

# Metlink performance report

JANUARY 2026



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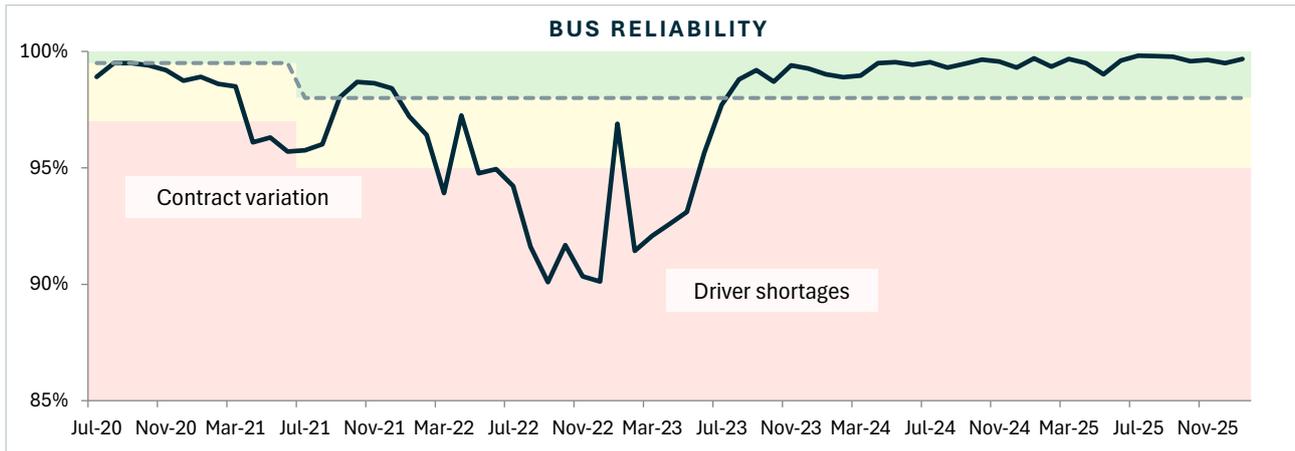
# Partner performance



## Bus operators

### Reliability

The bus reliability measure shows the percentage of scheduled services that ran, as tracked by RTI and Snapper systems. In January, 99.7% of bus services were delivered. Reliability this month continues to reflect stable driver numbers and retention rates.



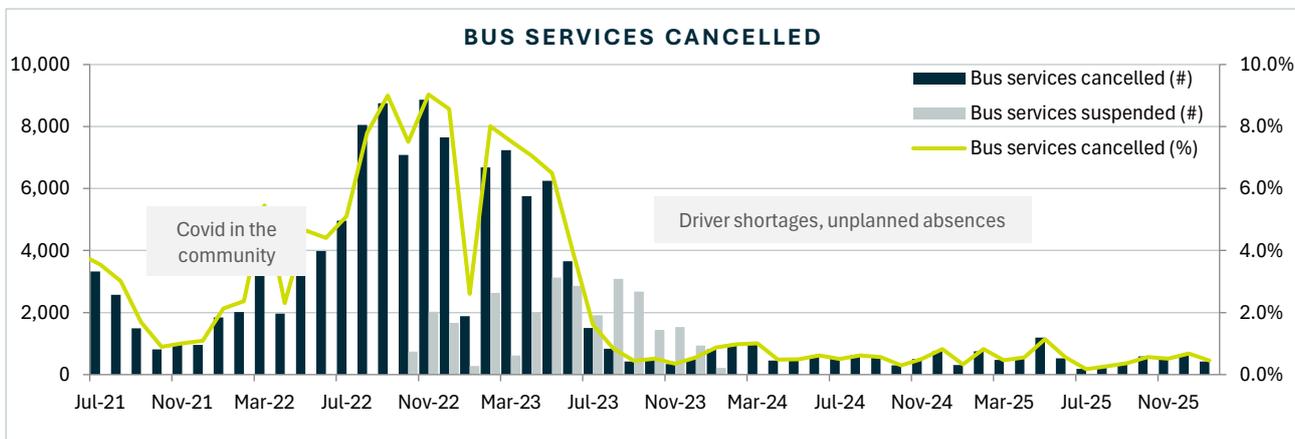
■ ≥98%, Meets/exceeds target   
 ■ 98%-95% Needs improvement   
 ■ <95% Unsatisfactory

#### Reliability - current month

	Jan-26	Jan-25	Change
Wellington City			
Newlands & Tawa	99.9%	99.8%	0.0%
East, West & City	99.8%	99.8%	0.0%
North, South, Khandallah & Brooklyn	99.2%	99.4%	-0.3%
Hutt Valley	99.9%	99.9%	0.1%
Porirua	99.3%	99.8%	-0.4%
Kapiti	99.9%	99.5%	0.4%
Wairarapa	99.6%	97.5%	2.0%
<b>Total</b>	<b>99.7%</b>	<b>99.7%</b>	<b>0.0%</b>

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

	2025/26	2024/25	Change
Wellington City			
Newlands & Tawa	99.7%	99.6%	0.1%
East, West & City	99.9%	99.7%	0.2%
North, South, Khandallah & Brooklyn	99.3%	99.1%	0.2%
Hutt Valley	99.9%	99.8%	0.1%
Porirua	99.3%	99.1%	0.2%
Kapiti	99.9%	99.6%	0.3%
Wairarapa	99.2%	99.2%	0.0%
<b>Total</b>	<b>99.7%</b>	<b>99.5%</b>	<b>0.2%</b>



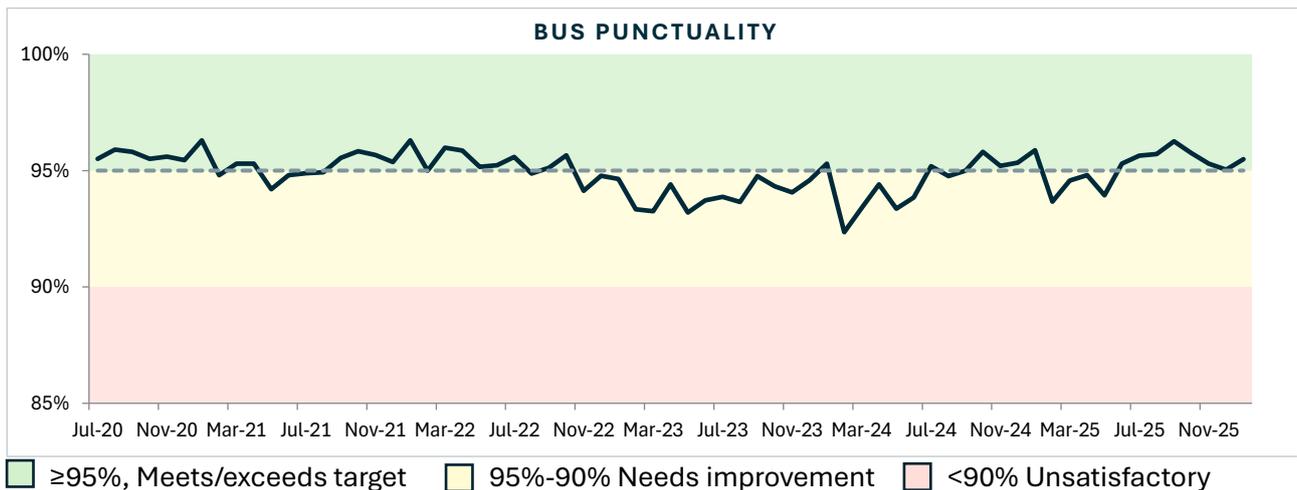
## Reliability – Lowest performing 5 routes this month excluding designated school services

Route Number	Route Destination	Reliability	Scheduled Trips
N6	Wellington - Plimmerton	80.0%	40
N22	Wellington - Upper Hutt	96.7%	30
32x	Wellington - Houghton Bay	97.4%	418
39	Wellington - Island Bay	98.0%	152
203	Masterton - Masterton	98.2%	57

## 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 95.5% in January, and the overall percentage of trips that left early was 0.84%. Punctuality has remained stable over the summer holiday period with trips impacted by holiday traffic. Toward the end of the month, 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 emerging pattern will continue to be monitored as works progress.



