

Metlink performance report

JULY 2025



Contents

Partner performance	2
Bus operators	2
Ferry operator	5
Rail operator	6
Rail network owner	9
Operational performance	11
Patronage	11
Bus emissions	15
Customer contact	16
Complaints	16
Financial performance	19
Fare revenue	19

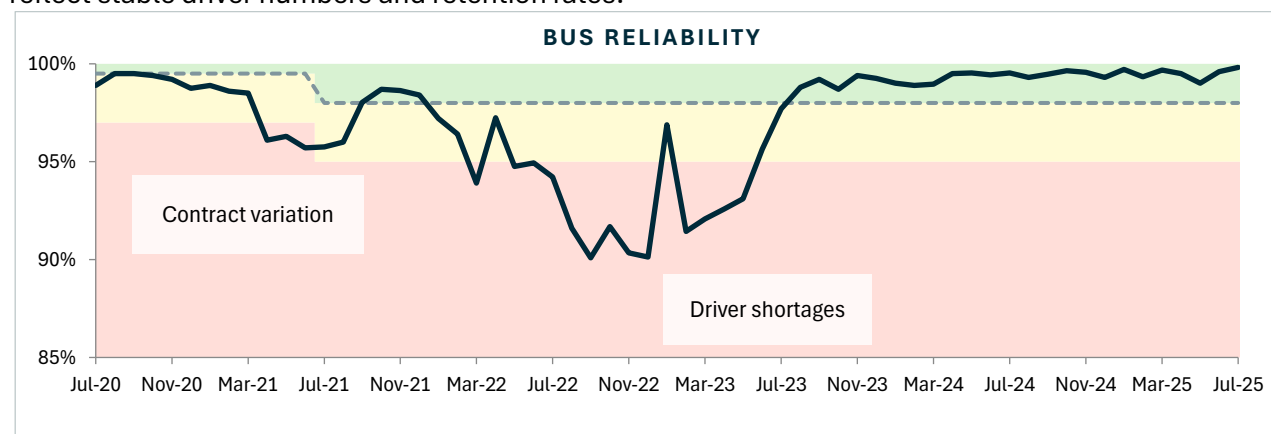
Partner performance



Bus operators

Reliability

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



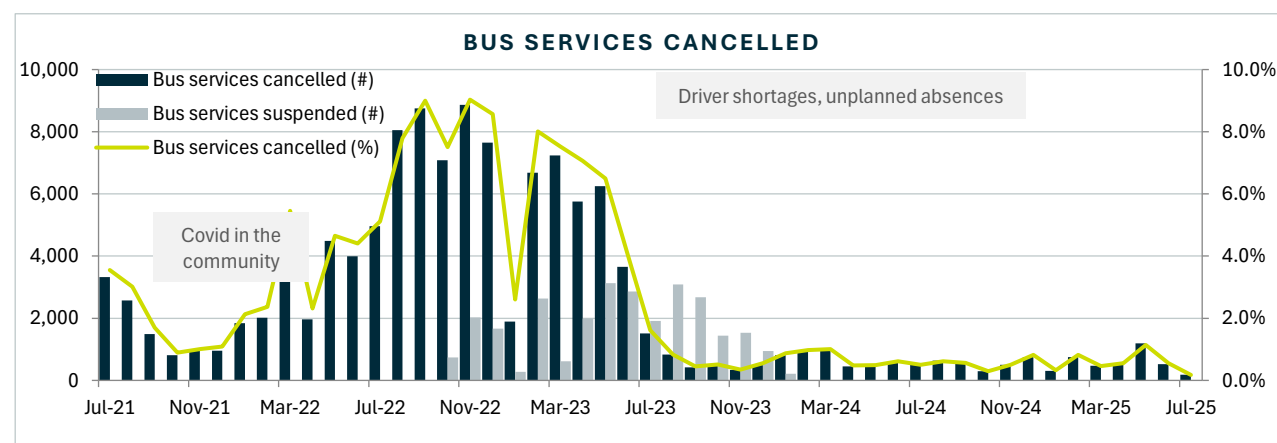
■ ≥98%, Meets/exceeds target
 ■ 98%-95% Needs improvement
 ■ <95% Unsatisfactory

Reliability - current month

	Jul-25	Jul-24	Change
Wellington City			
Newlands & Tawa	99.4%	99.4%	0.0%
East, West & City	99.9%	99.8%	0.1%
North, South, Khandallah & Brooklyn	99.8%	98.9%	0.9%
Hutt Valley	99.9%	99.8%	0.1%
Porirua	99.8%	99.2%	0.5%
Kapiti	99.9%	99.8%	0.1%
Wairarapa	99.8%	99.7%	0.1%
Total	99.8%	99.5%	0.1%

Reliability - year to date (July - June)

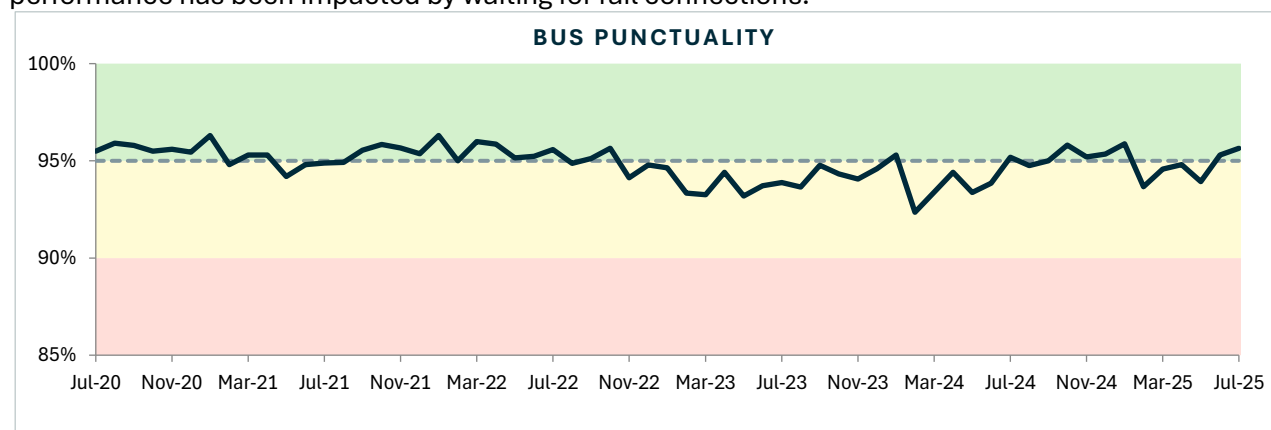
	2025/26	2024/25	Change
Wellington City			
Newlands & Tawa	99.4%	99.4%	0.0%
East, West & City	99.9%	99.8%	0.1%
North, South, Khandallah & Brooklyn	99.8%	98.9%	0.9%
Hutt Valley	99.9%	99.8%	0.1%
Porirua	99.8%	99.2%	0.6%
Kapiti	99.9%	99.8%	0.1%
Wairarapa	99.8%	99.7%	0.1%
Total	99.8%	99.5%	0.3%



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 95.6% in July. 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.



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

Punctuality - current month

	Jul-25	Jul-24	Change
Wellington City			
Newlands & Tawa	97.5%	96.6%	0.9%
East, West & City	96.2%	95.6%	0.6%
North, South, Khandallah & Brooklyn	93.6%	93.5%	0.1%
Hutt Valley	95.0%	94.9%	0.1%
Porirua	97.0%	97.1%	0.0%
Kapiti	97.5%	95.3%	2.2%
Wairarapa	93.1%	93.7%	-0.7%
Total	95.6%	95.2%	0.5%

Punctuality - year to date (July - June)

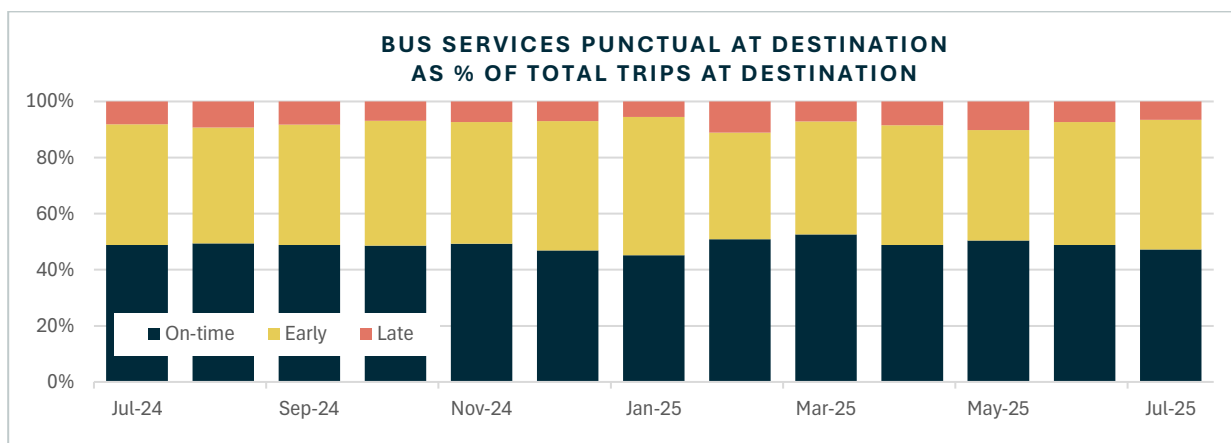
	2025/26	2024/25	Change
Wellington City			
Newlands & Tawa	97.5%	96.6%	0.9%
East, West & City	96.2%	95.6%	0.6%
North, South, Khandallah & Brooklyn	93.6%	93.5%	0.1%
Hutt Valley	95.0%	94.9%	0.1%
Porirua	97.0%	97.1%	-0.1%
Kapiti	97.5%	95.3%	2.2%
Wairarapa	93.1%	93.7%	-0.6%
Total	95.6%	95.2%	0.4%

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 July, 47.3% of bus services recorded at destination arrived on time, with a further 46.2% arriving more than one minute early, while 6.6% of services arrived more than five minutes late.



