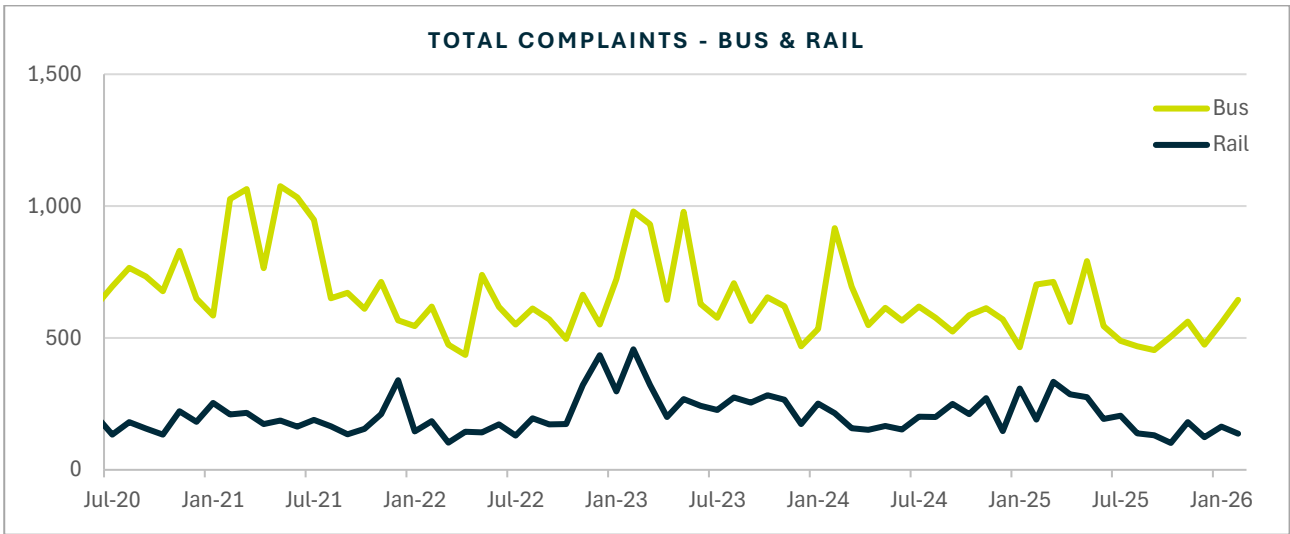
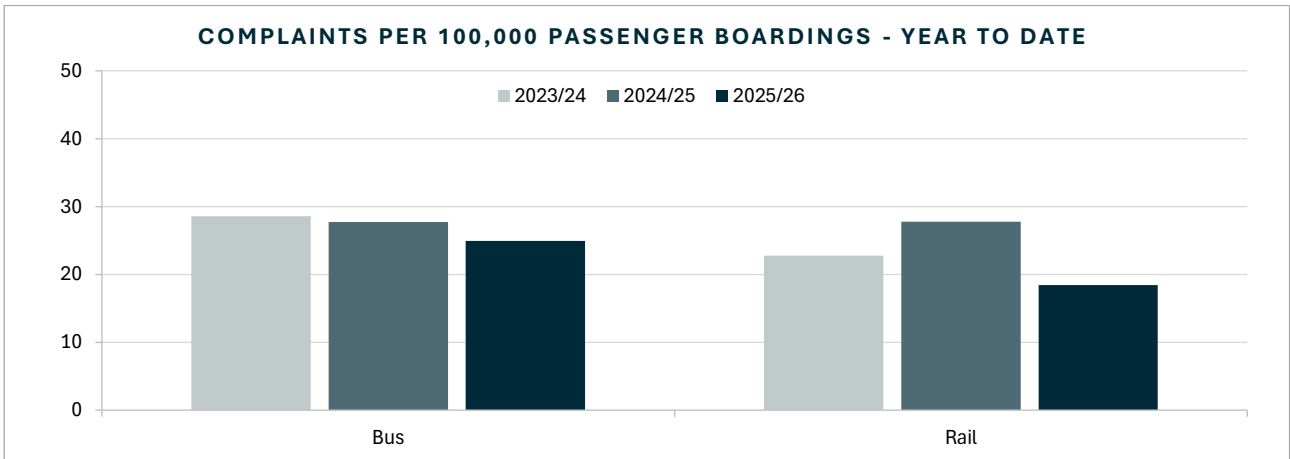
Metlink’s Warranted Transport Officers undertook 2,982 payment validations on board rail services in February 2026. The table below reports on the number of times Transport Officers sought customer details in relation to their non-payment of the correct fare in the February 2026 period. No infringement notices were issued over the period.