### Punctuality - current month

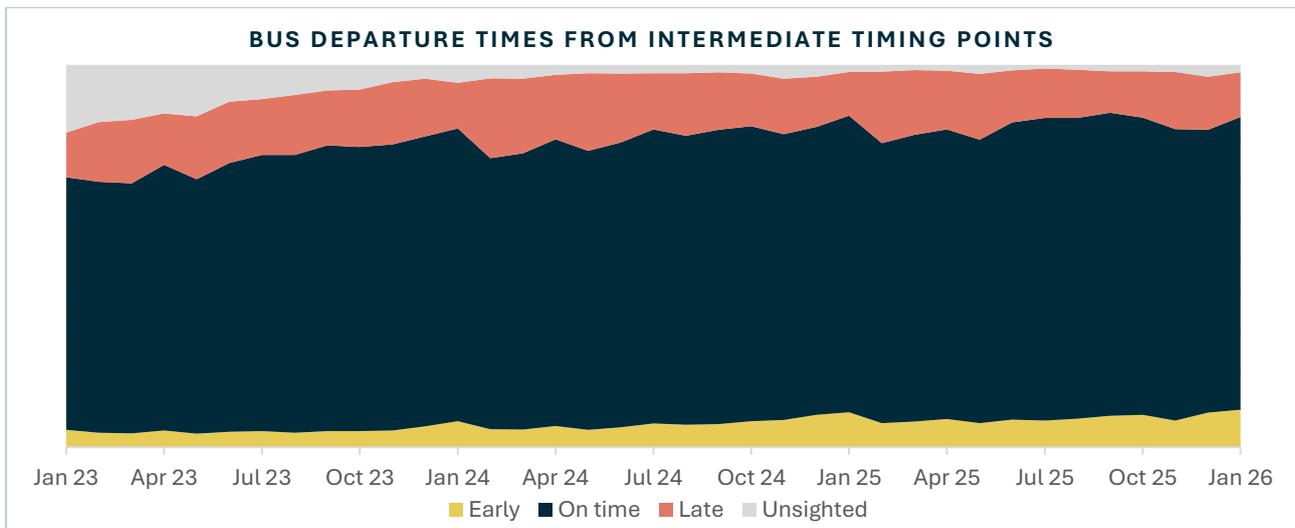
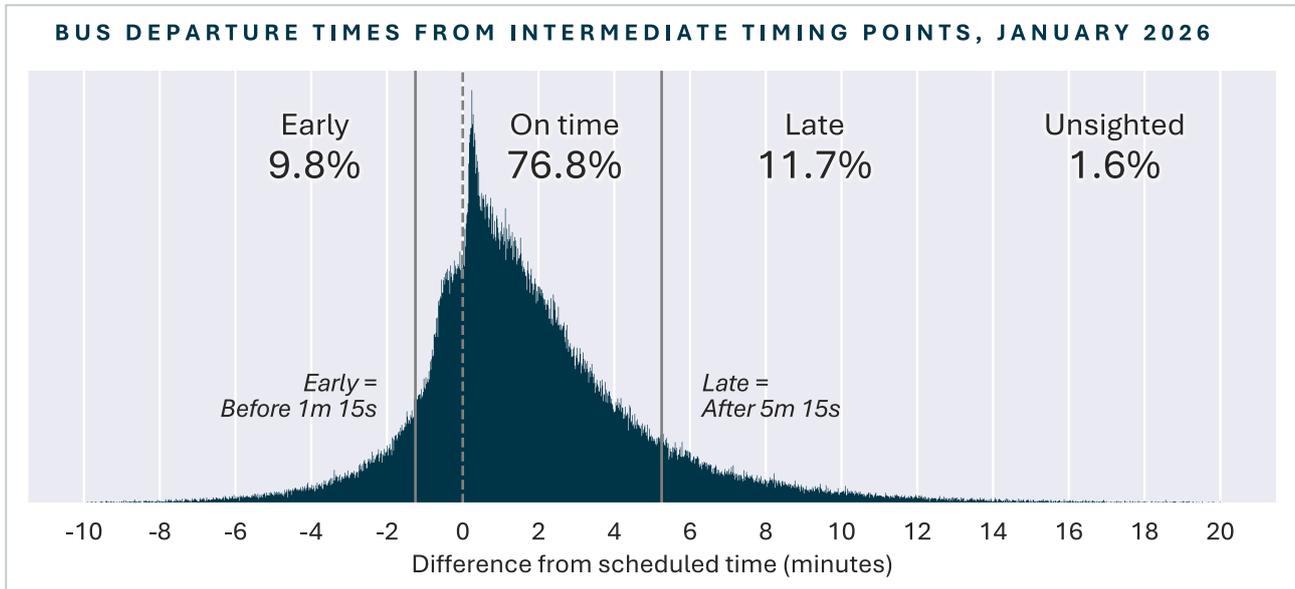
	Jan-26	Jan-25	Change
Wellington City			
Newlands & Tawa	96.2%	95.8%	0.4%
East, West & City	96.1%	96.4%	-0.2%
North, South, Khandallah & Brooklyn	92.6%	93.3%	-0.8%
Hutt Valley	95.6%	96.6%	-1.0%
Porirua	97.0%	97.3%	-0.3%
Kapiti	98.1%	97.6%	0.5%
Wairarapa	95.0%	91.4%	3.6%
<b>Total</b>	<b>95.5%</b>	<b>95.9%</b>	<b>-0.4%</b>

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

	2025/26	2024/25	Change
Wellington City			
Newlands & Tawa	97.0%	96.2%	0.8%
East, West & City	96.5%	96.2%	0.3%
North, South, Khandallah & Brooklyn	93.3%	93.4%	-0.1%
Hutt Valley	94.9%	94.7%	0.2%
Porirua	96.6%	97.1%	-0.5%
Kapiti	97.6%	96.7%	0.9%
Wairarapa	94.0%	93.4%	0.6%
<b>Total</b>	<b>95.6%</b>	<b>95.3%</b>	<b>0.3%</b>

## 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.

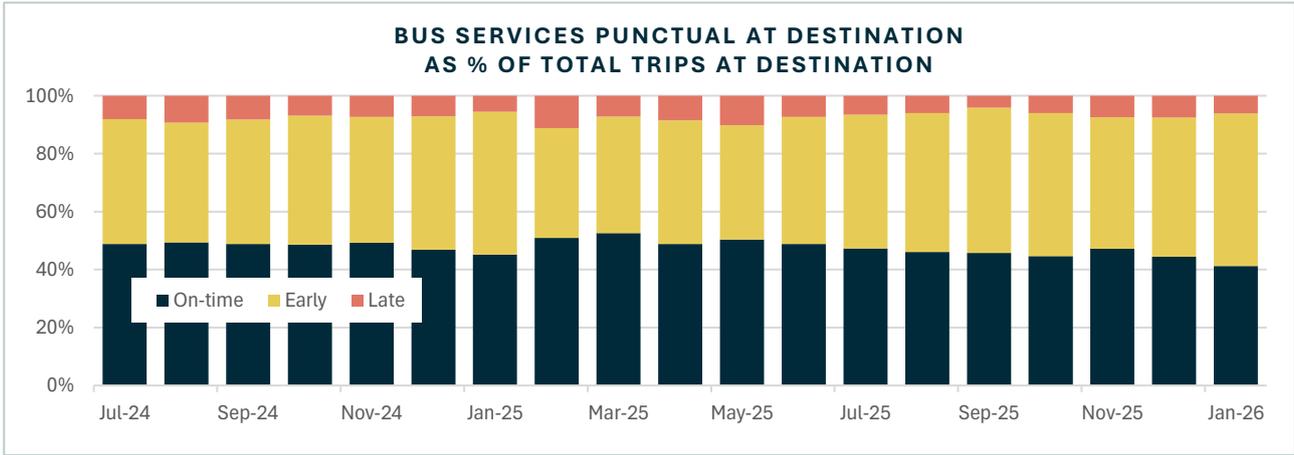


## Punctuality at destination

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 January, 41.2% of bus services recorded at destination arrived on time, with a further 52.7% arriving more than one minute early, while 6.1% of services arrived more than five minutes late.



**Punctuality at destination - current month**

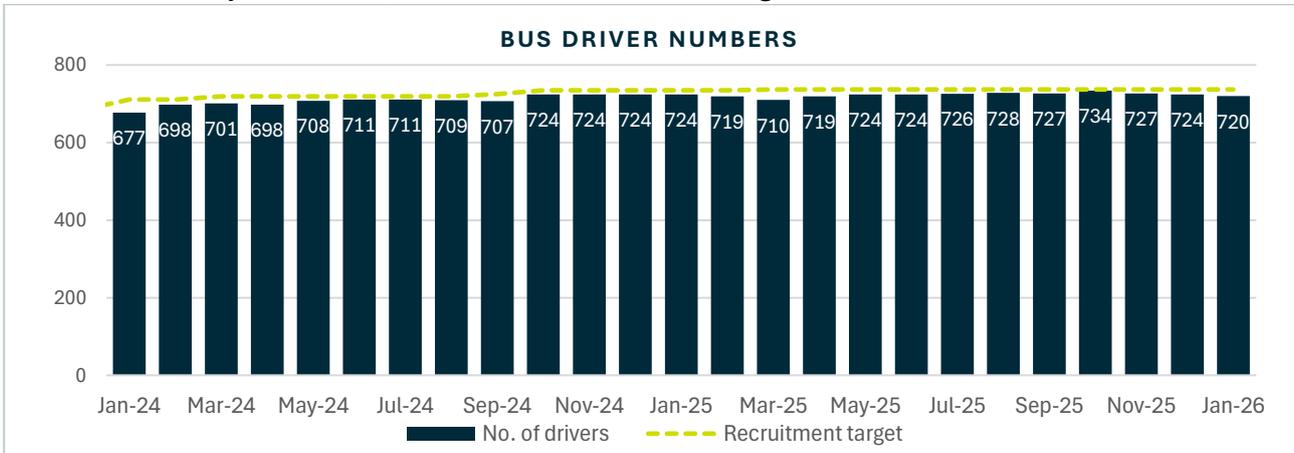
	Jan-26	Jan-25	Change
On-time	41.2%	45.2%	-4.0%
Early	52.7%	49.3%	3.4%
Late	6.1%	5.5%	0.6%

**Punc. at dest. - year to date (Jul - Jan)**

	2025/26	2024/25	Change
On-time	45.3%	48.5%	-3.2%
Early	48.5%	42.4%	6.1%
Late	6.2%	9.1%	-2.9%

## Bus Driver Numbers

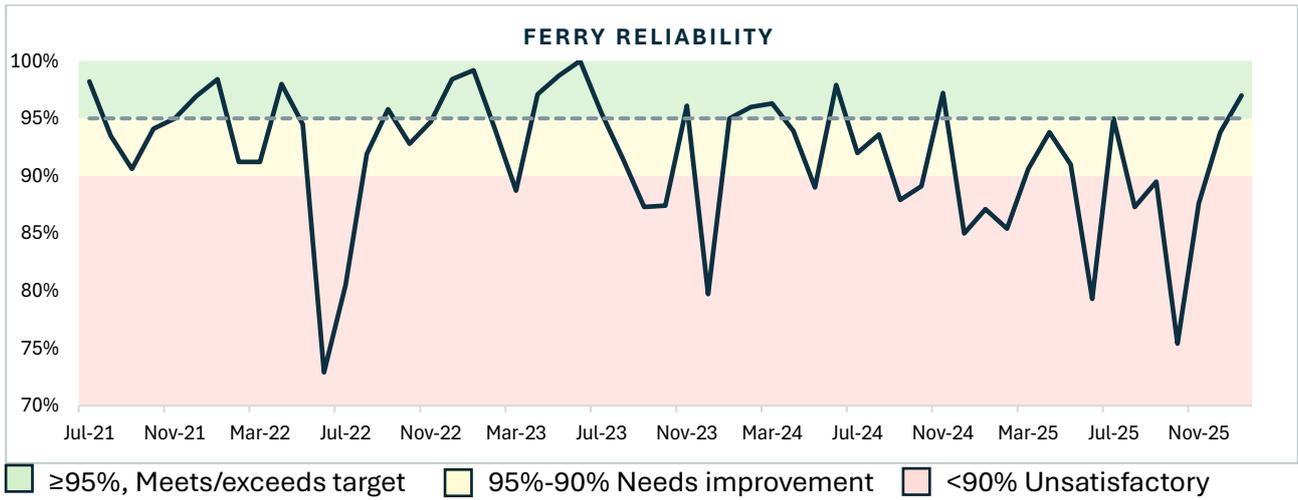
The graph below shows monthly total numbers of bus drivers against the original recruitment target of having 685 drivers by October 2023, and the current target of 737 drivers required to run the network. There are currently 720 drivers, and an additional 2 in training.