Punctuality at destination - current month

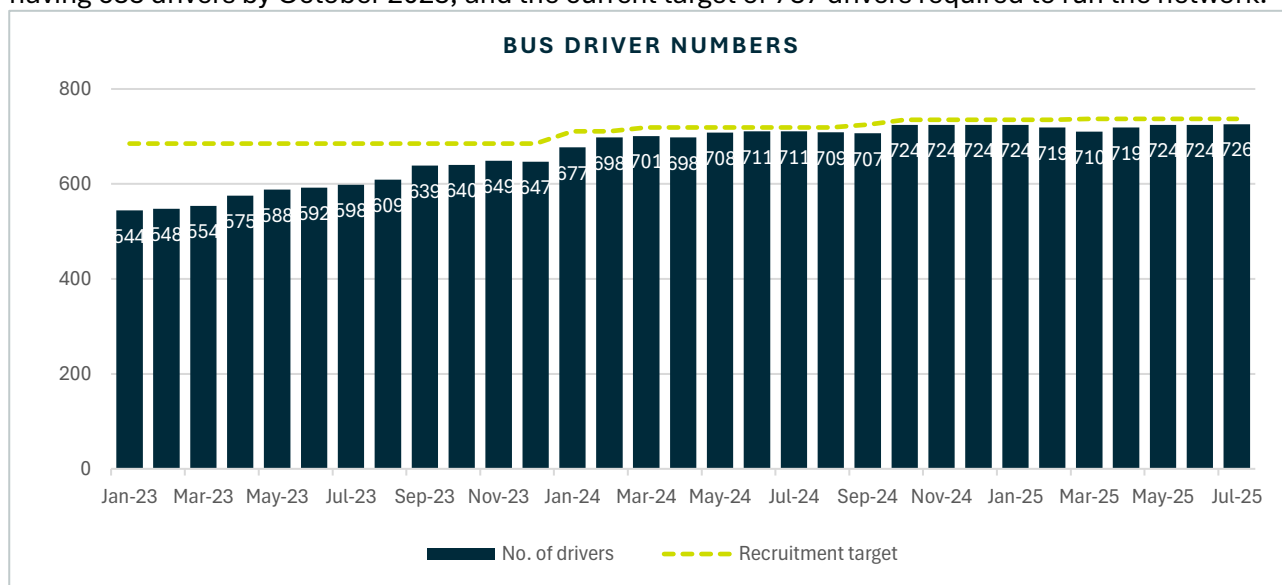
	Jul-25	Jul-24	Change
On-time	47.3%	48.8%	-1.6%
Early	46.2%	43.1%	3.1%
Late	6.6%	8.1%	-1.5%

**Punctuality at destination - year to date
(July - June)**

	2025/26	2024/25	Change
On-time	47.3%	48.8%	-1.6%
Early	46.2%	43.1%	3.1%
Late	6.6%	8.1%	-1.5%

Bus driver recruitment

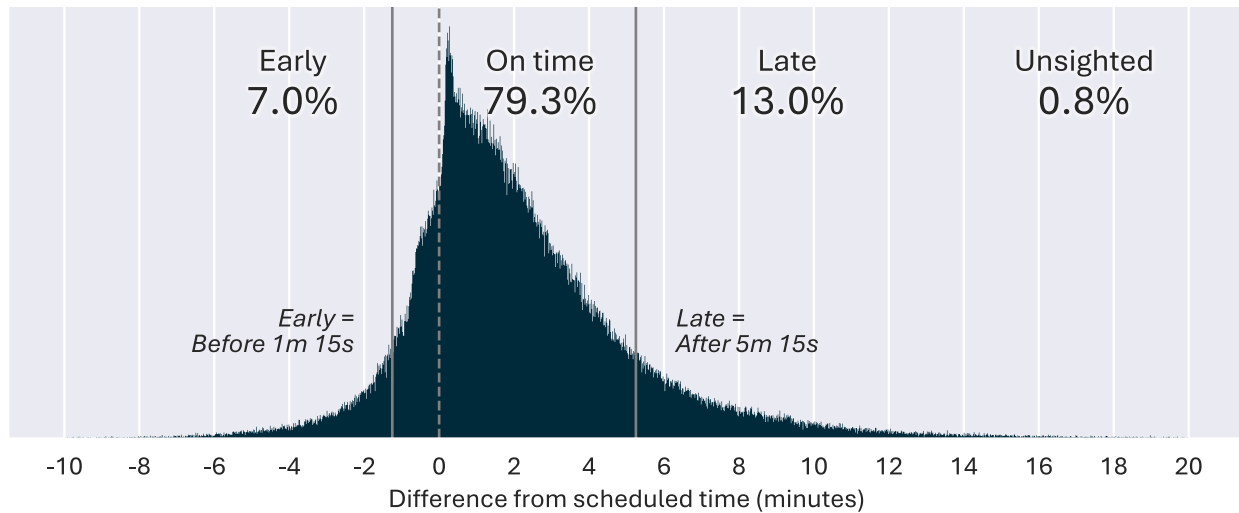
The graph below shows monthly total numbers of bus drivers against the original recruitment target of having 685 drivers by October 2023, and the current target of 737 drivers required to run the network.



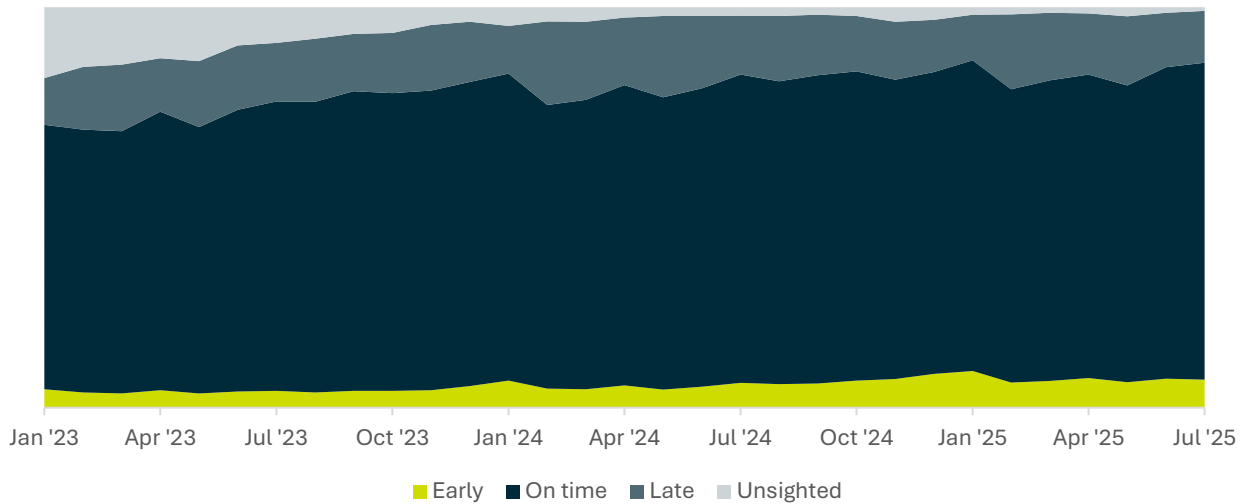
Bus punctuality at intermediate timing points