Mode	Rail - HVL	Rail - KPL	Rail - JVL	Rail - MEL	Rail - WRL	Bus	Ferry	Platform	TOTAL
Details Sought	47	37	0	0	0	0	1	0	85

Complaints

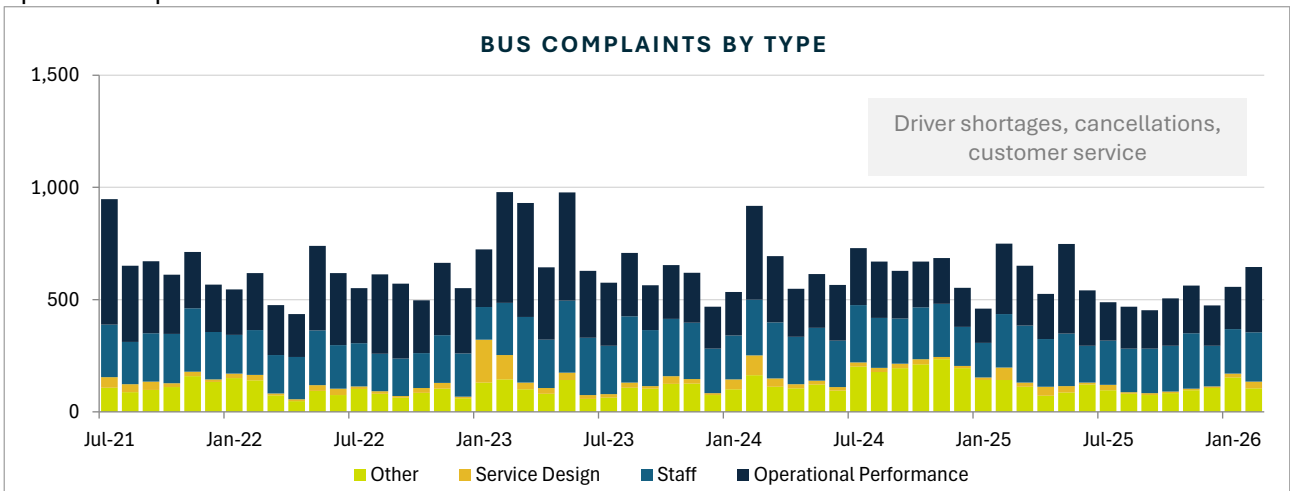
Complaints volume

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 8.3% lower than February last year. They relate mostly to operational performance and driver behaviour.



Bus complaints - current month

	Feb-26	Feb-25	Change
Wellington			

Bus complaints - year to date (Jul - Feb)

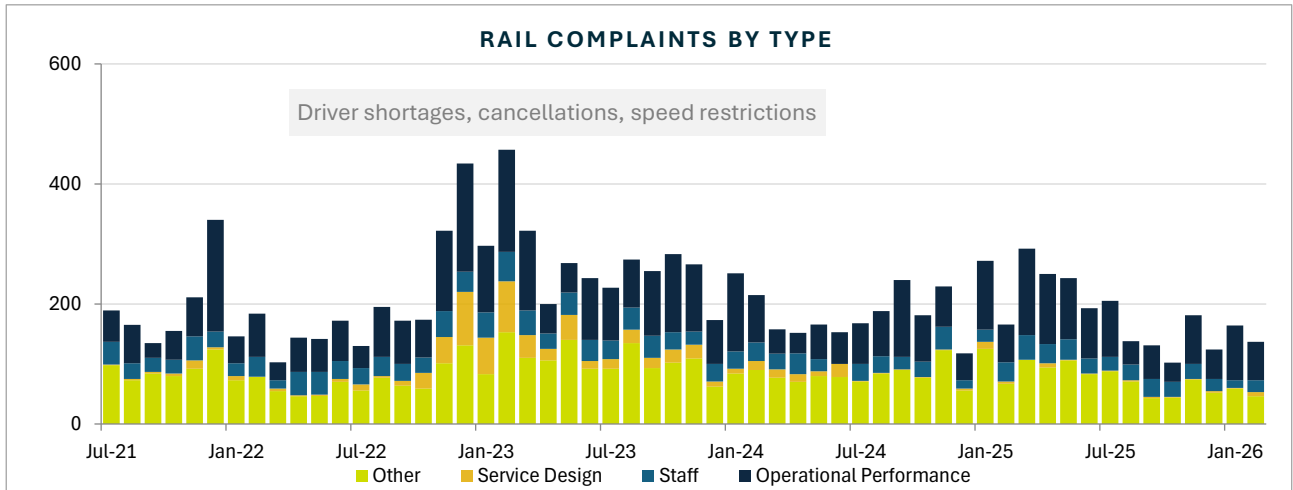
	2025/26	2024/25	Change
Wellington			

Newlands, Tawa	28	39	-28.2%
East-West, City	180	254	-29.1%
North-south, Khandallah, Brooklyn	207	232	-10.8%
Hutt Valley	174	115	51.3%
Porirua	24	40	-40.0%
Kapiti	15	17	-11.8%
Wairarapa	17	6	183.3%
General	-	-	0.0%
Total	645	703	-8.3%