## Ferry operator

### Reliability

Ferry reliability is a measure of the number of scheduled services that ran. Reliability for January was 97.0%, compared to 87.1% for the same month last year. There were 24 cancelled trips this month, all due to weather.

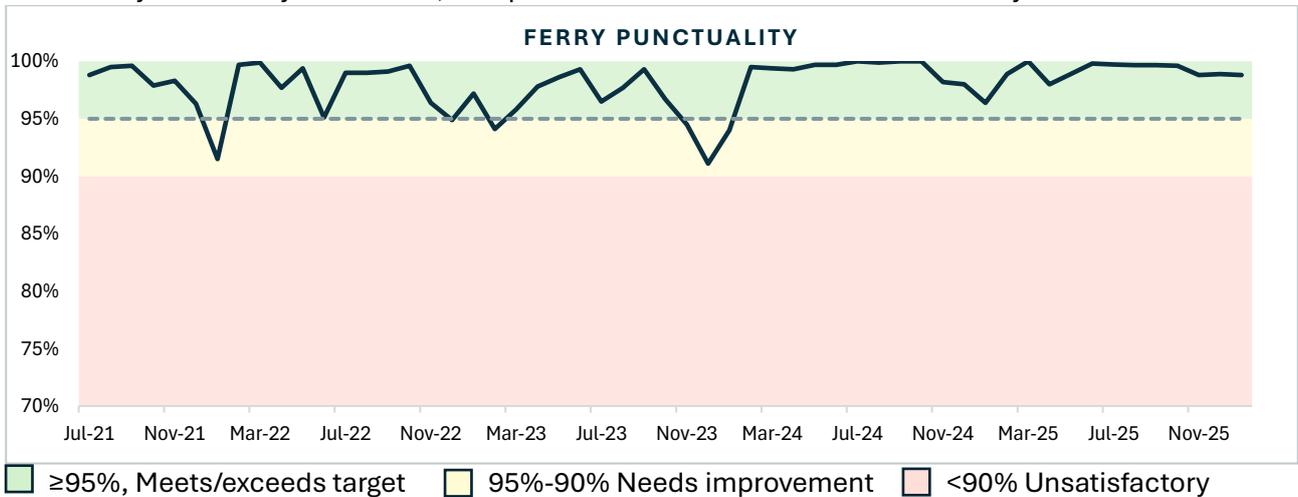


**Reliability - current month**

	Jan-26	Jan-25	% Change
Total	97.0%	87.1%	9.9%

## 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 January was 98.8%, compared to 96.4% for the same month last year.



	Jan-26	Jan-25	% Change
Total	98.8%	96.4%	2.4%

## Ferry Staffing

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



# Rail operator

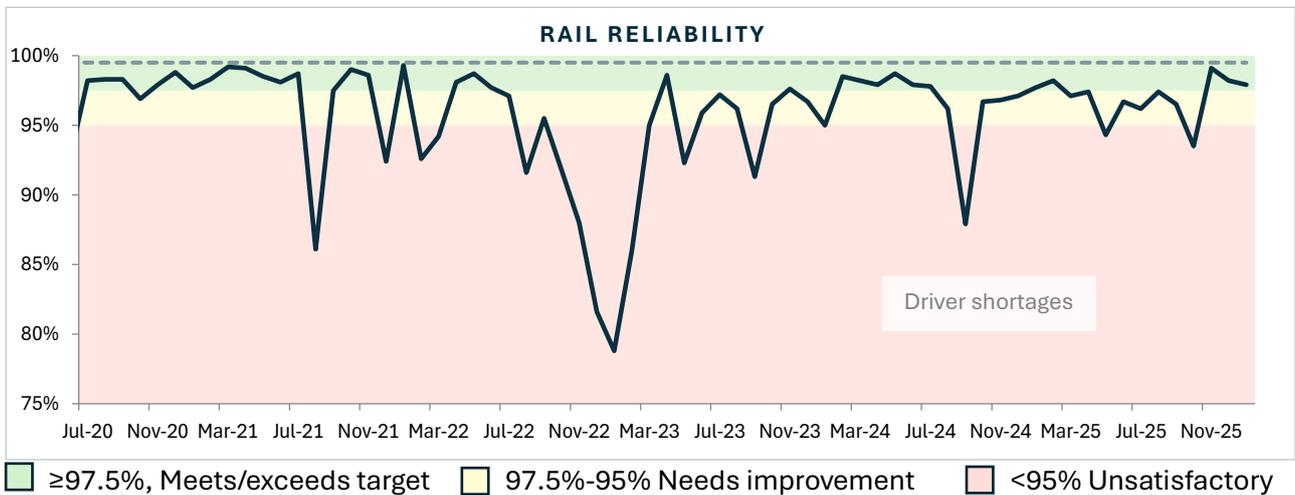
## Reliability

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 97.9% in January and 97.7% for the same month last year.

Services on the Kapiti Line and the Hutt and Wairarapa Lines were replaced by bus during the first working week of January.

Staff sickness and mechanical issues accounted for 0.2% and 1.2% of the reliability result respectively.



### Reliability - current month

	Jan-26	Jan-25	Change
Hutt Valley	98.4%	97.1%	1.3%
Johnsonville	96.7%	98.6%	-1.9%
Kapiti	98.4%	97.4%	1.0%
Wairarapa	98.6%	100.0%	-1.4%
<b>Total</b>	<b>97.9%</b>	<b>97.7%</b>	<b>0.2%</b>

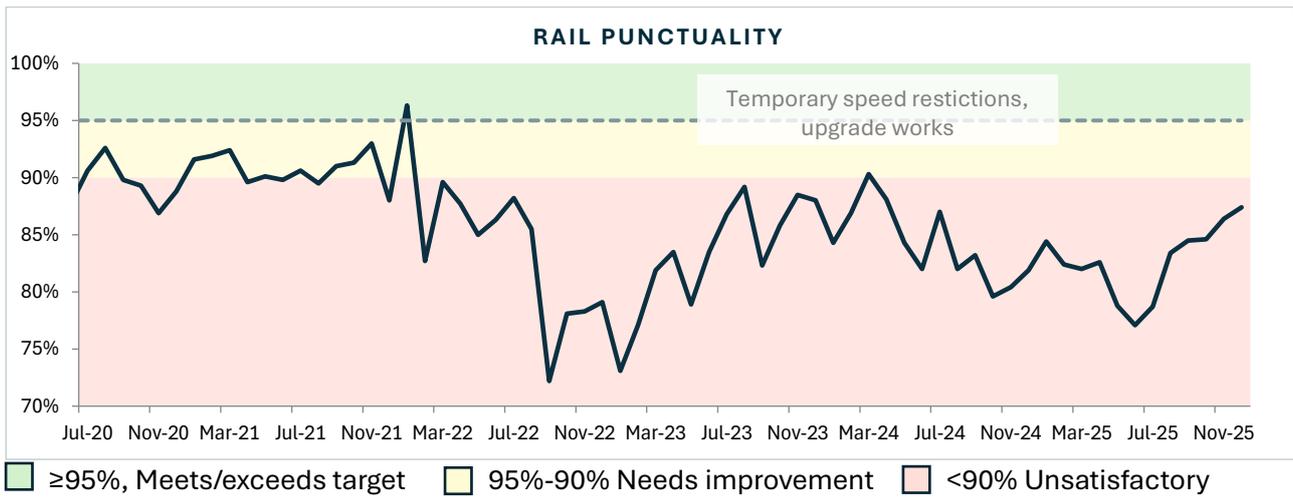
### Reliability - year to date (Jul - Jan)

	2025/26	2024/25	Change
Hutt Valley	97.2%	96.2%	1.0%
Johnsonville	97.1%	97.4%	-0.3%
Kapiti	96.8%	94.5%	2.3%
Wairarapa	93.2%	87.8%	5.4%
<b>Total</b>	<b>96.9%</b>	<b>95.7%</b>	<b>1.2%</b>

## Punctuality

Rail punctuality was 90.1% in January and 84.4% for the same month last year.

Punctuality has improved due to a lower level of speed restrictions on the Hutt and Kapiti lines than we have seen over the last few months. Speed restrictions on the HVL and KPL were reduced following the KiwiRail works over the summer shutdown. Interpeak services on the Wairarapa Line continue to experience delays due to network speed restrictions and active worksites.



