

Metlink performance report

MAY 2026



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Partner performance

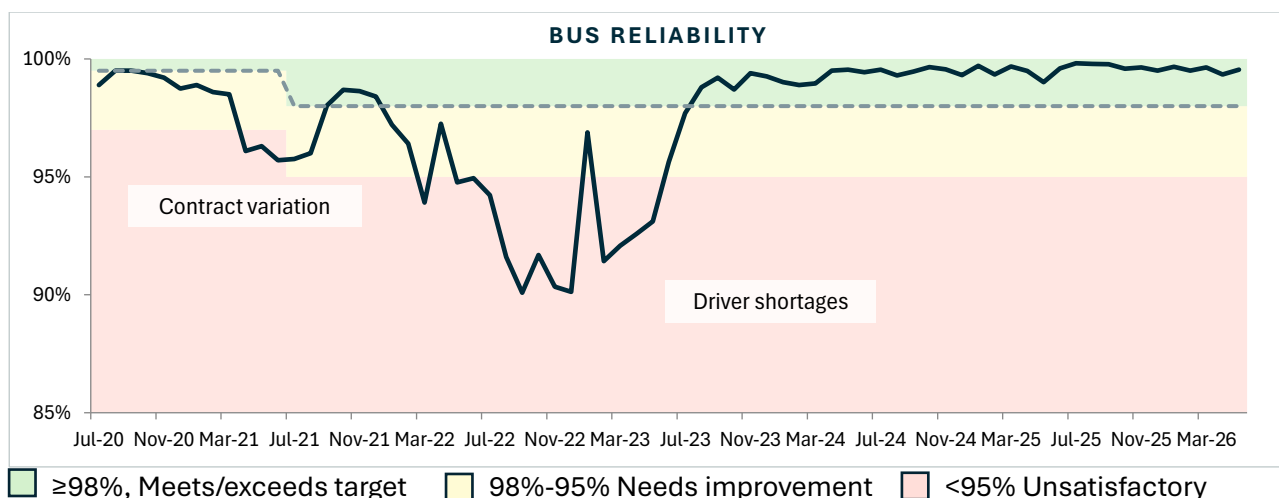


Bus operators

Reliability

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

In May, 99.5% of bus services were delivered. Reliability performance continues to sit above target. Overall, bus reliability has remained consistent. Operators are meeting the expected reliability standards.

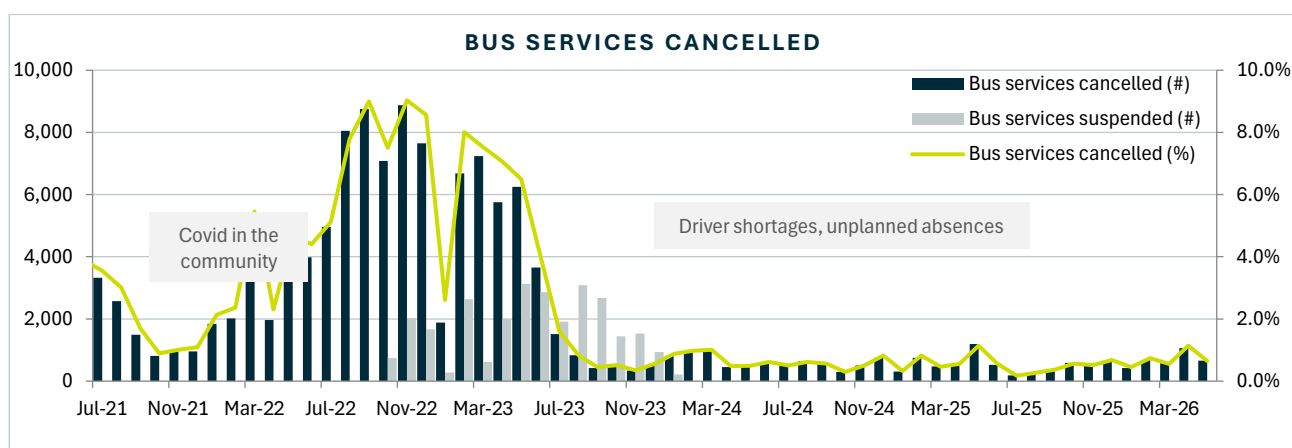


Reliability - current month

	May-26	May-25	Change
Wellington City			
Newlands & Tawa	99.9%	99.8%	0.1%
East, West & City	99.9%	99.5%	0.4%
North, South, Khandallah & Brooklyn	98.8%	97.1%	1.6%
Hutt Valley	99.5%	99.7%	-0.1%
Porirua	99.4%	98.6%	0.9%
Kapiti	99.8%	99.7%	0.0%
Wairarapa	99.9%	99.9%	0.1%
Total	99.5%	99.0%	0.5%

Reliability - year to date (Jul - May)

	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	99.1%	98.8%	0.3%
Hutt Valley	99.8%	99.8%	0.0%
Porirua	99.3%	99.1%	0.2%
Kapiti	99.9%	99.7%	0.2%
Wairarapa	99.2%	99.4%	-0.2%
Total	99.6%	99.5%	0.1%



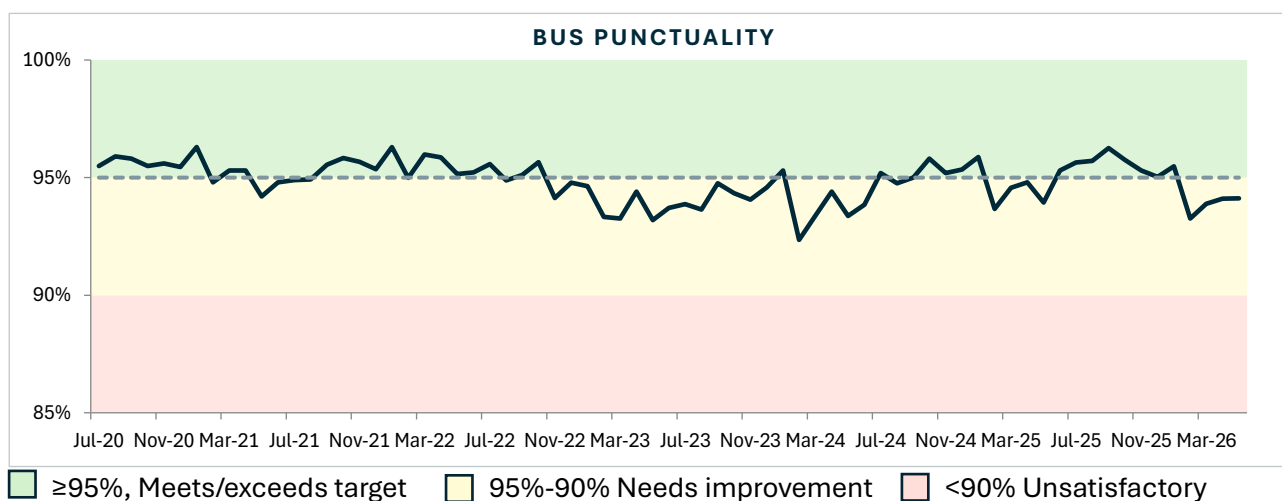
Reliability – Lowest performing 5 routes this month excluding designated school services