Newlands, Tawa	230	371	-38.0%
East-West, City	1,294	1,590	-18.6%
North-south, Khandallah, Brooklyn	1,318	1,345	-2.0%
Hutt Valley	908	980	-7.3%
Porirua	147	191	-23.0%
Kapiti	111	137	-19.0%
Wairarapa	67	44	52.3%
General	80	-	
Total	4,155	4,658	-10.8%

Rail complaints

Rail complaints for the month were 28.3% lower than February last year. They relate mostly to operational performance and passenger information.



Rail complaints - current month

	Feb-26	Feb-25	Change
Hutt Valley	46	60	-23.3%
Kapiti	45	60	-25.0%
Johnsonville	11	17	-35.3%
Wairarapa	35	26	34.6%
General	0	28	-100.0%
Total	137	191	-28.3%

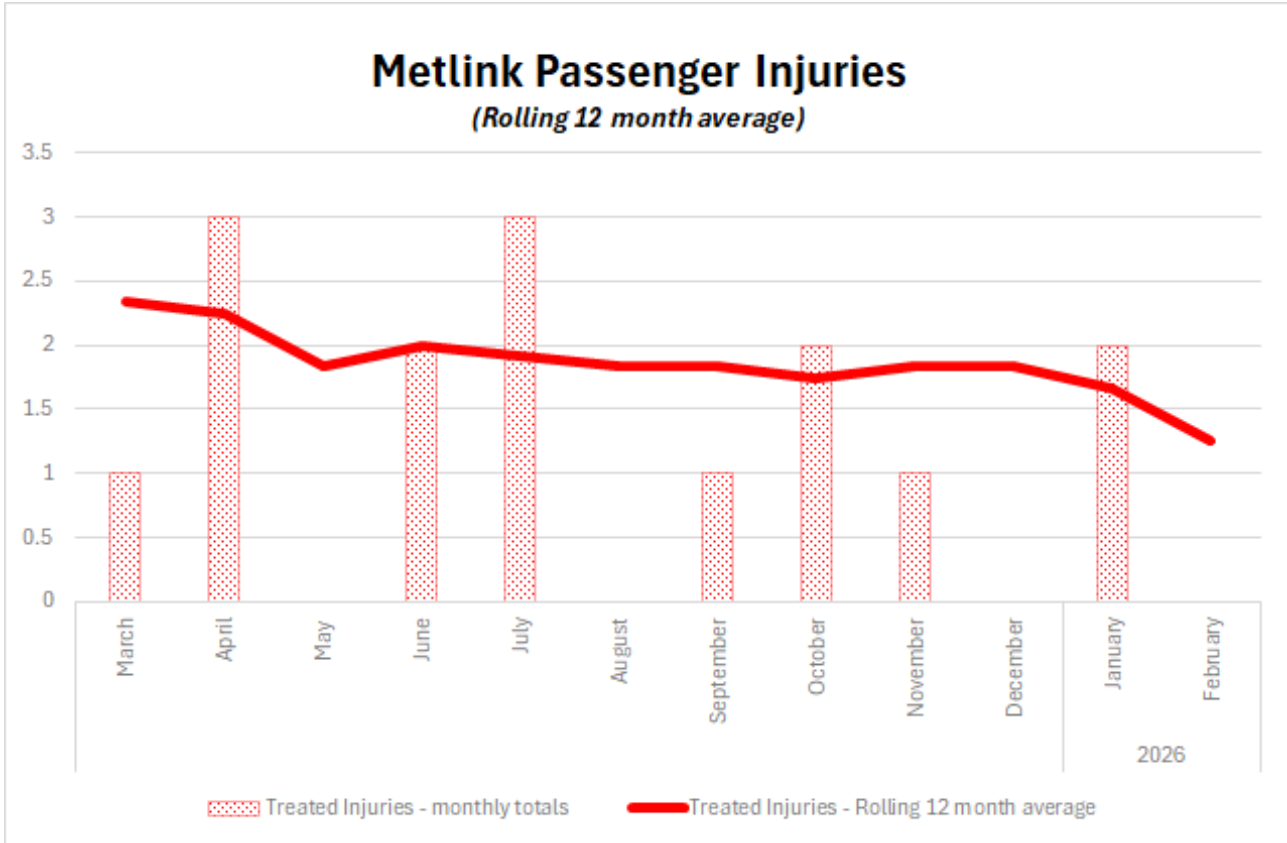
Rail complaints - year to date (Jul - Feb)