**Punctuality - current month**

	Jan-26	Jan-25	Change
Hutt Valley	86.4%	86.5%	-0.1%
Johnsonville	98.2%	92.7%	5.5%
Kapiti	89.8%	73.3%	16.5%
Wairarapa	55.9%	100.0%	-44.1%
<b>Total</b>	<b>90.1%</b>	<b>84.4%</b>	<b>5.7%</b>

**Punctuality - year to date (Jul - Jan)**

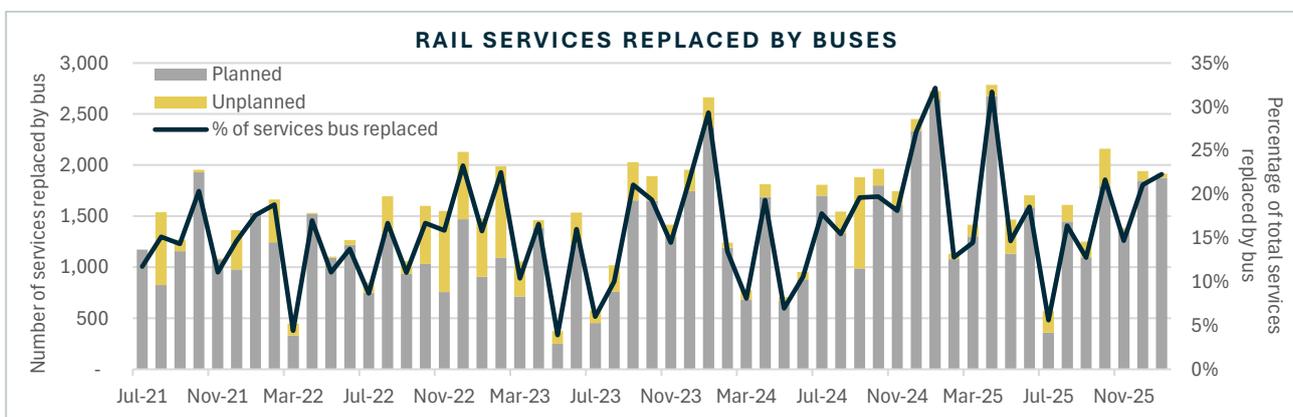
	2025/26	2024/25	Change
Hutt Valley	81.9%	89.5%	-7.6%
Johnsonville	92.5%	96.0%	-3.5%
Kapiti	85.2%	66.6%	18.6%
Wairarapa	45.1%	39.9%	5.2%
<b>Total</b>	<b>84.8%</b>	<b>82.6%</b>	<b>2.2%</b>

## Rail Replacement Services

In January 2026, 22.3% (1,916) of rail services were replaced by buses. 21.8% (1,876) were planned, and 0.5% (40) were unplanned.

Of the 21.8% of *planned* rail services that were replaced by buses: 59.8% of the services were awarded to Metlink bus operators (Tranzurban, Kinetic and Mana); 37.8% were awarded to NCS; 2.3% 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, Tranzurban fleet did).

Of the 0.5% (45) of *unplanned* rail services that were replaced by buses: 63.6% of the vehicles used were provided by Metlink bus operators (Tranzurban, Kinetic and Mana); 10.9% 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
Staff sickness	19
Petrol tank crash at ferry terminal	11
Signal cable theft	5
Collison with a rock	5
Extra buses for bus replacements over the holiday period	6
Additional standby buses for a concert	N/A
<b>TOTAL</b>	<b>46</b>

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 trip.

Operator	No. Buses	No. Shuttles
<b>Capital Shuttles</b>	-	Vehicles: 4 Electronic Ticketing: - Bike racks: -
<b>Kinetic</b>	Vehicles: 21 Electronic Ticketing: 19 Bike racks: 19	-
<b>Mana Newlands</b>	Vehicles: 12 Electronic Ticketing: 12 Bike racks: 12	-
<b>NCS Taita</b>	Vehicles: 6 Electronic Ticketing: 6 Bike racks: 6	-
<b>Rambler</b>	Vehicles: 7 Electronic Ticketing: - Bike racks: -	-
<b>Tranzit Masterton</b>	Vehicles: 3 Electronic Ticketing: - Bike racks: -	-
<b>Tranzurban</b>	Vehicles: 2 Electronic Ticketing: 2 Bike racks: 2	-
<b>Total</b>	<b>Vehicles: 55</b> <b>Electronic Ticketing: 39</b> <b>Bike racks: 39</b>	<b>Vehicles: 4</b> <b>Electronic Ticketing: -</b> <b>Bike racks: -</b>

## Rail Staffing

As of January, available rail staffing (locomotive engineers, train managers and passenger operators) is 290 out of a target 319. There are currently an additional 16 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.*

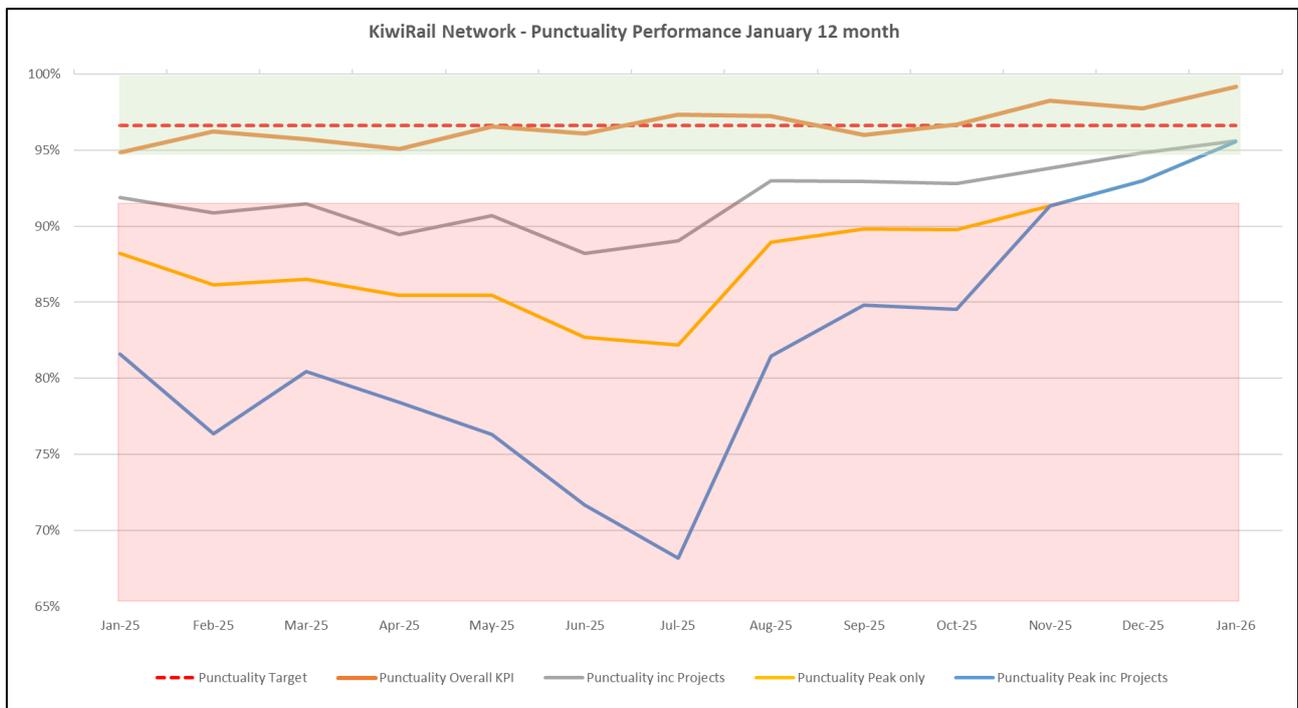
### **Punctuality of rail network (i.e. tracks, signals etc)**

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 improved in January. This is likely due to the Network being unavailable while work took place over the Xmas/New Year Block of Line (BOL)

Punctuality of the rail network for January was 99.17% this compares with December which was 97.76%.

Punctuality of the rail network including all exempt activities (e.g. projects) for January was 96.59% this compares with December which was 94.84%.

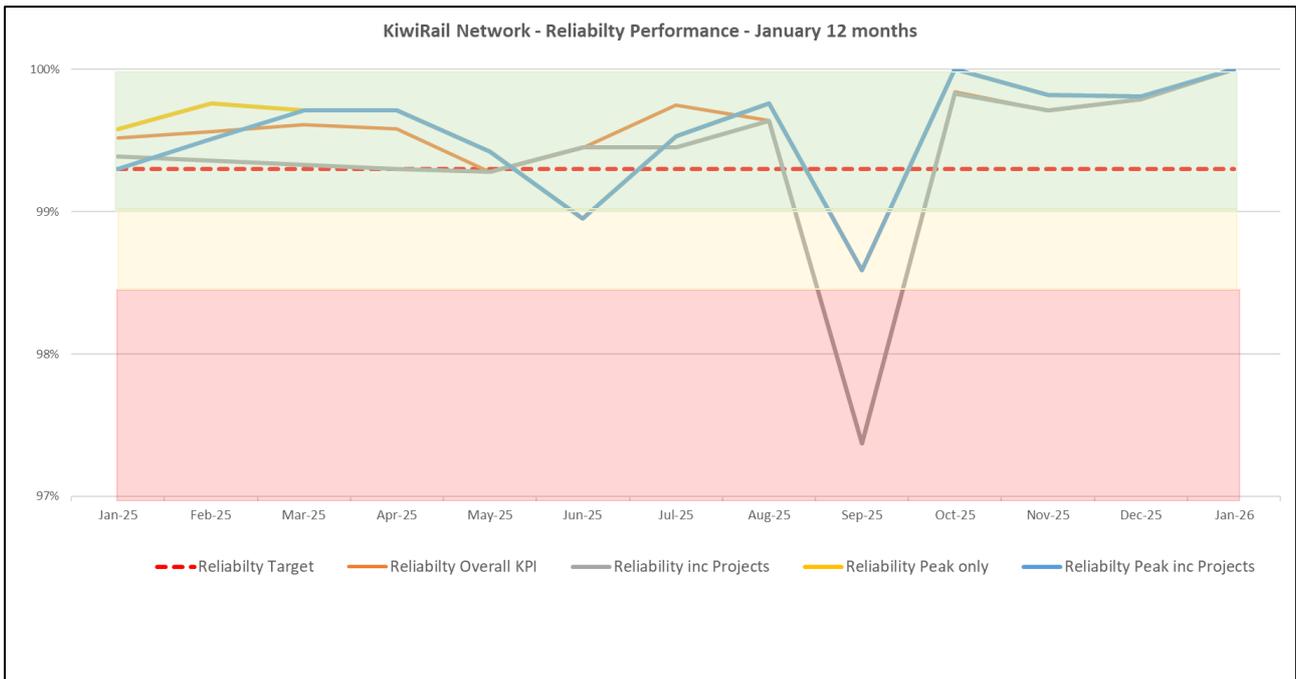


### **Reliability of rail network (i.e. tracks, signals etc)**

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 improved in January. This is likely due to the Network being unavailable while work took place over the Xmas/New Year Block of Line (BOL)

Reliability of the rail network for January was 100% this compares to December which was 99.76%. Reliability of the rail network including all exempt activities (e.g. projects) for January was 100% this compares to December which was 99.71%.



**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 January was 100%, this compares to December 2025 which was 100%. There were no unplanned line closures for the month of January.