Route Number	Route Destination	Reliability	Scheduled Trips
N1	After Midnight (Wellington - Island Bay - Houghton Bay - Lyall Bay)	96.7%	30
32x	Houghton Bay - Island Bay - Berhampore - Wellington (Express)	97.0%	462
N6	After Midnight (Wellington - Porirua - Whitby - Plimmerton)	97.5%	40
1	Johnsonville West/Churton Park/Grenada Village - Island Bay	98.1%	5192
24	Johnsonville - Broadmeadows - Wellington - Miramar Heights	98.3%	1901

Punctuality

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

Bus punctuality was 94.1% in May, and the overall percentage of trips that left early was 0.87%. Traffic delays in the Hutt Valley continue, particularly during afternoon peak, 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 with the road controlling authorities to mitigate disruptions to bus services.



Punctuality - current month

	May-26	May-25	Change
Wellington City			
Newlands & Tawa	96.8%	95.2%	1.6%
East, West & City	96.4%	94.9%	1.5%
North, South, Khandallah & Brooklyn	92.2%	91.5%	0.8%
Hutt Valley	90.0%	92.5%	-2.4%
Porirua	96.2%	96.6%	-0.4%
Kapiti	96.8%	96.9%	-0.2%
Wairarapa	95.3%	91.7%	3.7%
Total	94.1%	93.9%	0.2%

Punctuality - year to date (Jul - May)

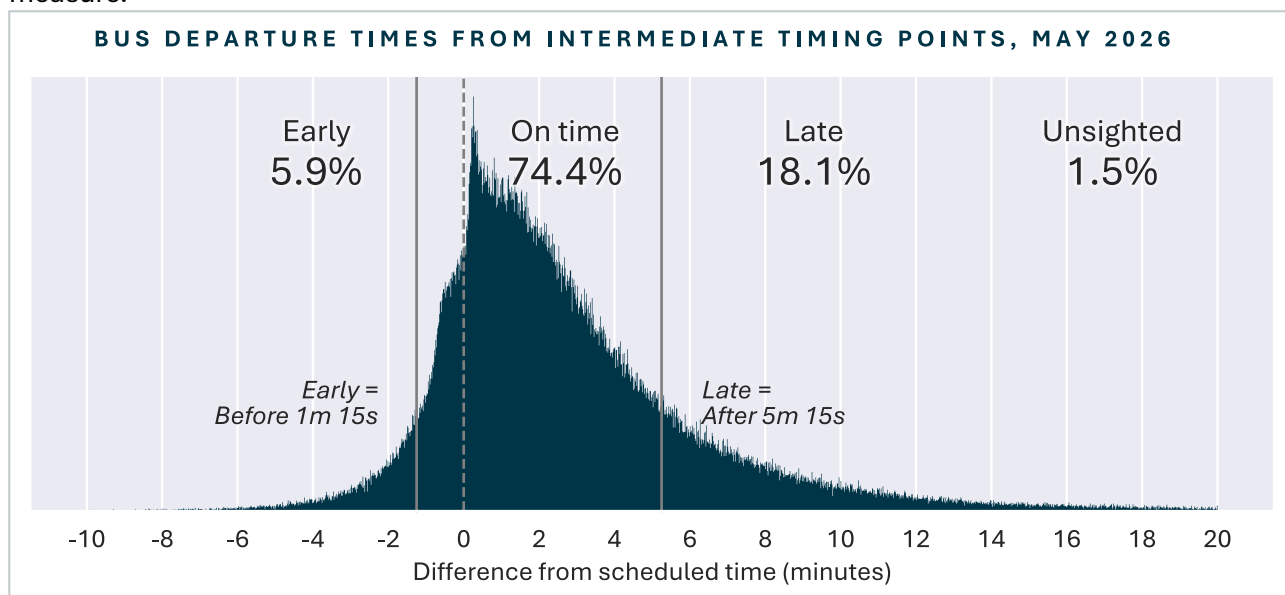
	2025/26	2024/25	Change
Wellington City			
Newlands & Tawa	96.7%	95.8%	0.9%
East, West & City	96.3%	95.9%	0.4%
North, South, Khandallah & Brooklyn	92.8%	92.9%	-0.1%
Hutt Valley	93.3%	94.0%	-0.7%
Porirua	96.5%	96.8%	-0.3%
Kapiti	97.3%	96.7%	0.6%
Wairarapa	94.2%	93.0%	1.2%
Total	95.0%	94.9%	0.1%