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 DEPARTURE TIMES FROM INTERMEDIATE TIMING POINTS, JULY 2025



BUS DEPARTURE TIMES FROM INTERMEDIATE TIMING POINTS



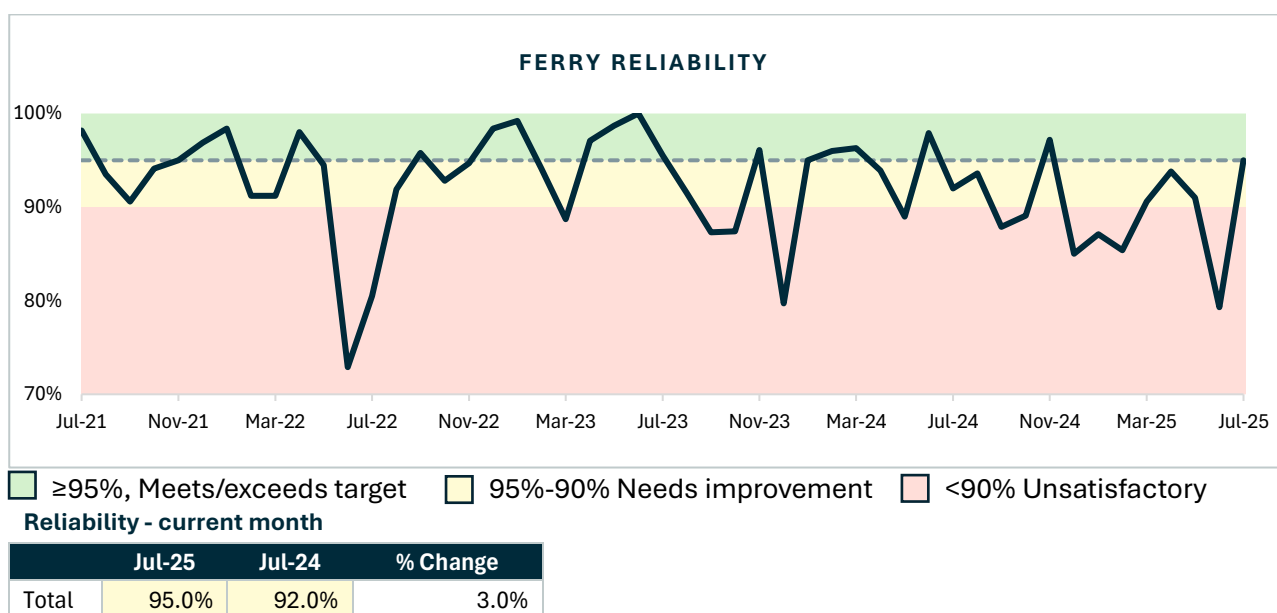
Ferry operator

Reliability

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

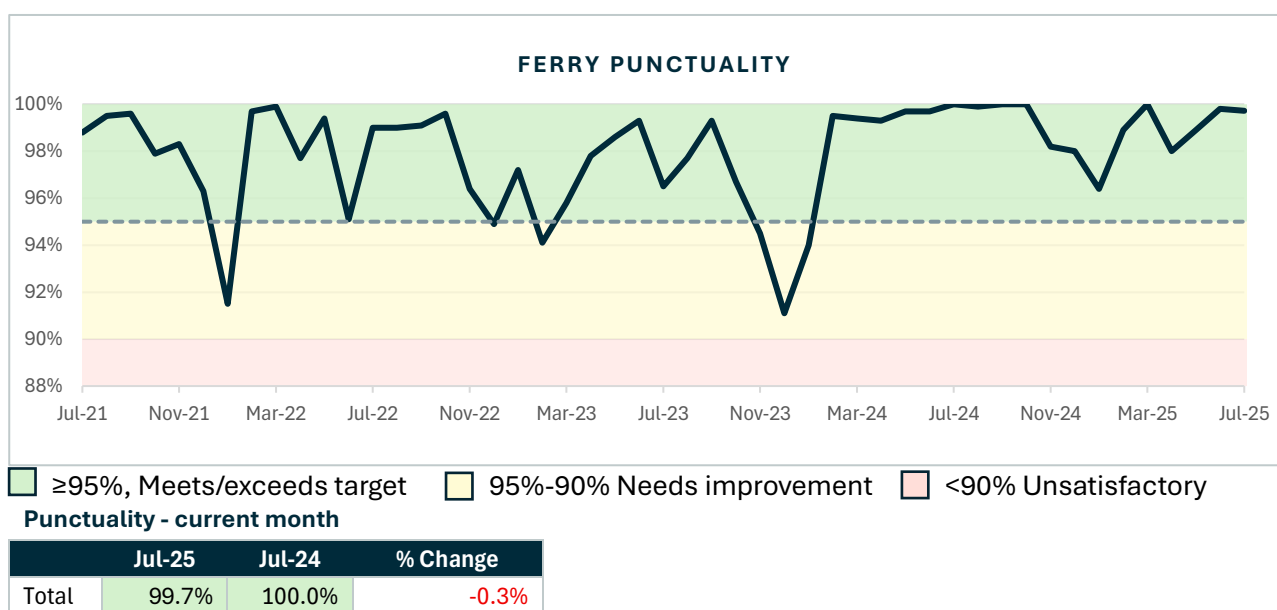
Reliability for July was 95.0%, compared to 92.0% for the same month last year. There were 38 cancellations this month.

22 of these cancellations have been due to staff sickness. The remaining 16 cancellations were due to the Civil Defence Tsunami Warning that was issued on the 31st July. Services were suspended during this time as a precautionary measure on the recommendation of the Harbour Master.



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 July was 99.7%, compared to 100.0% for the same month last year.



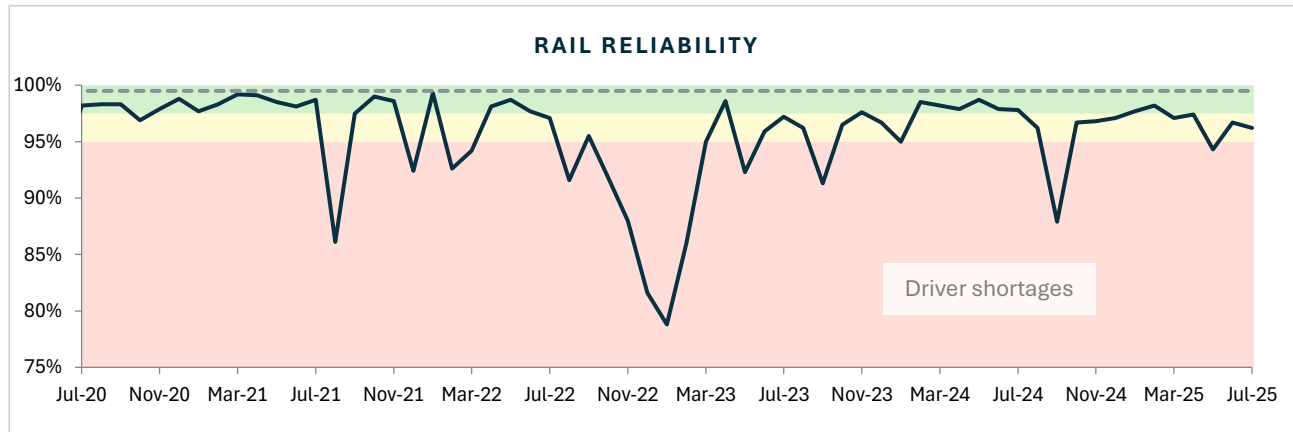
Rail operator

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 96.2% in July and 97.8% for the same month last year.

TSRs on the Kapiti Line continue to impact services leading to some early terminations at Paraparaumu. On 15 July, a fatality occurred on the Hutt Valley Line which significantly impacted services throughout the afternoon peak and evening. Services were also affected by a road vehicle hitting a bridge on SH1 which meant services had to be suspended and also on the Kapiti Line a car crashed onto the tracks and was hit by train on 23 July, there were no injuries but services were suspended and the rail unit was damaged. Some peak services were affected by icy overheads, mainly on the Hutt Valley Line. Staffing shortages and issues affected 0.7% of services.



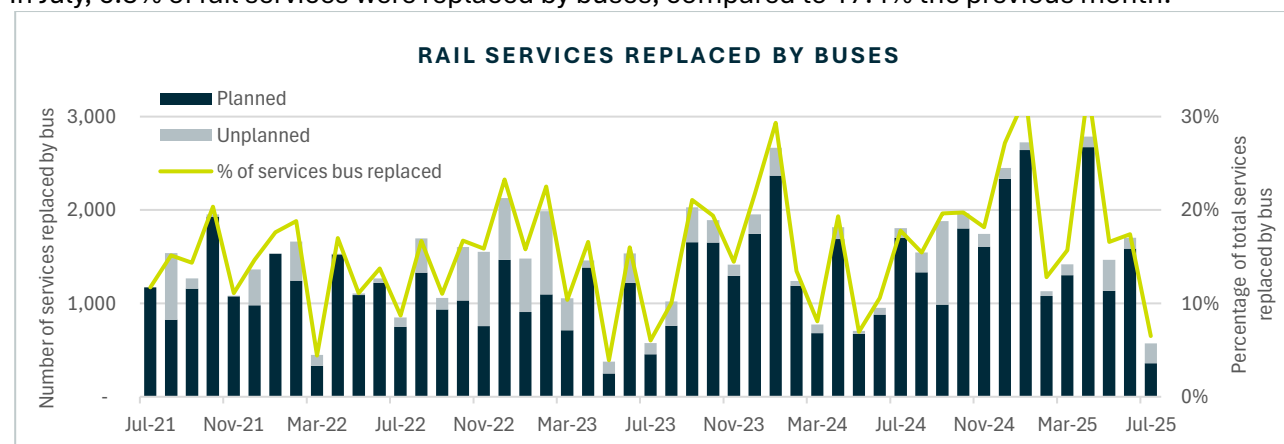
Reliability - current month

	Jul-25	Jul-24	Change
Hutt Valley	95.7%	98.1%	-2.4%
Johnsonville	99.0%	98.4%	0.6%
Kapiti	96.5%	97.5%	-1.0%
Wairarapa	74.8%	88.9%	-14.1%
Total	96.2%	97.8%	-1.6%

Reliability - year to date (July - June)

	2025/26	2024/25	Change
Hutt Valley	95.7%	98.1%	-2.4%
Johnsonville	99.0%	98.4%	0.6%
Kapiti	96.5%	97.5%	-1.0%
Wairarapa	74.8%	88.9%	-14.1%
Total	96.2%	97.8%	-1.6%