# 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

January bus passenger boardings were 2.5% 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

	Jan-26	Jan-25	% Change
Wellington	1,234,513	1,268,089	-2.6%
Hutt Valley	308,076	314,295	-2.0%
Porirua	52,383	55,155	-5.0%
Kapiti	36,229	36,906	-1.8%
Wairarapa	7,497	6,938	8.1%
<b>Total</b>	<b>1,638,698</b>	<b>1,681,383</b>	<b>-2.5%</b>

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

	2025/26	2024/25	% Change
Wellington	10,846,821	10,973,325	-1.2%
Hutt Valley	2,725,369	2,795,024	-2.5%
Porirua	530,011	552,347	-4.0%
Kapiti	347,986	357,729	-2.7%
Wairarapa	87,061	86,499	0.6%
<b>Total</b>	<b>14,537,248</b>	<b>14,764,924</b>	<b>-1.5%</b>

### Rail passenger boardings

January rail passenger boardings were 0.6% lower than the same month last year.



**Boardings by line - current month**

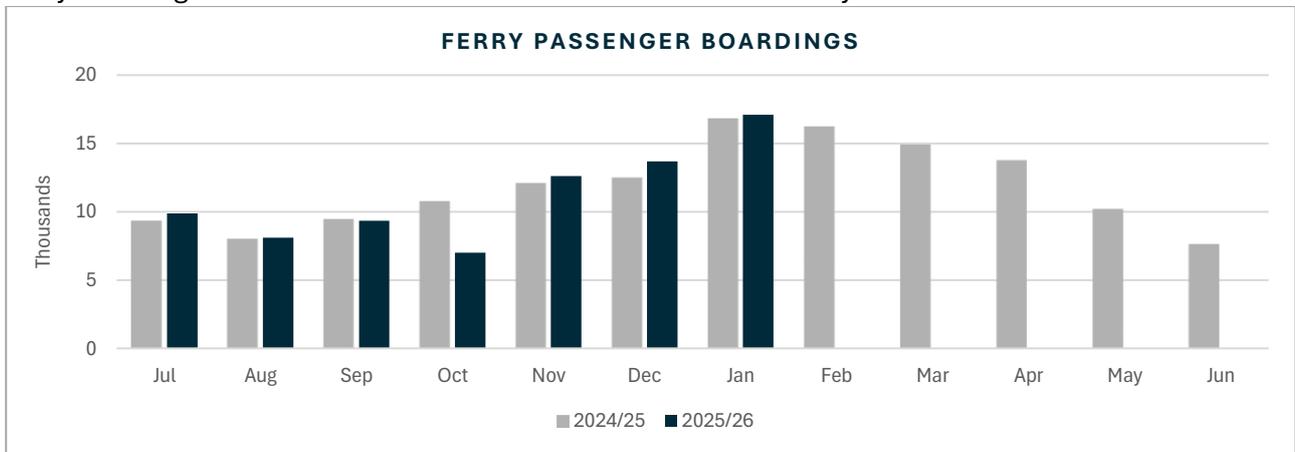
	Jan-26	Jan-25	% Change
Hutt Valley	247,107	275,453	-10.3%
Kapiti	244,256	247,036	-1.1%
Johnsonville	65,346	61,948	5.5%
Wairarapa	36,733	12,500	193.9%
<b>Total</b>	<b>593,442</b>	<b>596,937</b>	<b>-0.6%</b>

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

	2025/26	2024/25	% Change
Hutt Valley	2,428,160	2,605,294	-6.8%
Kapiti	2,313,248	2,410,337	-4.0%
Johnsonville	557,081	622,643	-10.5%
Wairarapa	321,234	303,457	5.9%
<b>Total</b>	<b>5,619,723</b>	<b>5,941,731</b>	<b>-5.4%</b>

**Ferry passenger boardings**

Ferry boardings show an increase of 2.0% on the same month last year.



**Boardings - current month**

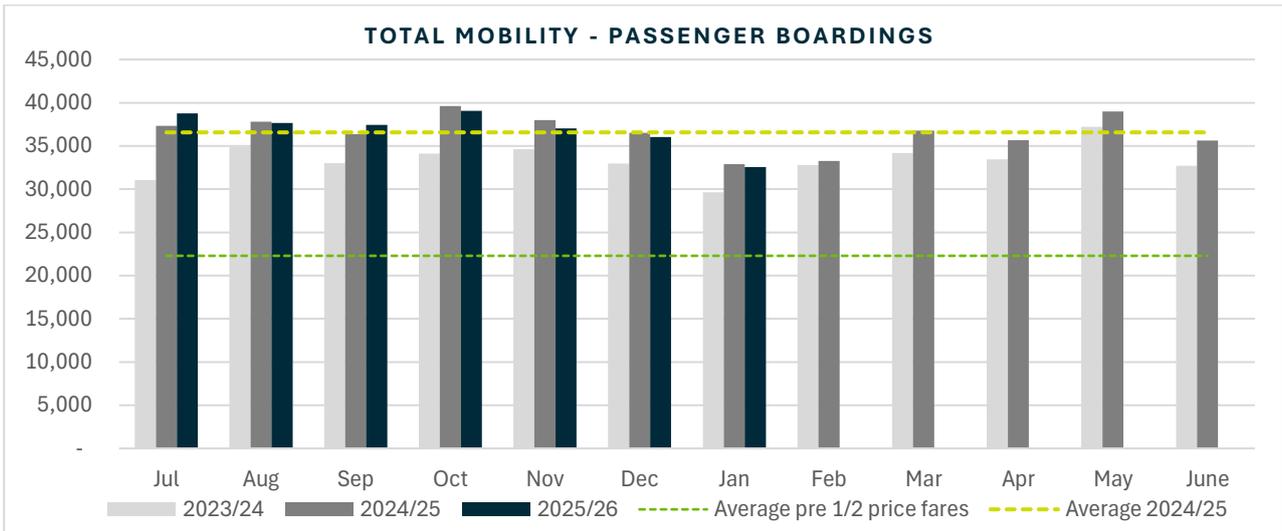
	Jan-26	Jan-25	% Change
<b>Total</b>	<b>17,100</b>	<b>16,759</b>	<b>2.0%</b>

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

	2025/26	2024/25	% Change
<b>Total</b>	<b>77,706</b>	<b>78,742</b>	<b>-1.3%</b>

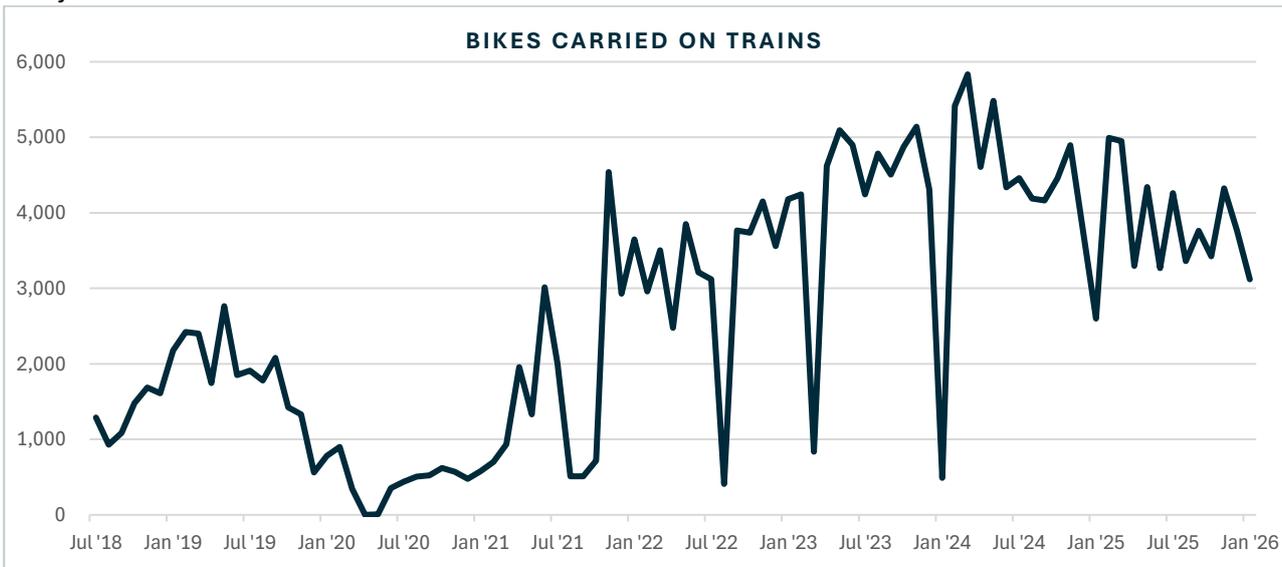
**Te Hunga Whaikaha Total Mobility passenger boardings**

In January there were 32,578 Te Hunga Whaikaha Total Mobility trips, a decrease of 0.92% 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