	2025/26	2024/25	Change
Hutt Valley	496	631	-21.4%
Kapiti	358	564	-36.5%
Johnsonville	125	92	35.9%
Wairarapa	162	171	-5.3%
General	41	322	-87.3%
Total	1,182	1,780	-33.6%

Health, Safety and Wellbeing

Passenger Injuries

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

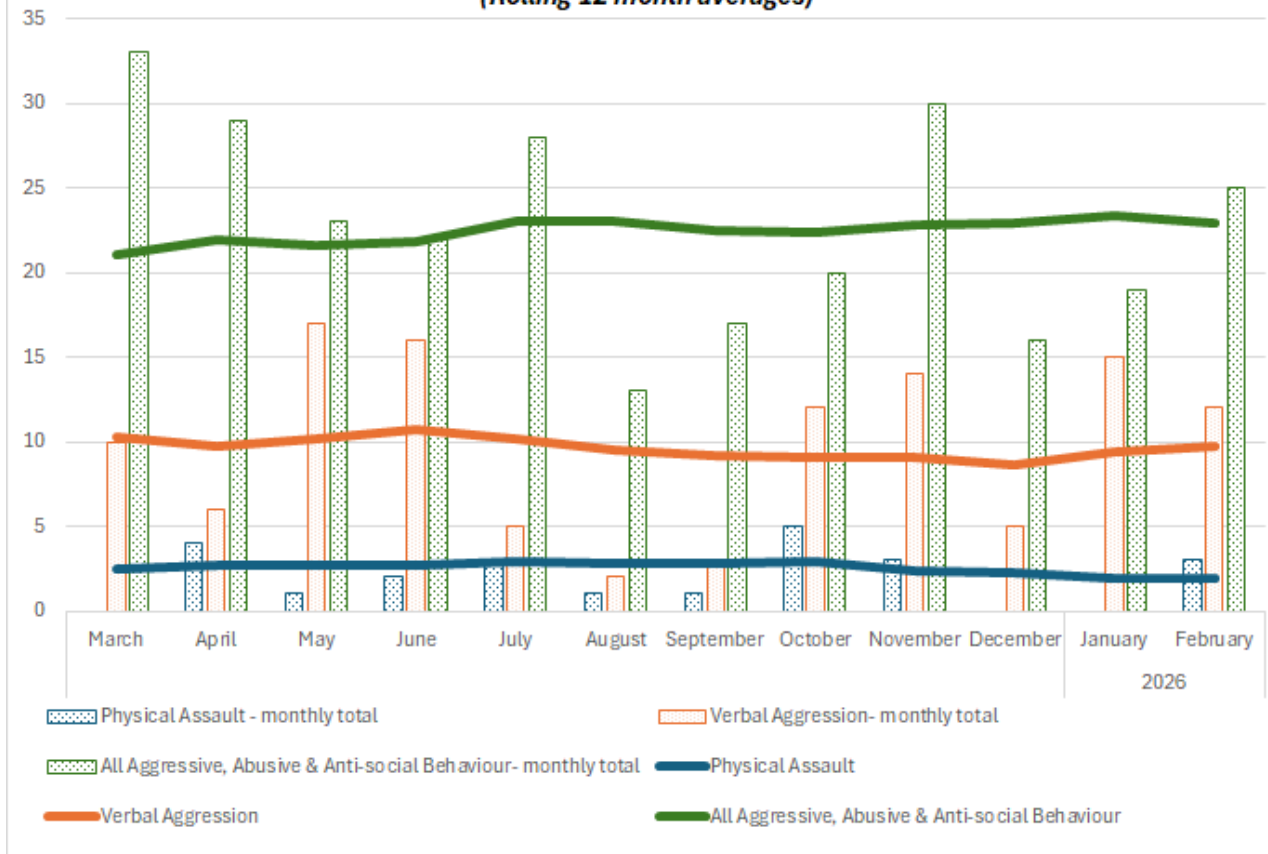


Aggressive & Abusive Behaviour

The graph below shows the aggressive and abusive behaviour events since March 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 February 2026, there was a budget shortfall of \$677,349 for the month across bus and rail services. The year-to-date budget shortfall for bus and rail fare revenue is \$6,700,999.

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. Note, rail patronage continues to be lower than expected, which impacts revenue.

The ferry fare revenue in February was \$164,627.

Fare revenue - current month

	Feb-26	Budget	Excess/Shortfall
Bus	3,792,332	3,982,533	-190,201
Rail	3,242,550	3,729,698	-487,148
Total	\$ 7,034,882	\$ 7,712,231	-\$ 677,349

Fare revenue - year to date (Jul - Feb)

	2025/26	Budget	Excess/Shortfall
Bus	29,884,999	31,860,267	-1,975,268
Rail	25,111,851	29,837,582	-4,725,731
Total	\$ 54,996,850	\$ 61,697,849	-\$ 6,700,999