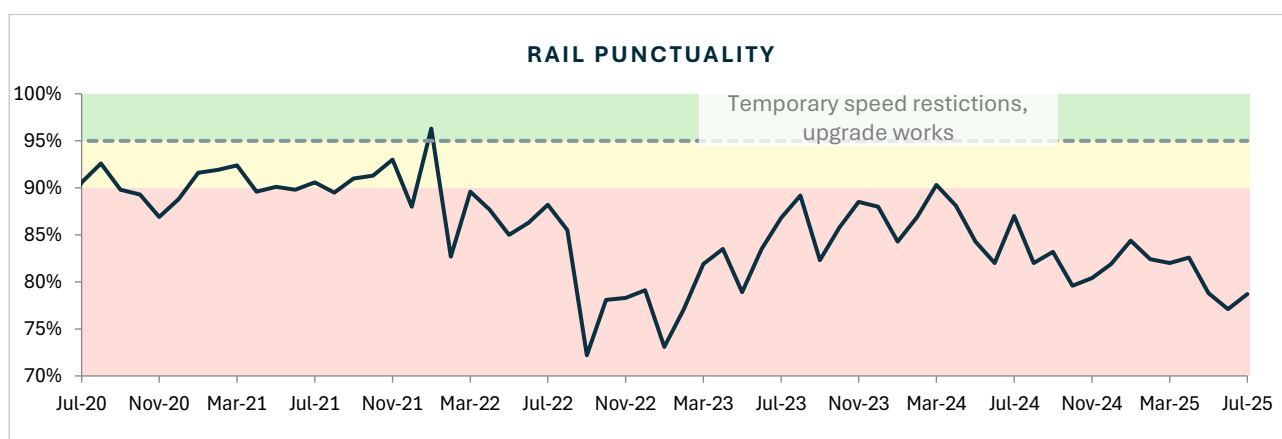
In July, 6.5% of rail services were replaced by buses, compared to 17.4% the previous month.



In July, there were 10154 rail trips run, carrying 947953 passengers.

Punctuality

Punctuality continues to be impacted by a high level of speed restrictions on the Kapiti and Hutt Lines 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.



Punctuality - current month

	Jul-25	Jul-24	Change
Hutt Valley	83.2%	91.9%	-8.7%
Johnsonville	72.9%	97.6%	-24.7%
Kapiti	80.0%	78.4%	1.6%
Wairarapa	52.1%	14.6%	37.5%
Total	78.7%	87.0%	-8.3%

Punctuality - year to date (July - June)

	2025/26	2024/25	Change
Hutt Valley	83.2%	91.9%	-8.7%
Johnsonville	72.9%	97.6%	-24.7%
Kapiti	80.0%	78.4%	1.6%
Wairarapa	52.1%	14.6%	37.5%
Total	78.7%	87.0%	-8.3%

Rail Frontline Staff

The below table provides an overview of Transdev's reported frontline staff numbers as of July:

Frontline Staff	Staff Required	Current number	In training
Train Drivers	114	108	10
Train Managers	111	103	4
Passenger Operators	94	89	0

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.

July Commentary

July performance increased for both Punctuality by 2.24% and Reliability by 0.3%. While delay minutes due to TSR's increased during the month, other disruptions remained low throughout the month leading to an overall increase in performance.

The main disruptions for the month were multiple ICONIS (train disruption software) faults and a communications fault involving a Comms Asset. The main ICONIS failure occurred on the Hutt Valley Line on the 10th of July which led to nine cancelled services, two bus replacements and high delay minutes.

The communications fault on the NIMT (Kapiti Line) during the morning peak on the 22nd of July between Paekākāriki and Paraparaumu was initially thought to be a Signals fault with multiple Signals rolling and blacked out in the field. Upon investigation and elimination of the cause it was found to be a fault in the Comms modem which required a reset.

Two new TSR's were added on the NIMT throughout the month, one for a broken rail (known as a frog) at 3b points Paekākāriki, and one for combined renewals work involving structures and track just south of Takapu Road station.

Two TSRs added on Johnsonville Line throughout the month required investigation by the Harvest Technicians who investigated the low battery alerts on the slip alarms. Work in conjunction with our Signals team replacing relays, batteries and a new solar panel was completed and these TSRs were lifted.

On the Wairarapa Line three TSR's were added for a mud spot Track Geometry for Bridge 49 and Lincoln Road Level Crossing.

On July 11th KiwiRail handed over Upper Hutt Yard to Transdev Wellington after a ten-week closure for renewal. Over those ten weeks the yard was completely relayed in a modern, compliant and safe configuration which increases capacity and provides the operator with a brand-new facility to replace life expired assets

Network Availability

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

Maintenance Compliance

Maintenance is 100% compliant across both Track and STTE.

Maintenance Backlog

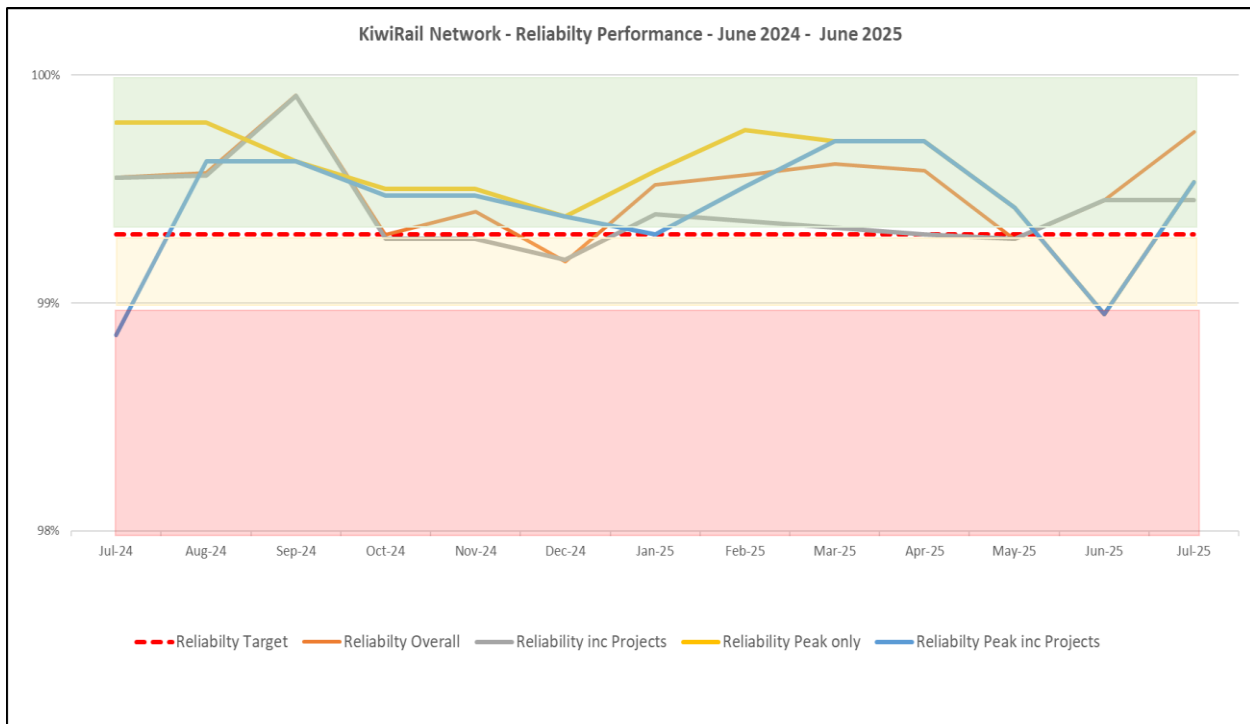
Three signals maintenance work orders remain open, all awaiting materials.