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

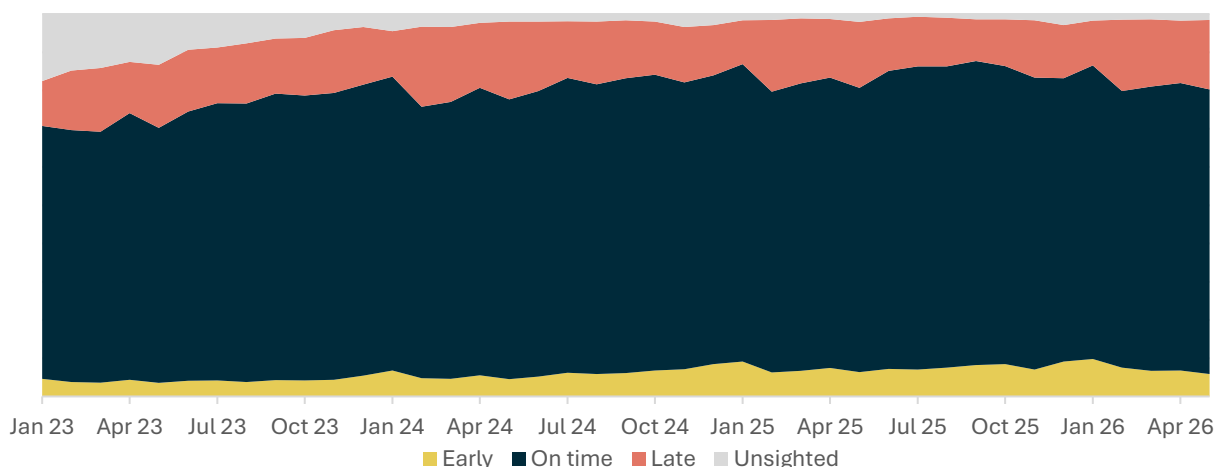
Route Number	Route Destination	Punctuality	Trips Run
121	Stokes Valley Heights - Naenae - Lower Hutt - Seaview	81.0%	763
290	Waikanae - Otaki - Waikanae	83.2%	441
120	Stokes Valley - Taita - Epuni - Lower Hutt	84.4%	2838
509	Otaki - Raumati Beach	85.0%	40
204	Greytown - Woodside	85.1%	202

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



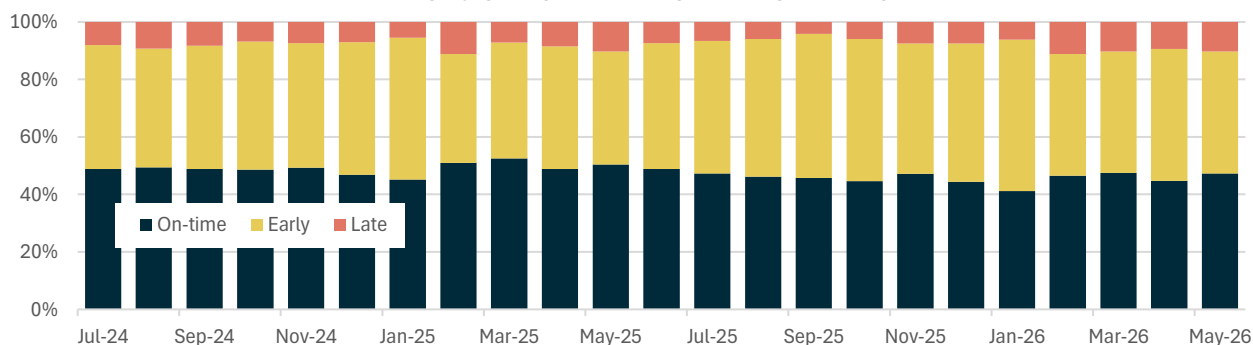
Punctuality at destination

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 May, 47.3% of bus services recorded at destination arrived on time, with a further 42.5% arriving more than one minute early, while 10.2% of services arrived more than five minutes late.

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



Punctuality at destination - current month

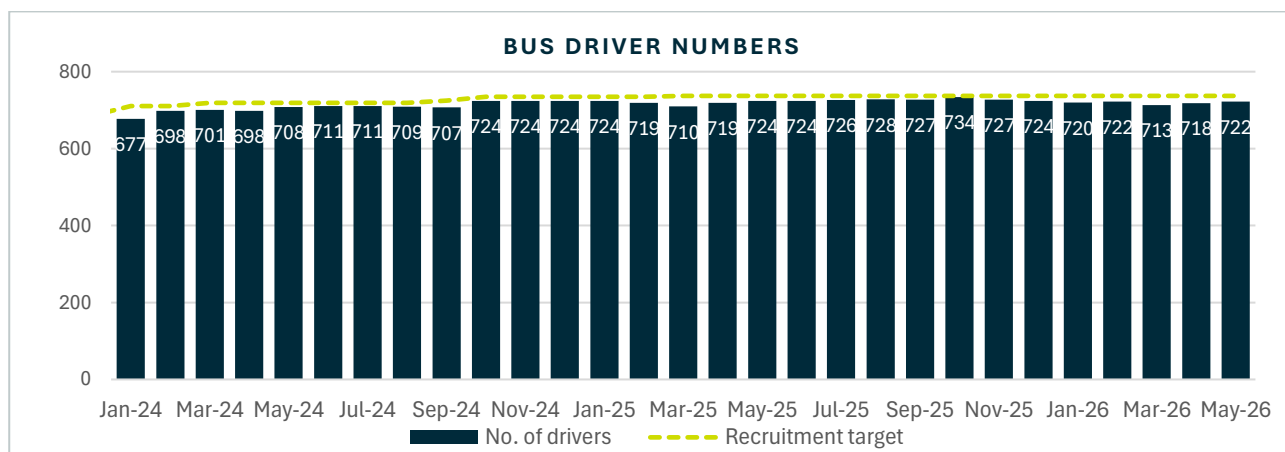
	May-26	May-25	Change
On-time	47.3%	50.4%	-3.1%
Early	42.5%	39.4%	3.1%
Late	10.2%	10.2%	0.0%

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

	2025/26	2024/25	Change
On-time	45.7%	48.9%	-3.2%
Early	46.6%	42.0%	4.6%
Late	7.7%	9.1%	-1.4%

Bus Driver Numbers

The graph below shows monthly total numbers of bus drivers against the current target of 737 drivers required to run the network. There are currently 722 drivers, and an additional 5 in training.