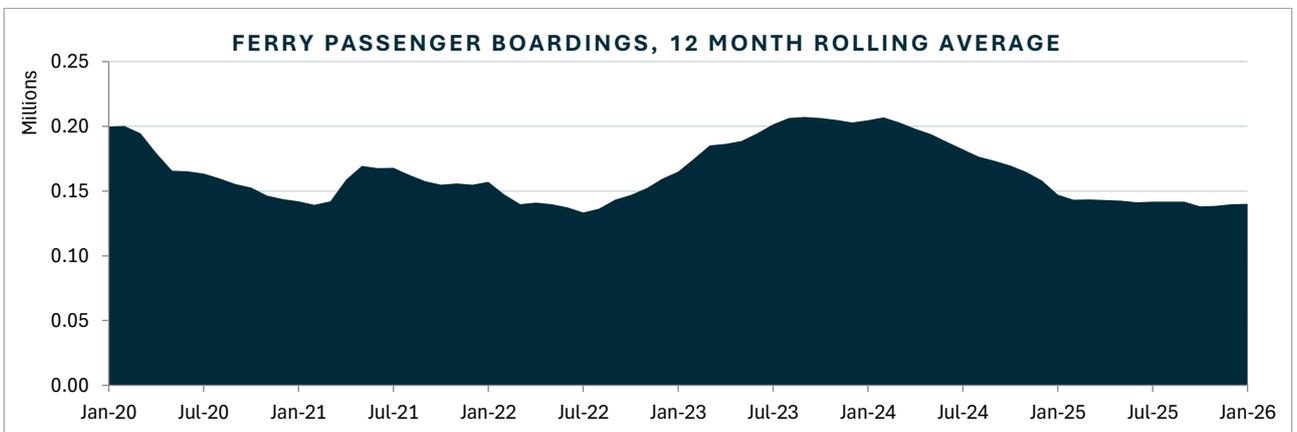
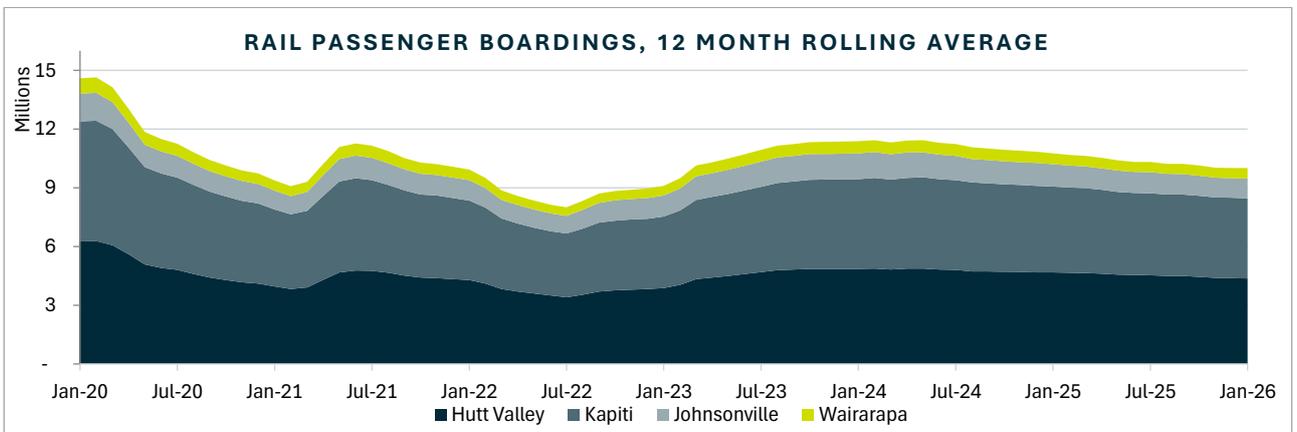
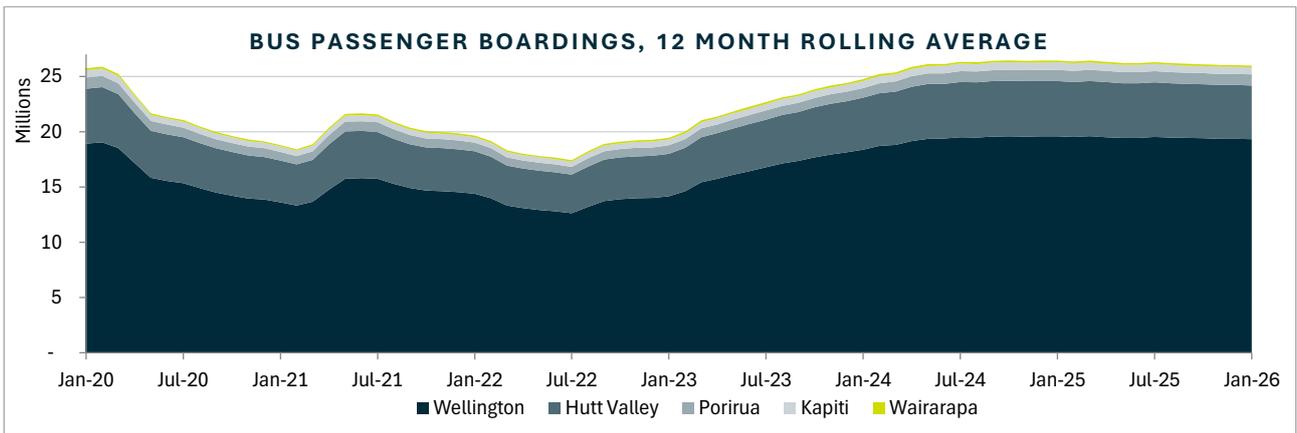
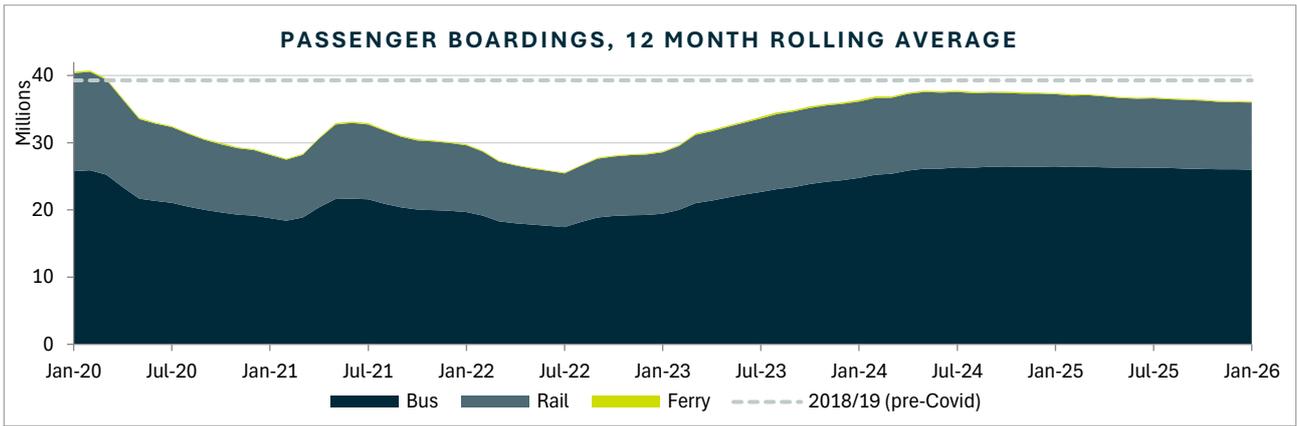
The following graph provides an estimate of the number of bikes carried on rail services, as recorded by onboard staff counts. These results may change over time as we improve data collection processes. In January, 3,118 bikes were counted onboard rail services, vs 2,600 over the same month last year.



### 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.

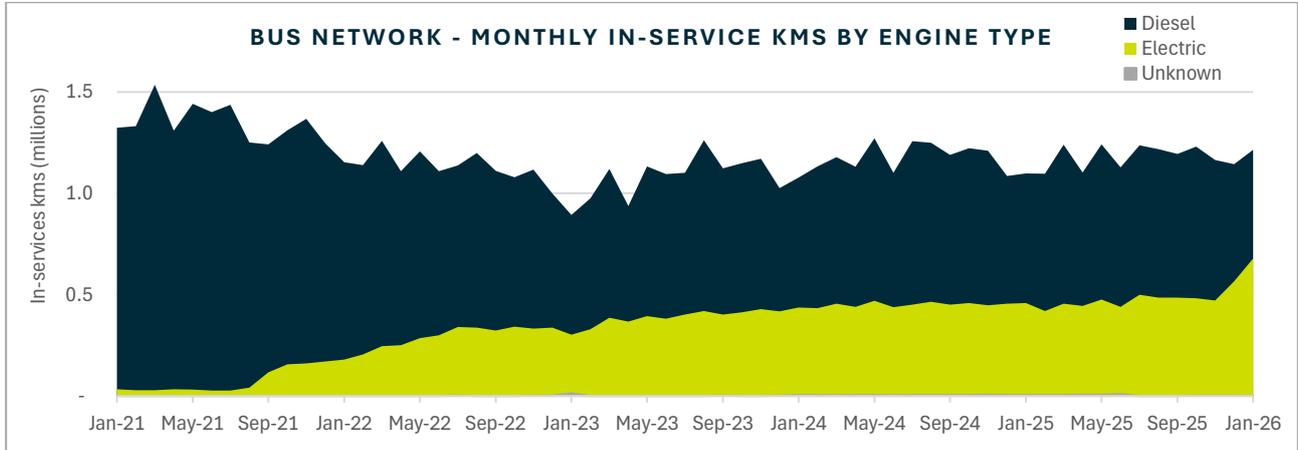
There had been continuing growth up to February 2020, then decreases with the Covid-19 pandemic (mid-March 2020 onwards, a move to level 4 in August 2021, and a move to Red of the Covid-19 Protection Framework in late January 2022).



# Bus emissions

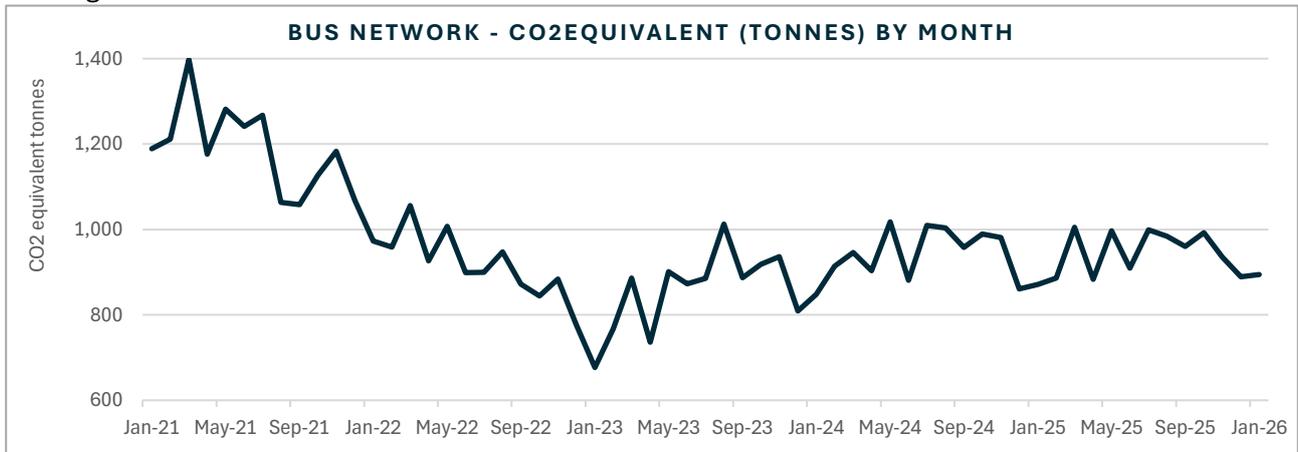
## In-service kilometres by engine type

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



## CO<sub>2</sub> equivalent tonnes

The graph below shows the monthly CO<sub>2</sub> equivalent tonnes emitted by vehicles that have run Greater Wellington bus network services.