HSE

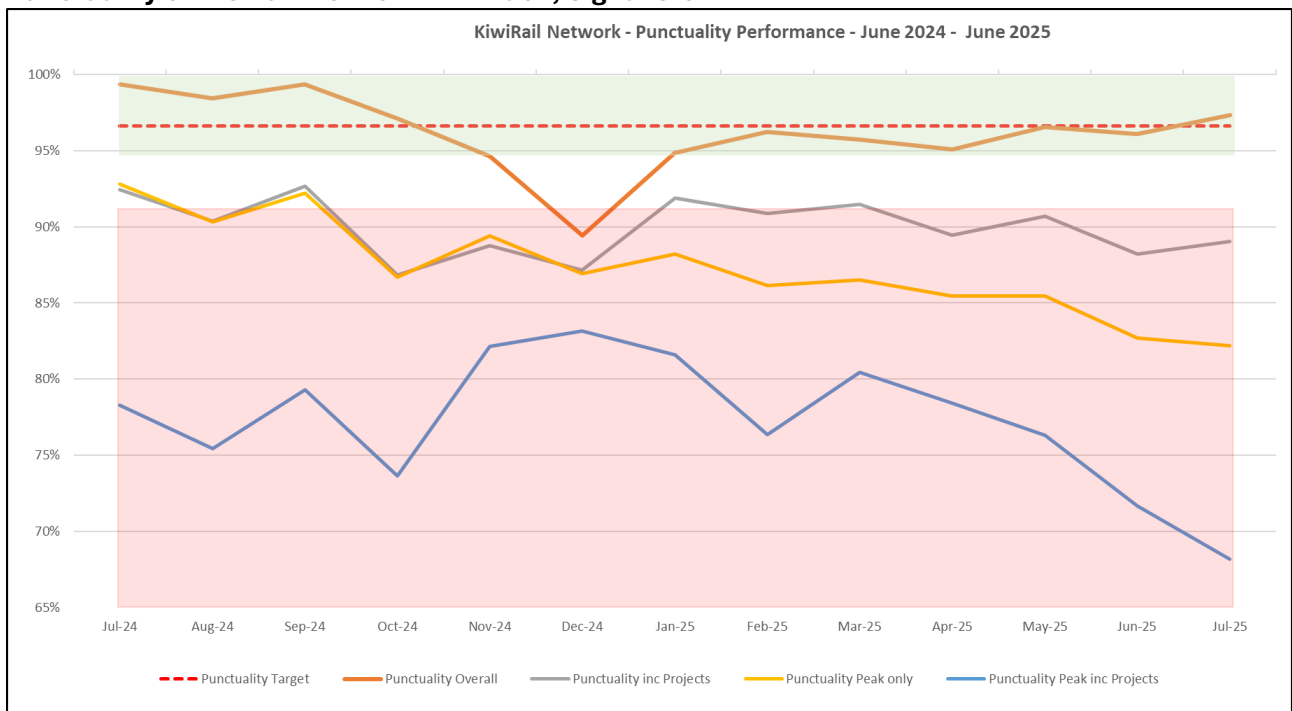
31 Harm Free Days in July

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



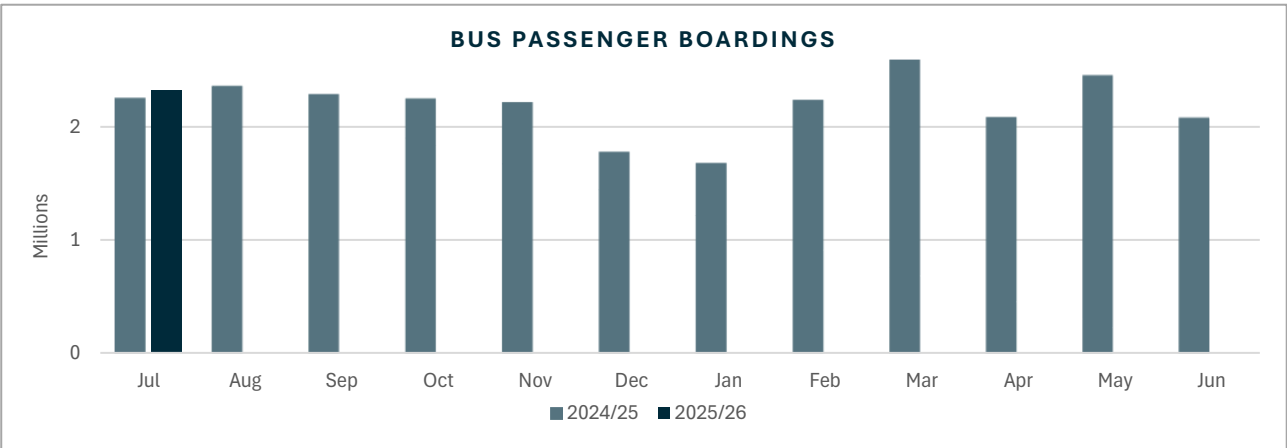
Operational performance

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

July bus passenger boardings were 3.6% higher than the same month last year.



Boardings by area - current month

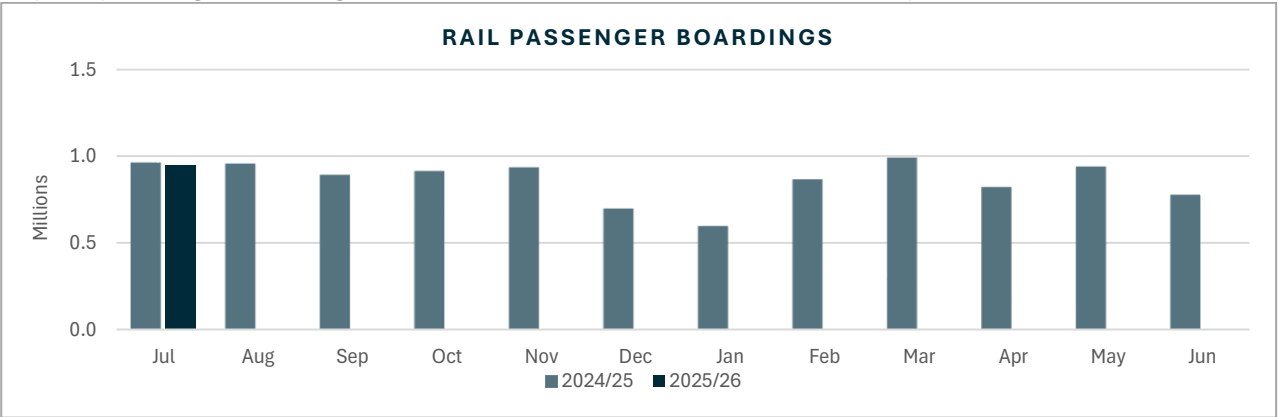
	Jul-25	Jul-24	% Change
Wellington	1,761,207	1,685,635	4.5%
Hutt Valley	413,758	408,836	1.2%
Porirua	84,406	83,705	0.8%
Kapiti	53,542	53,237	0.6%
Wairarapa	13,500	13,089	3.1%
Total	2,326,413	2,244,502	3.6%

Boardings by area - year to date (July - June)

	2025/26	2024/25	% Change
Wellington	1,761,207	1,685,635	4.5%
Hutt Valley	413,758	408,836	1.2%
Porirua	84,406	83,705	0.8%
Kapiti	53,542	53,237	0.6%
Wairarapa	12,862	12,493	3.0%
Total	2,325,775	2,243,906	3.6%

Rail passenger boardings

July rail passenger boardings were 1.2% lower than the same month last year.



Boardings by line - current month

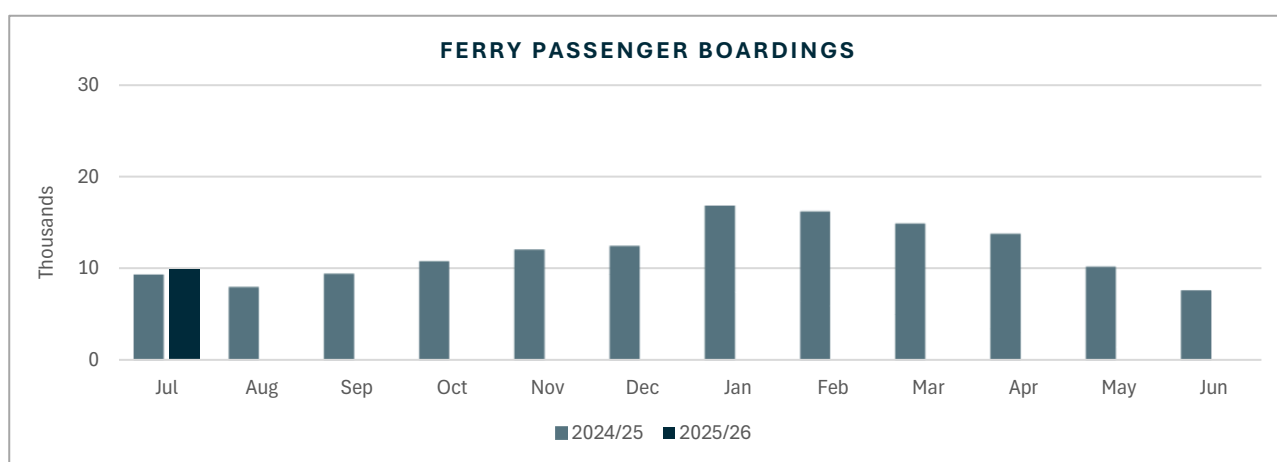
	Jul-25	Jul-24	% Change
Hutt Valley	414,240	418,662	-1.1%
Kapiti	388,172	391,271	-0.8%
Johnsonville	94,658	96,580	-2.0%
Wairarapa	50,883	53,169	-4.3%
Total	947,953	959,682	-1.2%

Boardings by line - year to date (July - June)

	2025/26	2024/25	% Change
Hutt Valley	414,240	418,662	-1.1%
Kapiti	388,172	391,271	-0.8%
Johnsonville	94,658	96,580	-2.0%
Wairarapa	50,883	53,169	-4.3%
Total	947,953	959,682	-1.2%

Ferry passenger boardings

Ferry boardings show an increase of 6.0% on the same month last year. This month we saw several cancellations, corresponding to staff sickness and a tsunami warning.