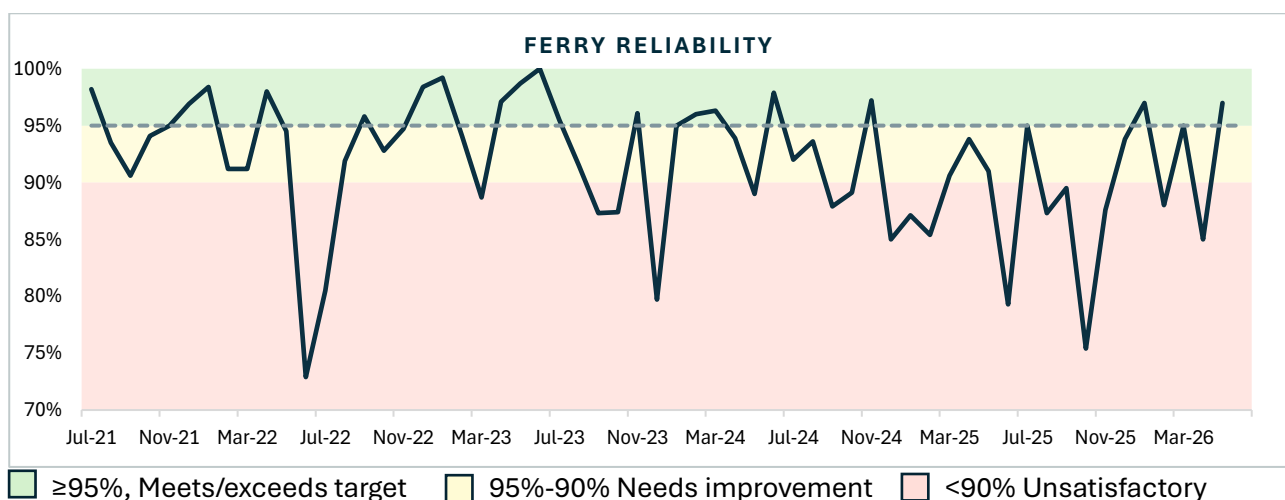


Ferry operator

Reliability

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

Reliability for May was 97.0%, compared to 91.0% for the same month last year. There were 14 uncontrollable cancellations (12 weather, 2 scheduled maintenance), and 6 controllable cancellations due to staff illness.



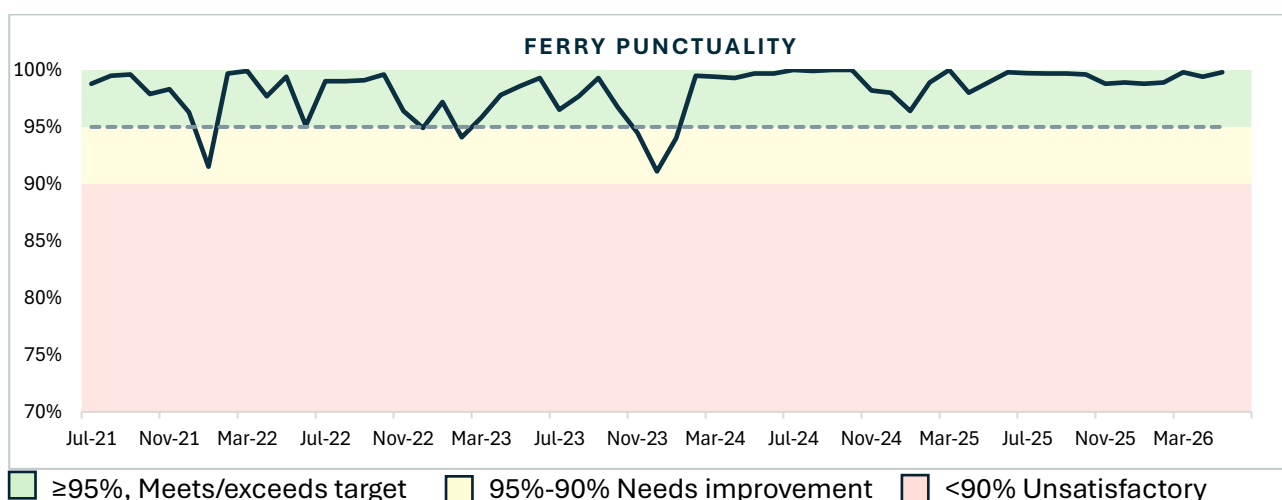
Reliability - current month

	May-26	May-25	% Change
Total	97.0%	91.0%	6.0%

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 May was 99.8%, compared to 98.9% for the same month last year.



Punctuality - current month

	May-26	May-25	% Change
Total	99.8%	98.9%	0.9%

Ferry Staffing

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



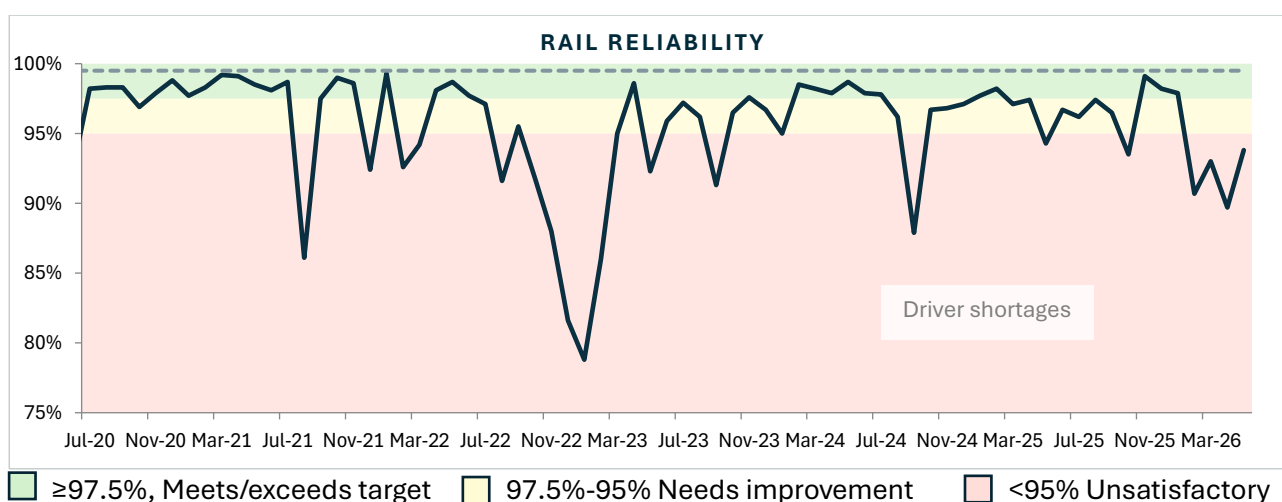
Rail operator

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 93.8% in May and 94.3% for the same month last year.

Fleet availability due to maintenance deferrals (caused by the cessation of Trovon) affected 5.17% of services. Services were also affected by a higher than usual number of network issues, including ongoing signals issues and a significant Locomotive failure affecting the Hutt Valley and Wairarapa Lines on 20 May.