## Bus vehicles by engine type

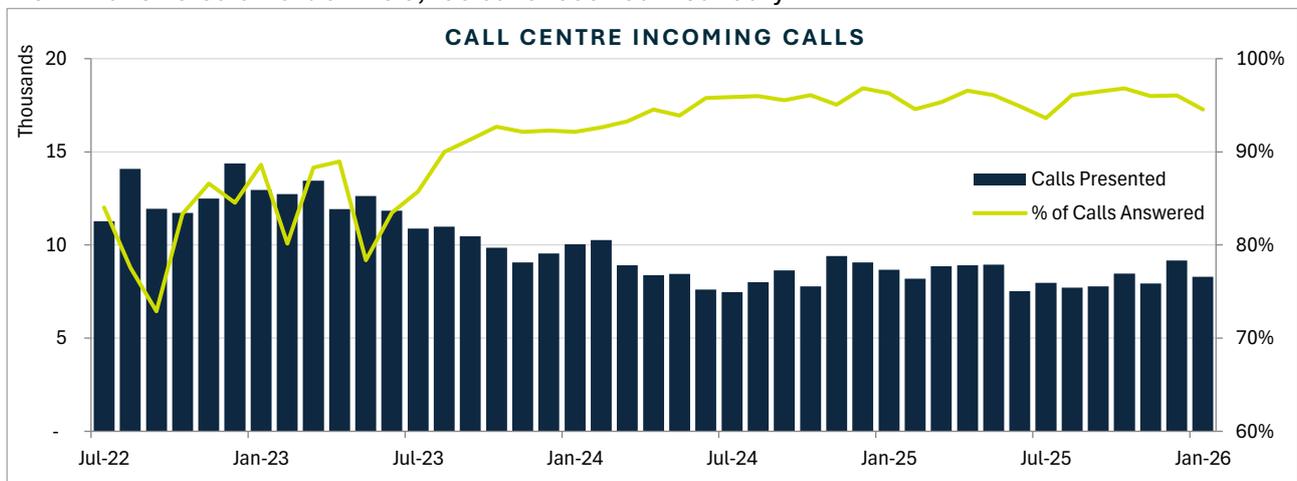
The table below shows the number of vehicles by engine type that ran bus network services in the Greater Wellington region in January.

Engine type	Count
Electric	117
EURO3	47
EURO4	18
EURO5	74
EURO6	214
Unknown	15
<b>Total</b>	<b>485</b>

## Customer contact

### Call centre incoming calls

Metlink answered 94.5% of the 8,290 calls received in January.



### 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 3025 payment validations on board rail services in January 2026.

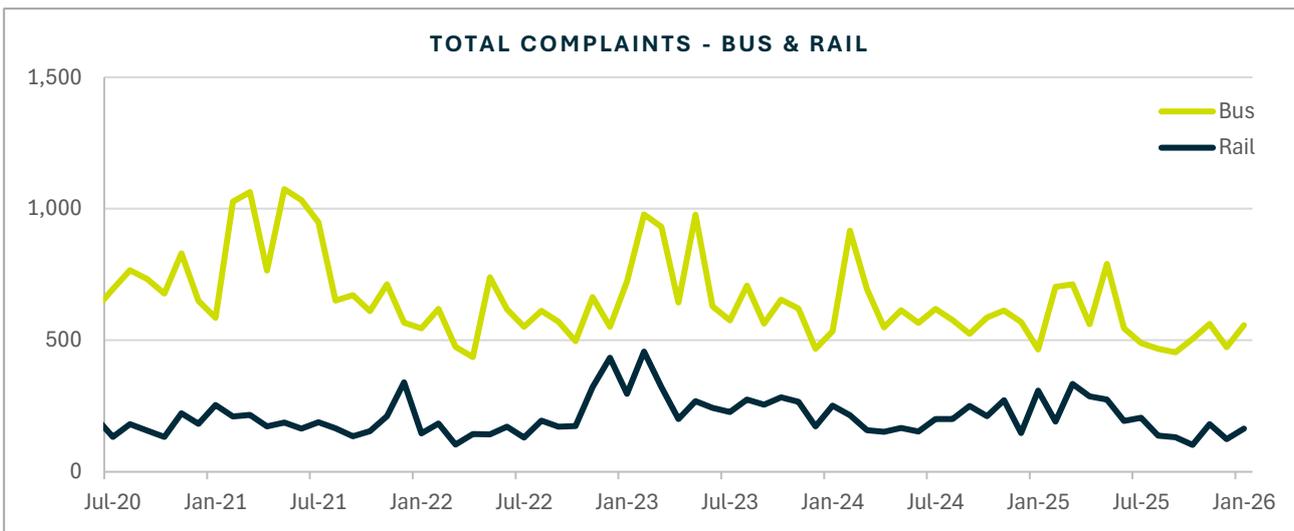
The table below reports on the number of times Transport Officers sought customer details in relation to their non-payment of the correct fare in the January 2026 period. No infringement notices were issued over the period.

Mode	Rail - HVL	Rail - KPL	Rail - JVL	Rail - MEL	Rail - WRL	Bus	Ferry	Platform	TOTAL
Details Sought	20	18	3	0	0	0	0	0	<b>41</b>

# Complaints

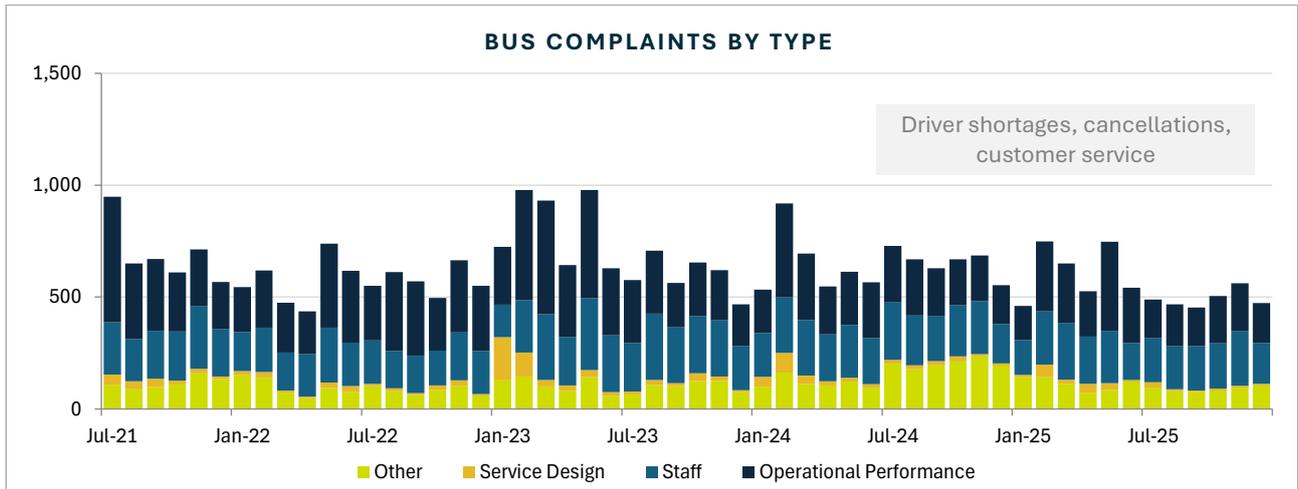
## Complaints volume

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 19.8% higher than January last year. They relate mostly to operational performance and driver behaviour.



#### Bus complaints - current month

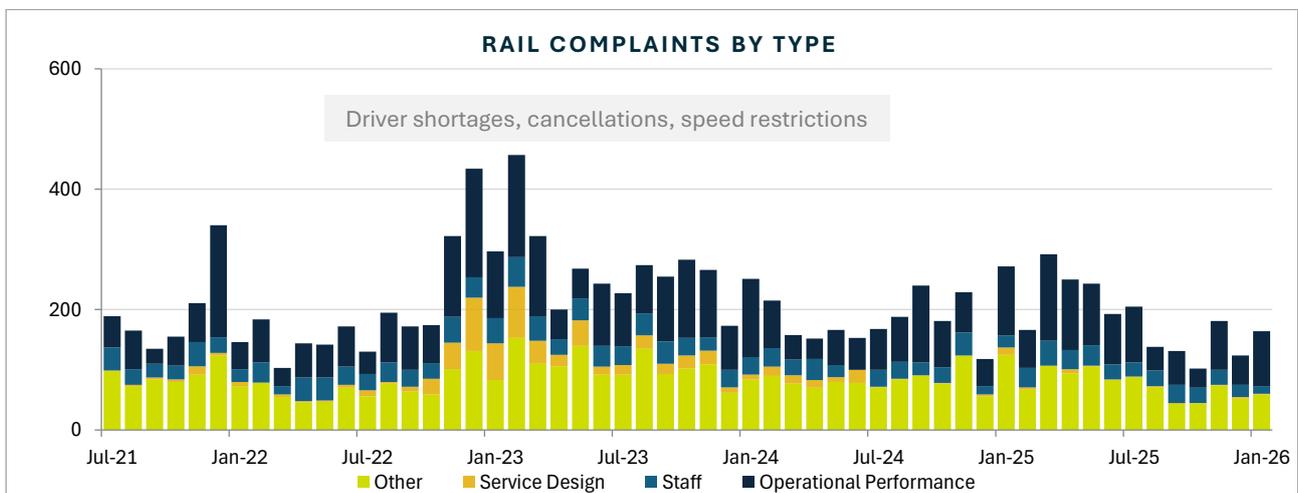
	Jan-26	Jan-25	Change
Wellington			
Newlands, Tawa	29	33	-12.1%
East-West, City	208	171	21.6%
North-south, Khandallah, Brooklyn	157	121	29.8%
Hutt Valley	132	118	11.9%
Porirua	17	11	54.5%
Kapiti	6	6	0.0%
Wairarapa	8	5	60.0%
General	-	-	0.0%
<b>Total</b>	<b>557</b>	<b>465</b>	<b>19.8%</b>

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

	2025/26	2024/25	Change
Wellington			
Newlands, Tawa	202	332	-39.2%
East-West, City	1,115	1,336	-16.5%
North-south, Khandallah, Brooklyn	1,109	1,113	-0.4%
Hutt Valley	734	865	-15.1%
Porirua	123	151	-18.5%
Kapiti	96	120	-20.0%
Wairarapa	50	38	31.6%
General	80	-	
<b>Total</b>	<b>3,509</b>	<b>3,955</b>	<b>-11.3%</b>

## Rail complaints

Rail complaints for the month were 46.8% lower than January last year. They relate mostly to operational performance and passenger information.