Boardings - current month

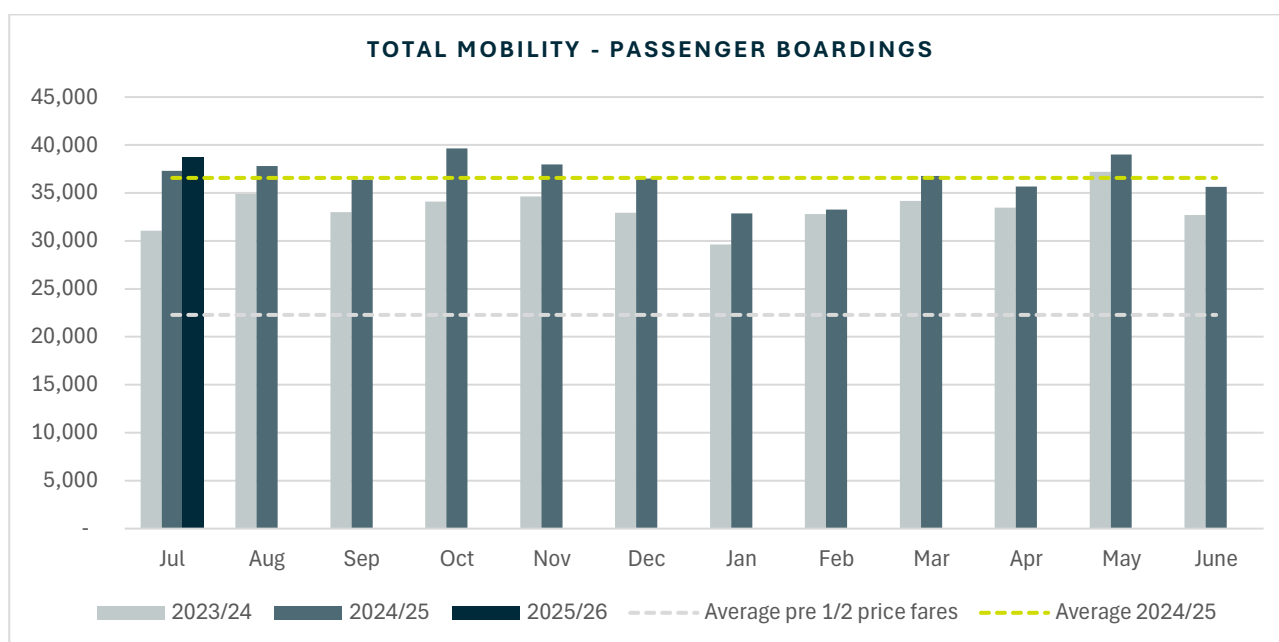
	Jul-25	Jul-24	% Change
Total	9,871	9,315	6.0%

Boardings - year to date (July - June)

	2025/26	2024/25	% Change
Total	9,871	9,315	6.0%

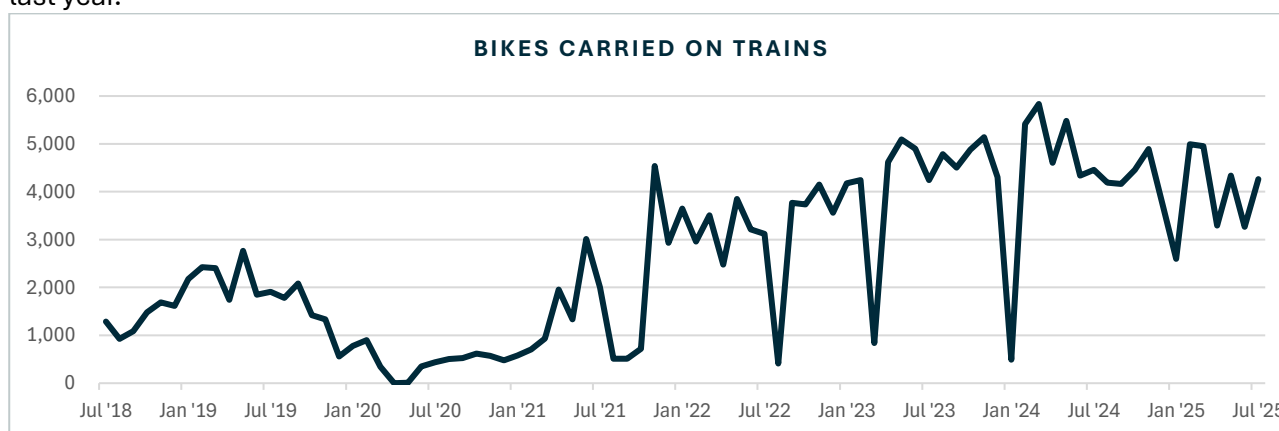
Te Hunga Whaikaha Total Mobility passenger boardings

In July there were 38,765 Te Hunga Whaikaha Total Mobility trips, an increase of 3.89% compared to the same month in the previous 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

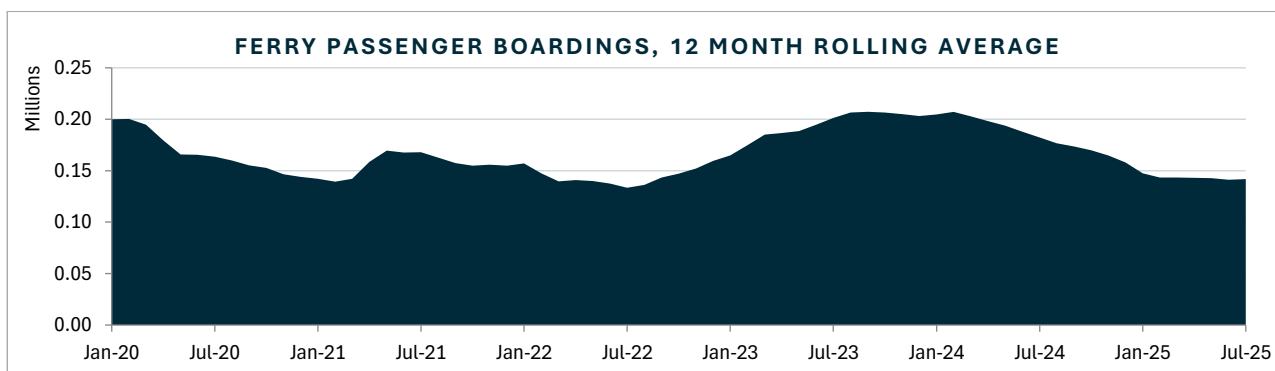
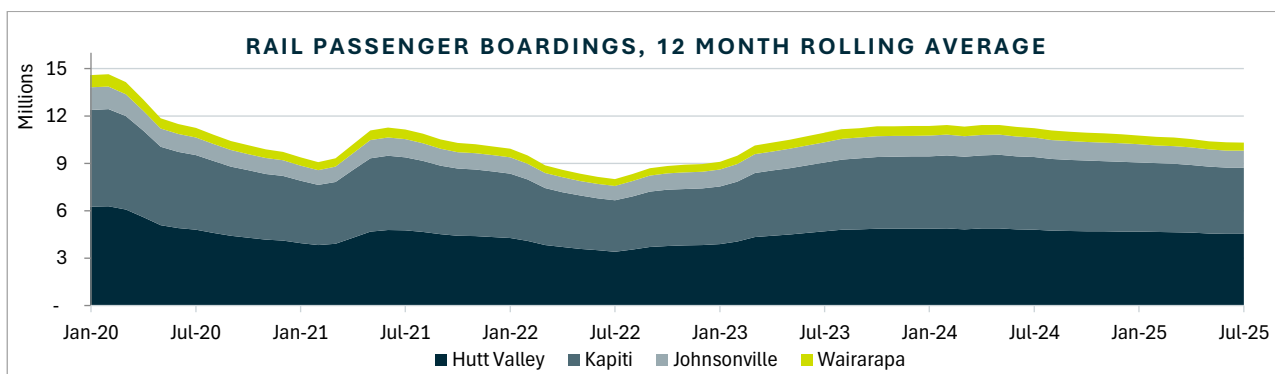
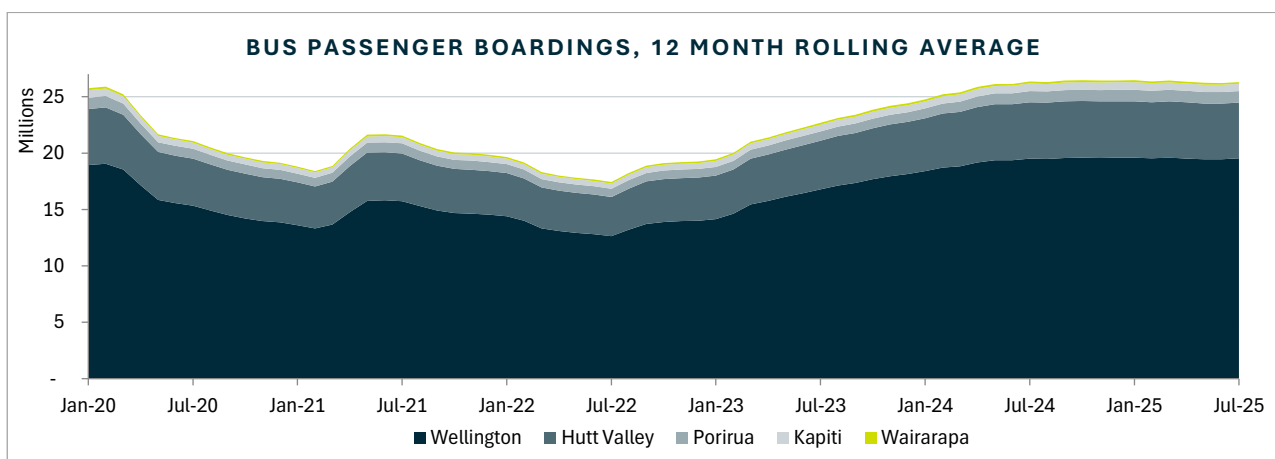
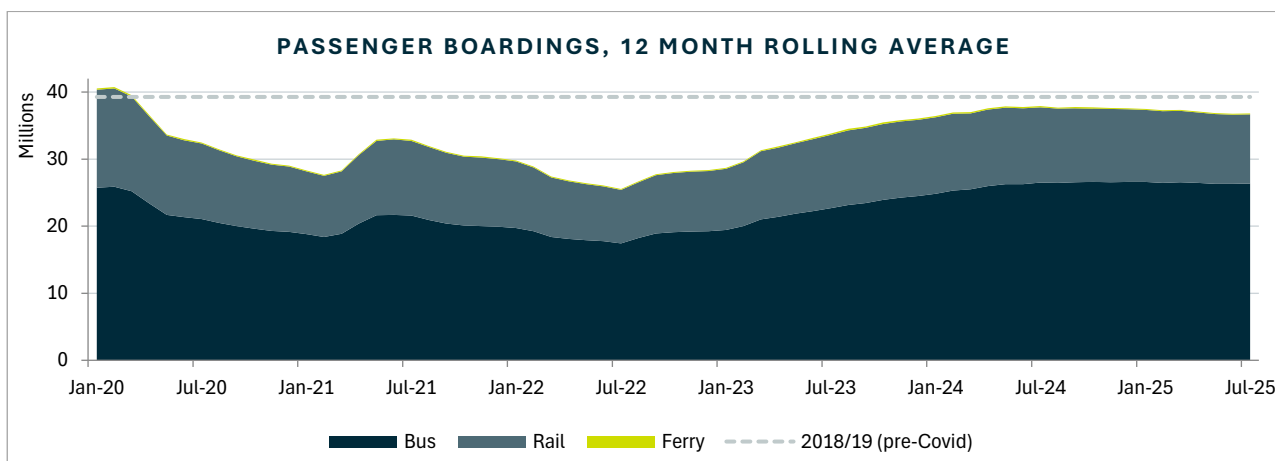
The following graph provides an estimate of the number of bikes carried on rail services, as recorded by onboard staff counts. These results may change over time as we improve data collection processes. In July 2025, 4,262 bikes were counted onboard rail services, vs 4,461 over the same month last year.