Reliability - current month

	May-26	May-25	Change
Hutt Valley	95.3%	91.3%	4.0%
Johnsonville	89.3%	98.3%	-9.0%
Kapiti	95.2%	97.0%	-1.8%
Wairarapa	99.6%	68.8%	30.8%
Total	93.8%	94.3%	-0.5%

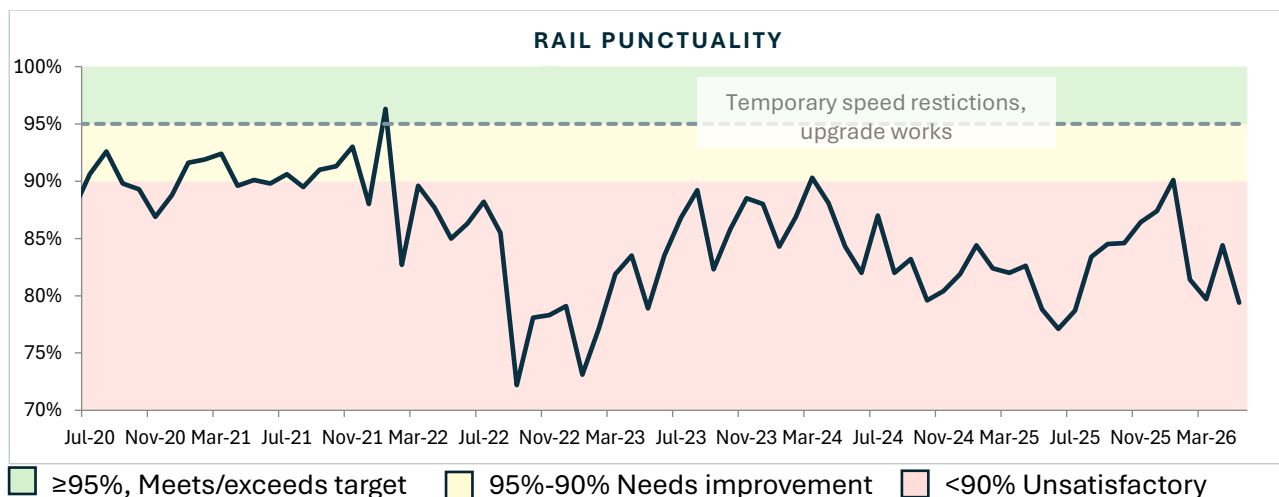
Reliability - year to date (Jul - May)

	2025/26	2024/25	Change
Hutt Valley	95.7%	96.2%	-0.5%
Johnsonville	93.2%	97.6%	-4.4%
Kapiti	96.0%	95.6%	0.4%
Wairarapa	93.7%	84.2%	9.5%
Total	95.1%	96.1%	-1.0%

Punctuality

Rail punctuality was 79.4% in May and 78.8% for the same month last year.

Speed restrictions across the network continue to delay services. Punctuality was also affected by the various network issues affecting services throughout May including ongoing signals issues. The high levels of TSRs is also causing further congestion at Wellington station which is compounding the issue.



Punctuality - current month

	May-26	May-25	Change
Hutt Valley	77.5%	77.3%	0.2%
Johnsonville	92.9%	86.3%	6.6%
Kapiti	74.6%	77.5%	-2.9%
Wairarapa	37.2%	45.9%	-8.7%
Total	79.4%	78.8%	0.6%

Punctuality - year to date (Jul - May)

	2025/26	2024/25	Change
Hutt Valley	79.7%	85.8%	-6.1%
Johnsonville	93.5%	94.0%	-0.5%
Kapiti	83.3%	71.0%	12.3%
Wairarapa	42.9%	40.8%	2.1%
Total	83.5%	82.0%	1.5%

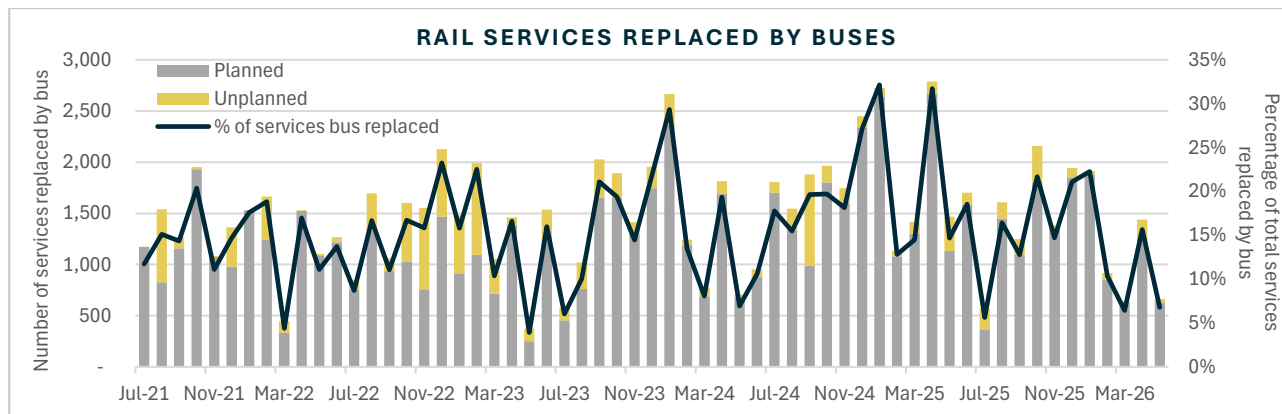
Rail Replacement Services

In May 2026, 6.8% (665) of rail services were replaced by buses (planned and unplanned). 6.4% (628) of the rail services that were replaced by buses were planned and 0.4% (37) of the rail services that were replaced by buses were unplanned.

Of the 6.4% of planned rail services that were replaced by buses: 74.8% of the services were awarded to Metlink bus operators (Tranzurban, Kinetic and Mana); 22.3% were awarded to NCS; 2.9% 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 0.4% (37) of unplanned rail services that were replaced by buses: 61.5% of the vehicles used were provided by Metlink bus operators (Tranzurban, Kinetic and Mana); 26.9% 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
Signals fault	16
Locomotive fault	8
Mechanical Fault	4
Operational incident	2
Operational reasons	2
Points fault	2
Anti-social behaviour	2
Trespasser	1

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: 5 Electronic Ticketing: - Bike racks: -
Kinetic	Vehicles: 25 Electronic Ticketing: 25 Bike racks: 25	-
Mana	Vehicles: 1 Electronic Ticketing: - Bike racks: -	-
NCS Taita	Vehicles: 14 Electronic Ticketing: 1 Bike racks: 1	-
Tranzit	Vehicles: 6 Electronic Ticketing: - Bike racks: -	-
Tranzurban	Vehicles: 6 Electronic Ticketing: 6 Bike racks: 6	-
Total	Vehicles: 52 Electronic Ticketing: 32 Bike racks: 32	Vehicles: 5 Electronic Ticketing: - Bike racks: -

Rail Staffing

As of May, available rail staffing (locomotive engineers, train managers and passenger operators) is 296 out of a target 319. There are currently an additional 11 in training and a further 3 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.