### Rail complaints - current month

	Jan-26	Jan-25	Change
Hutt Valley	86	166	-48.2%
Kapiti	55	71	-22.5%
Johnsonville	13	14	-7.1%
Wairarapa	10	20	-50.0%
General	0	37	-100.0%
<b>Total</b>	<b>164</b>	<b>308</b>	<b>-46.8%</b>

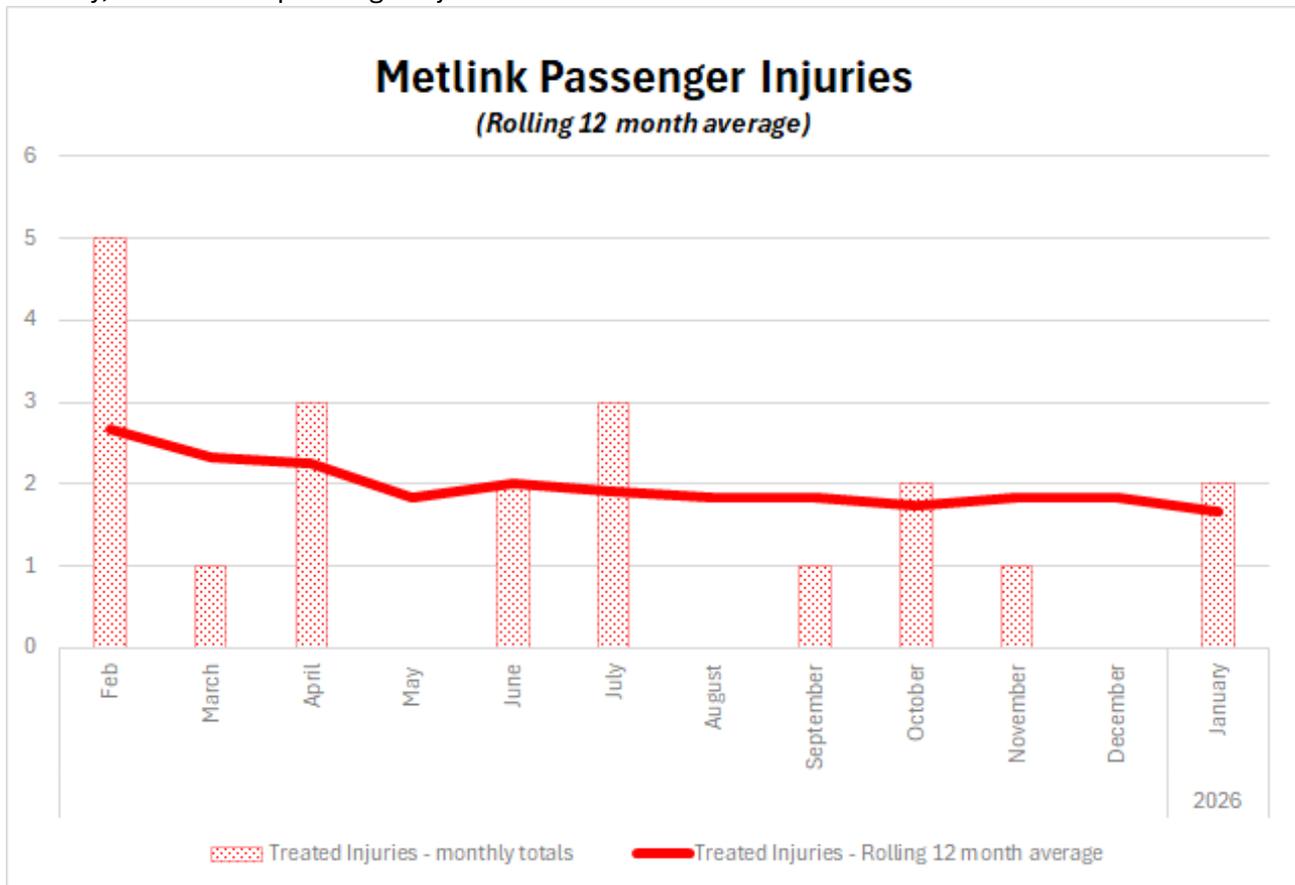
### Rail complaints - year to date (Jul - Jan)

	2025/26	2024/25	Change
Hutt Valley	450	571	-21.2%
Kapiti	313	504	-37.9%
Johnsonville	114	75	52.0%
Wairarapa	127	145	-12.4%
General	41	294	-86.1%
<b>Total</b>	<b>1,045</b>	<b>1,589</b>	<b>-34.2%</b>

## Health, Safety and Wellbeing

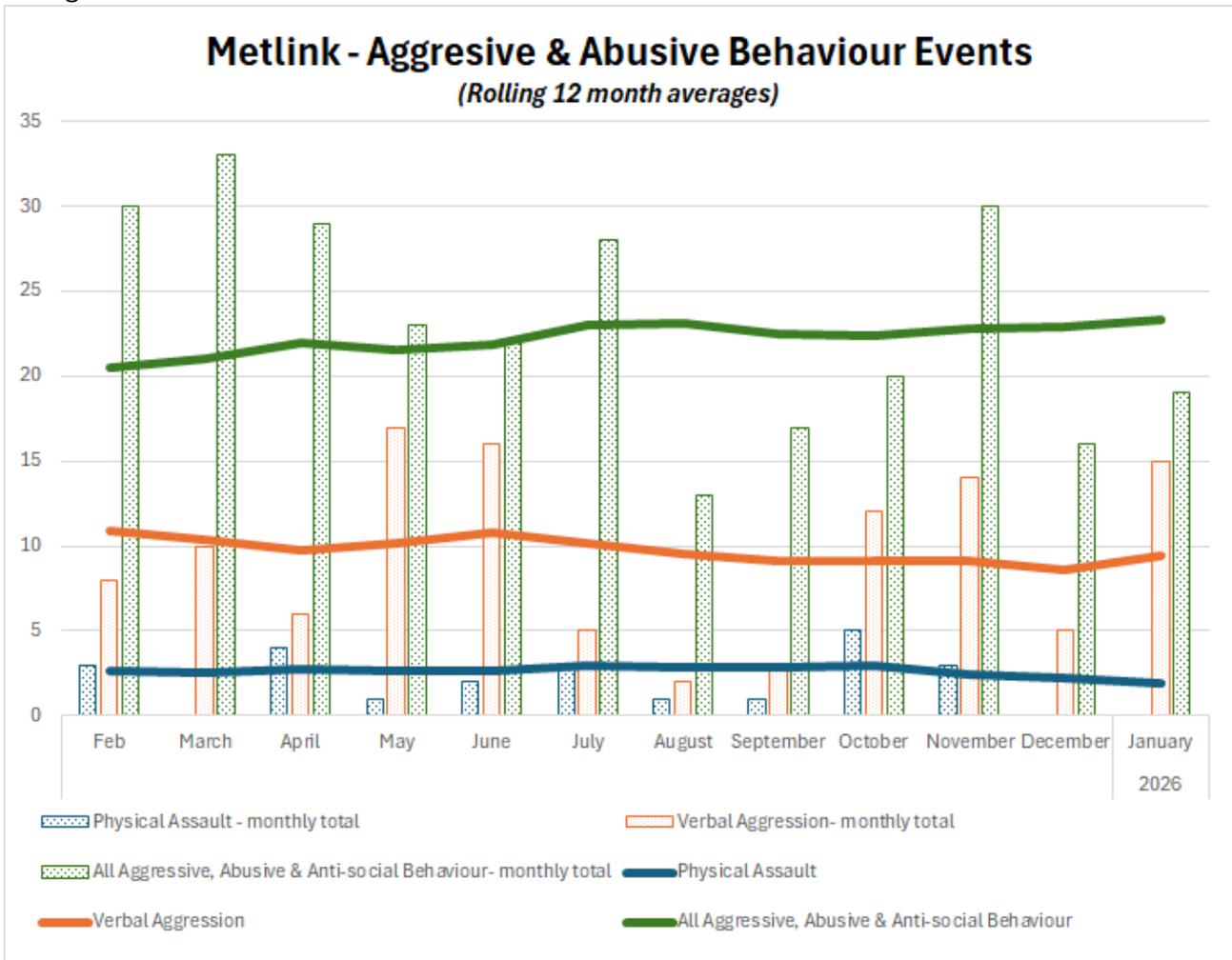
### Passenger Injuries

The monthly passenger injuries since Feb 2025 is shown below, as well as the rolling 12m average. In January, there were 2 passenger injuries.



## Aggressive & Abusive Behaviour

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



# Financial performance

## Fare revenue

### Bus and rail fare revenue

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In January 2026, there was a budget shortfall of \$2,492,485 for the month across bus and rail services. The year-to-date budget shortfall for bus and rail fare revenue is \$6,023,650.

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 January was \$211,938.

#### Fare revenue - current month

	Jan-26	Budget	Excess/Shortfall
Bus	2,941,026	3,982,533	-1,041,508
Rail	2,278,721	3,729,698	-1,450,977
<b>Total</b>	<b>\$5,219,746</b>	<b>\$7,712,231</b>	<b>-\$2,492,485</b>

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

	2025/26	Budget	Excess/Shortfall
Bus	26,092,667	27,877,734	-1,785,067
Rail	21,869,301	26,107,884	-4,238,583
<b>Total</b>	<b>\$47,961,968</b>	<b>\$53,985,618</b>	<b>-\$6,023,650</b>