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.

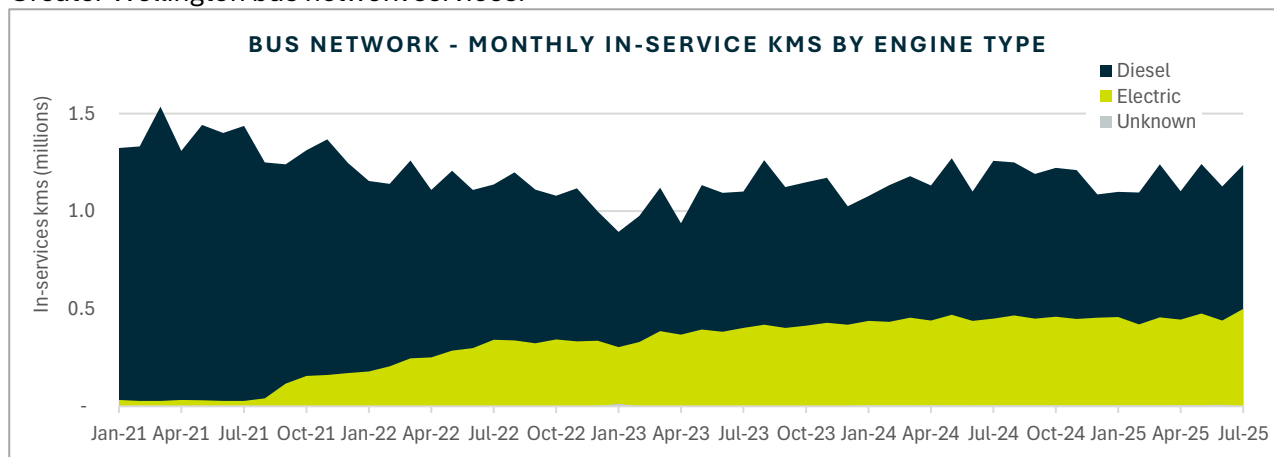
There had been continuing growth up to February 2020, then decreases with the Covid-19 pandemic (mid-March 2020 onwards, a move to level 4 in August 2021, and a move to Red of the Covid-19 Protection Framework in late January 2022).



Bus emissions

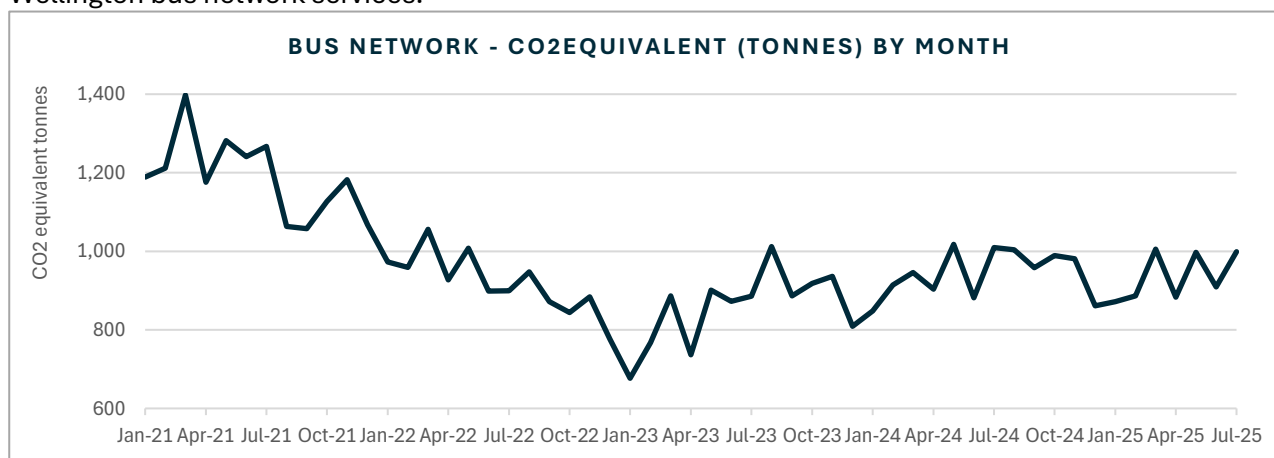
In-service kilometres by engine type

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

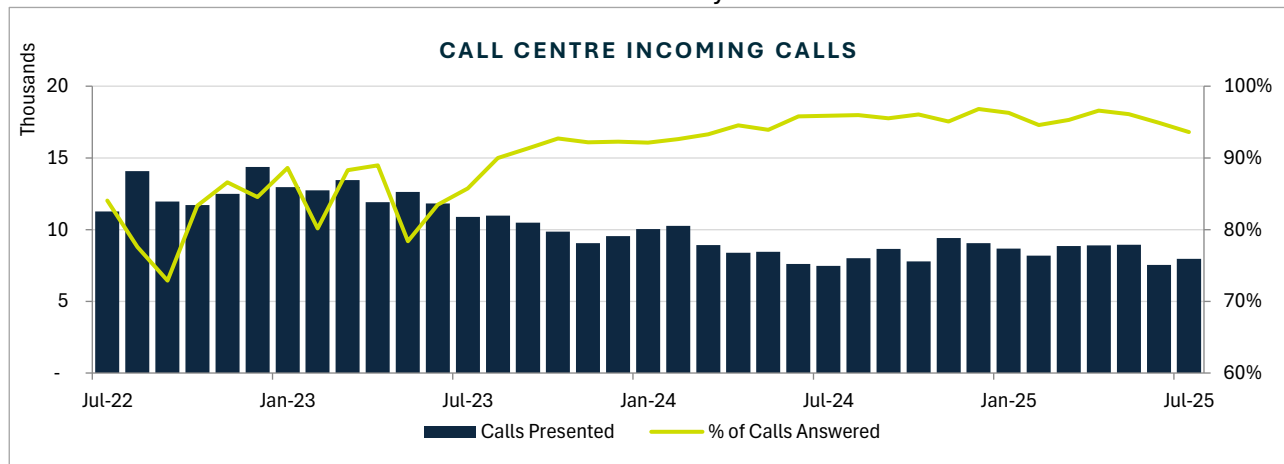
The table below shows the number of vehicles by engine type that ran bus network services in the Greater Wellington region in July 2025.