In May, overall rail network performance declined compared with April, with both punctuality and reliability affected. The main impacts were from temporary speed restrictions and a small number of network incidents, including a significant communications outage during the morning peak.

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

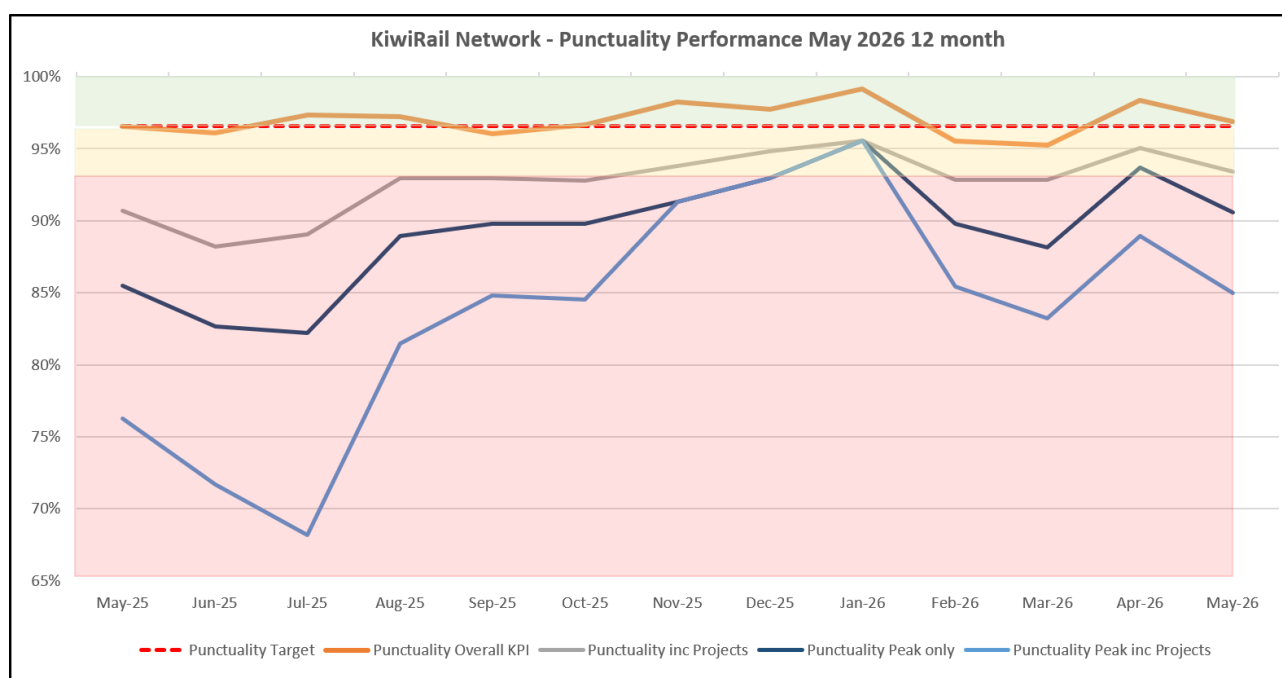
This metric is a measure of Metlink services that achieve completed planned trips within 5 mins of agreed timetable. The punctuality of rail network target is 96.6%.

Train punctuality was lower in May coming in at 96.9%, with an increase in overall delay minutes across the network. Temporary speed restrictions were the largest contributor to delays, accounting for more than half of total delay minutes. Additional delays were caused by network system issues, including a communications outage and a signalling system fault during testing on the Kāpiti and Wairarapa lines.

Temporary Speed Restrictions

Temporary speed restrictions continued to affect journey times during May. New restrictions were introduced on parts of the network where track defects or broken rail issues were identified. Several existing restrictions were removed following completed track repairs, maintenance work and ballast improvements.

On the Wairarapa Line, one temporary speed restriction was lifted after the underlying track condition issue was resolved.



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 was affected by a significant communications outage on 25 May with came in at 99.51%, which disrupted train control radio systems and signalling. The outage occurred during the morning peak and resulted in service disruptions, including bus replacements and delays for customers.

KiwiRail has completed an investigation into the communications outage and has implemented improvements to reduce the likelihood of a similar issue occurring again. These include changes to the affected equipment and enhanced monitoring and alerting arrangements.

A separate signalling fault at Khandallah on 11 May also affected Johnsonville Line services. Repairs were completed by signal maintenance staff, with some services cancelled or replaced by buses while the fault was resolved.

Network Availability

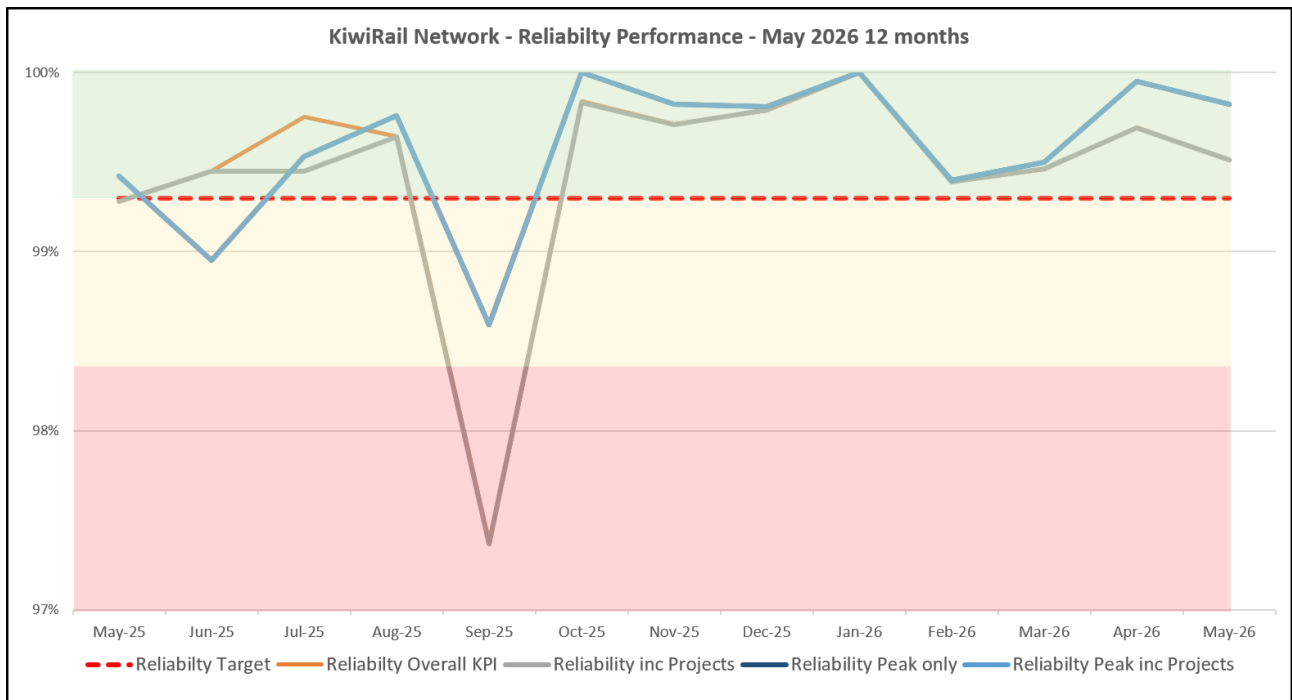
There were no planned line closures on the Wellington rail network during May.

Maintenance Compliance

Maintenance compliance remained strong in May, with required track and signals, telecommunications and electrical maintenance completed.

Health, Safety and Environment

There were 31 zero-harm days recorded in May.



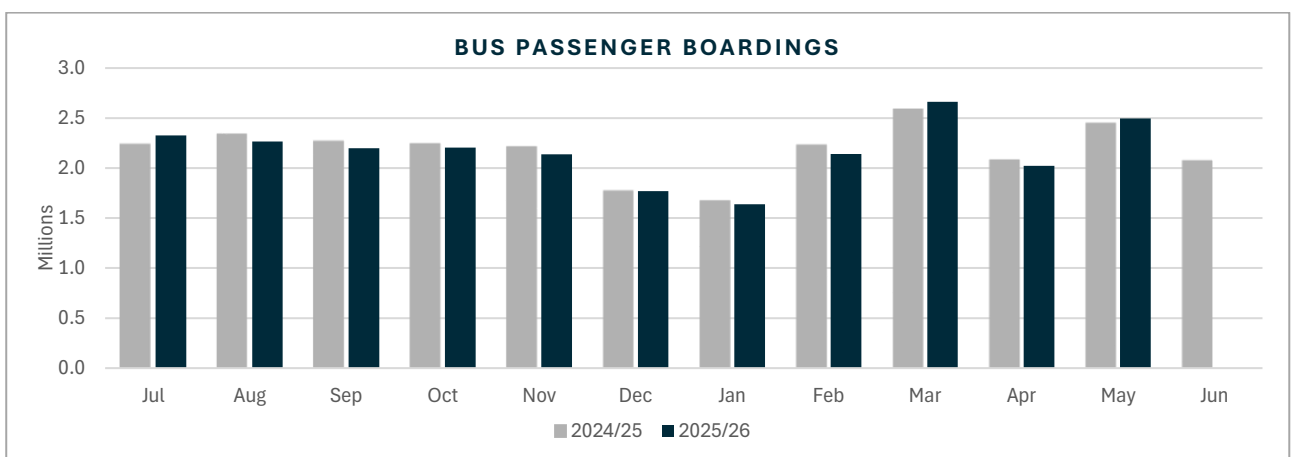
Operational performance

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

May bus passenger boardings were 1.6% higher than the same month last year, and the year-to-date boardings are 1.2% lower than last year.



Boardings by area - current month

	May-26	May-25	% Change
Wellington	1,836,905	1,822,186	0.8%
Hutt Valley	473,541	454,253	4.2%
Porirua	97,685	98,654	-1.0%
Kapiti	68,566	65,330	5.0%
Wairarapa	18,686	15,305	22.1%
Total	2,495,383	2,455,728	1.6%

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

	2025/26	2024/25	% Change
Wellington	17,737,422	17,914,236	-1.0%
Hutt Valley	4,480,125	4,544,991	-1.4%
Porirua	888,438	931,198	-4.6%
Kapiti	600,098	603,723	-0.6%
Wairarapa	153,486	143,501	7.0%
Total	23,859,569	24,137,649	-1.2%

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

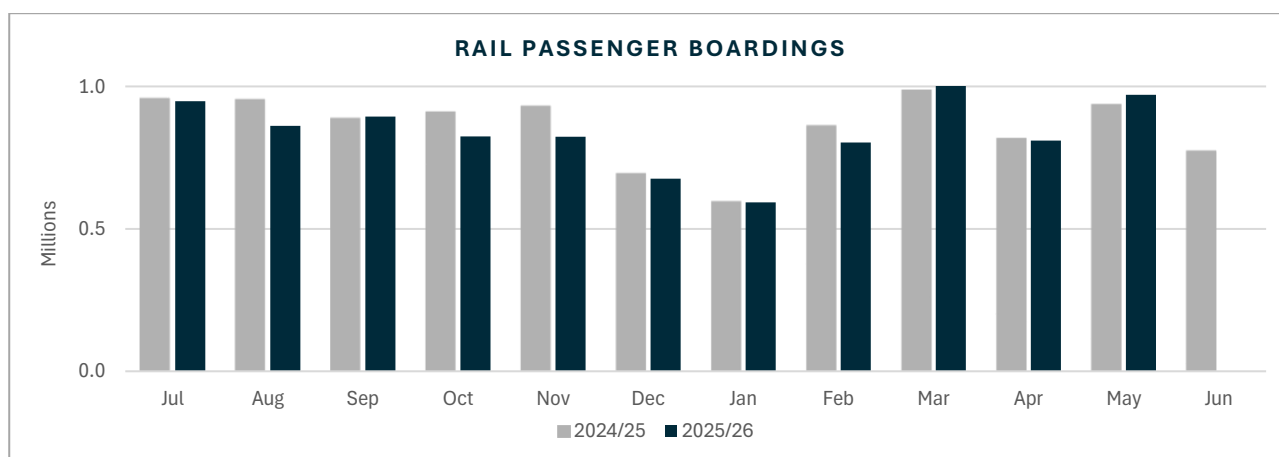
Route Number	Unit Area	Route Destination	Patronage	Scheduled Trips	Seated Capacity
2	Wellington	Karori - Wellington - Hataitai - Miramar/Seatoun	307,198	7,333	271,761
1	Wellington	Johnsonville West/Churton Park/Grenada Village - Island Bay	269,406	5,192	336,805
3	Wellington	Lyall Bay/Rongotai - Kilbirnie - Newtown - Wellington	182,585	4,932	249,904
4	Wellington	Strathmore - Newtown - Wellington - University - Mairangi	150,336	3,307	126,360
110	Wellington	Emerald Hill - Upper Hutt - Lower Hutt - Petone	99,234	2,956	116,644