Engine type	Count
Electric	115
EURO3	47
EURO4	19
EURO5	70
EURO6	214
Unknown	9
Total	474

Customer contact

Call centre incoming calls

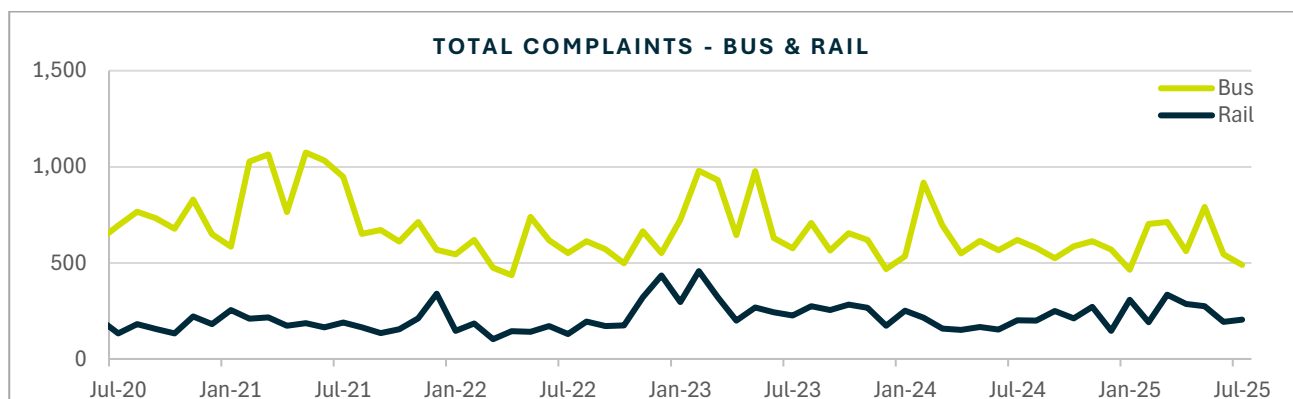
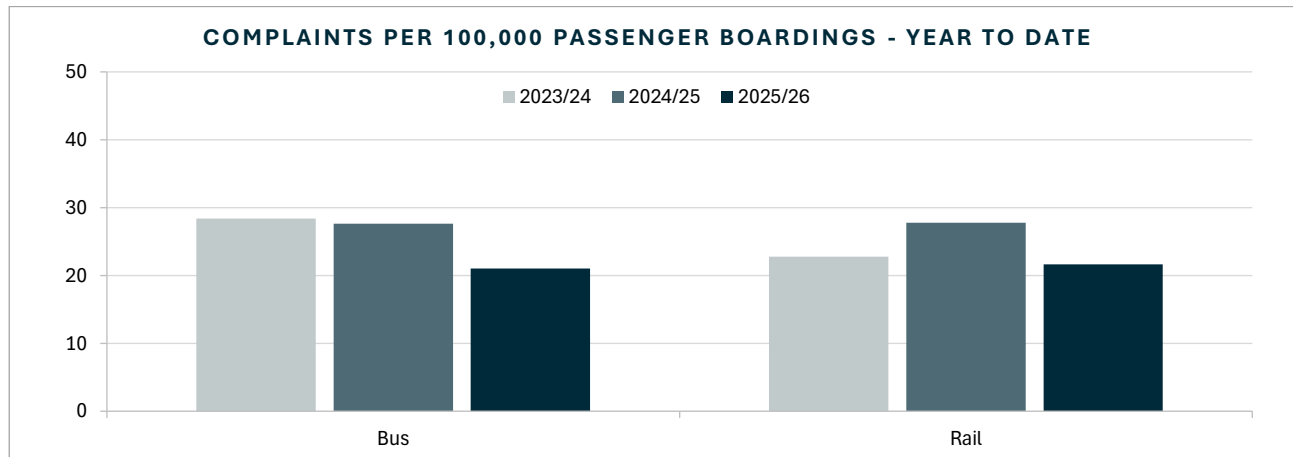
Metlink answered 93.6% of the 7970 calls received in July 2025.



Complaints

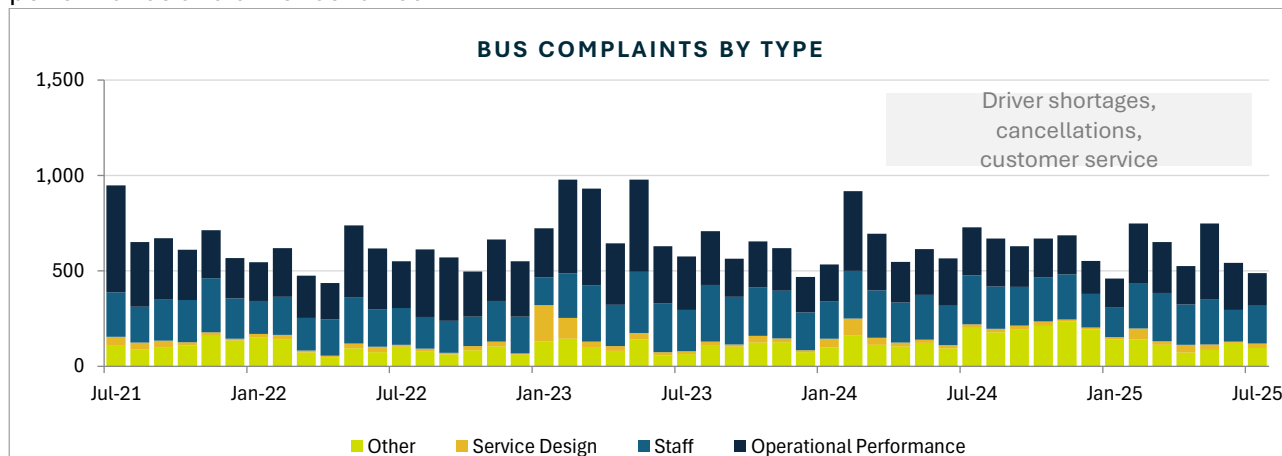
Complaints volume

To compare complaint volumes, Metlink reports the number of complaints per 100,000 passenger boardings. This shows that complaint volumes relative to passenger boardings are very similar for bus and rail.



Bus complaints

Bus complaints for the month were 24.1% lower than July last year. They relate mostly to operational performance and driver behaviour.



Bus complaints - current month

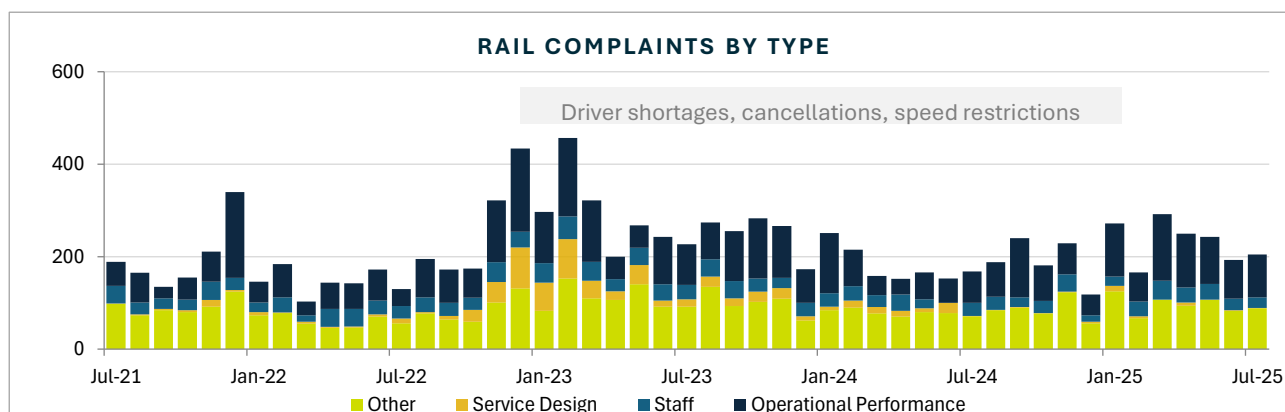
	Jul-25	Jul-24	Change
Wellington			
Newlands, Tawa	40	38	5.3%
East-West, City	135	206	-34.5%
North-south, Khandallah, Brooklyn	155	164	-5.5%
Hutt Valley	105	147	-28.6%
Porirua	17	31	-45.2%
Kapiti	15	24	-37.5%
Wairarapa	3	9	-66.7%
General	19	-	
Total	470	619	-24.1%

Bus complaints year to date (July - June-)

	2025/26	2024/25	Change
Wellington			
Newlands, Tawa	40	38	5.3%
East-West, City	135	206	-34.5%
North-south, Khandallah, Brooklyn	155	164	-5.5%
Hutt Valley	105	147	-28.6%
Porirua	17	31	-45.2%
Kapiti	15	24	-37.5%
Wairarapa	3	9	-66.7%
General	19	-	
Total	470	619	-24.1%

Rail complaints

Rail complaints decreased slightly this month. The received complaints can mainly be attributed to the ongoing performance issues on the Wairarapa Line, bus replacements and continuing poor performance of services.



Rail complaints - current month

	Jul-25	Jul-24	Change
Hutt Valley	87	71	22.5%
Kapiti	62	58	6.9%
Johnsonville	19	9	111.1%
Wairarapa	23	17	35.3%
General	14	46	-69.6%
Total	205	201	2.0%

Rail complaints year to date (July - June-)

	2025/26	2024/25	Change
Hutt Valley	87	71	22.5%
Kapiti	19	58	-67.2%
Johnsonville	62	9	588.9%
Wairarapa	14	17	-17.6%
General	23	46	-50.0%
Total	205	201	2.0%

Financial performance

Fare revenue

Bus and rail fare revenue

In July 2025, there was a budget surplus of \$279,086 for the month across bus and rail services. The year-to-date budget surplus for bus and rail fare revenue is \$279,086.

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 July was \$94,772.

Fare revenue - current month

	Jul-25	Budget	Excess/Shortfall
Bus	4,342,874	3,982,533	360,341
Rail	3,648,443	3,729,698	- 81,254
Total	\$ 7,991,317	\$ 7,712,231	\$ 279,086

Fare revenue - year to date (July - June)

	2025/26	Budget	Excess/Shortfall
Bus	4,342,874	3,982,533	360,341
Rail	3,648,443	3,729,698	- 81,254
Total	\$ 7,991,317	\$ 7,712,231	\$ 279,086