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	0	16	448
N8	Hutt Valley	After Midnight (Lower Hutt - Petone - Wellington)	16	20	791
300	Porirua	Whenua Tapu Cemetery - Porirua - Titahi Bay	17	2	66
251	Wairarapa	Paekākāriki - Paraparaumu - Kāpiti Health Centre	65	26	731
N4	Porirua	After Midnight (Wellington - Wadestown - Ngaio - Khandallah)	86	30	1,188

Rail passenger boardings

May rail passenger boardings were 3.5% higher than the same month last year.



Boardings by line - current month

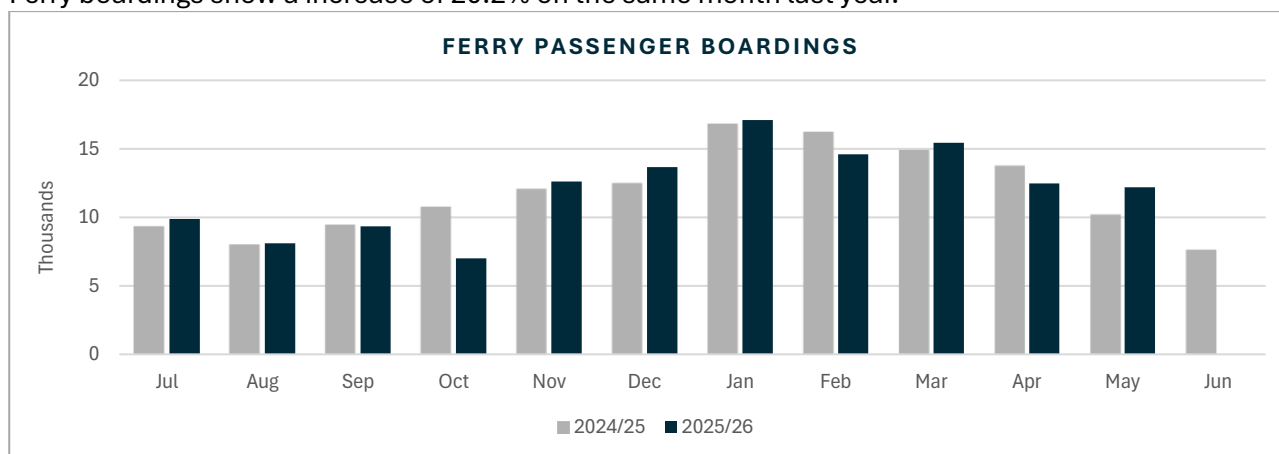
	May-26	May-25	% Change
Hutt Valley	420,041	405,513	3.6%
Kapiti	403,575	388,620	3.8%
Johnsonville	93,624	96,672	-3.2%
Wairarapa	53,872	47,557	13.3%
Total	971,112	938,362	3.5%

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

	2025/26	2024/25	% Change
Hutt Valley	3,981,611	4,201,256	-5.2%
Kapiti	3,820,857	3,881,046	-1.6%
Johnsonville	905,872	992,012	-8.7%
Wairarapa	527,292	477,179	10.5%
Total	9,235,632	9,551,493	-3.3%

Ferry passenger boardings

Ferry boardings show a increase of 20.2% on the same month last year.



Boardings - current month

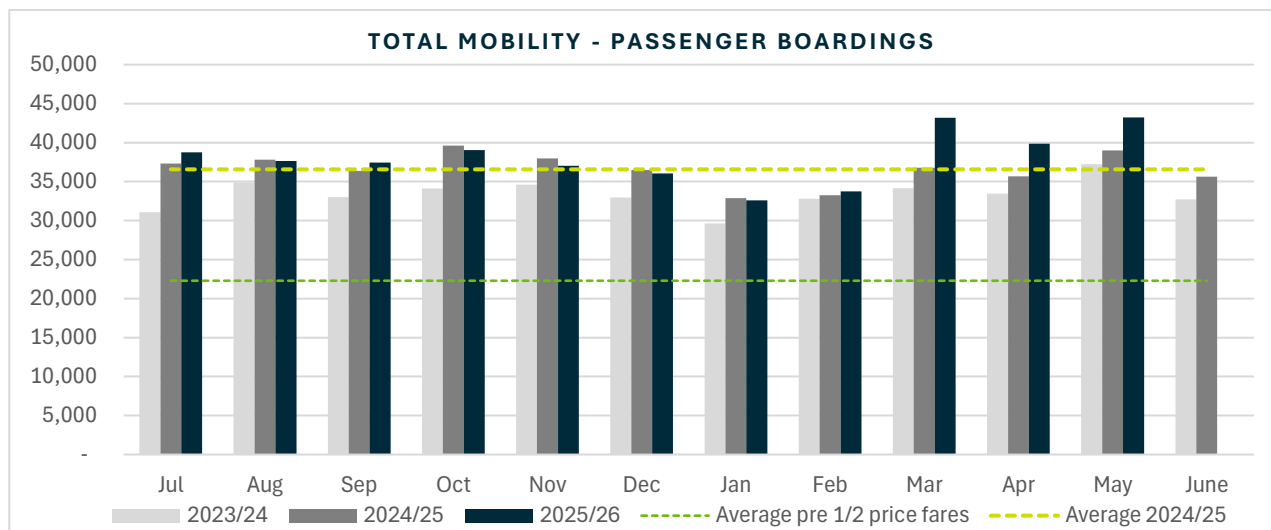
	May-26	May-25	% Change
Total	12,206	10,157	20.2%

Boardings - year to date (Jul - May)

	2025/26	2024/25	% Change
Total	132,446	133,630	-0.9%

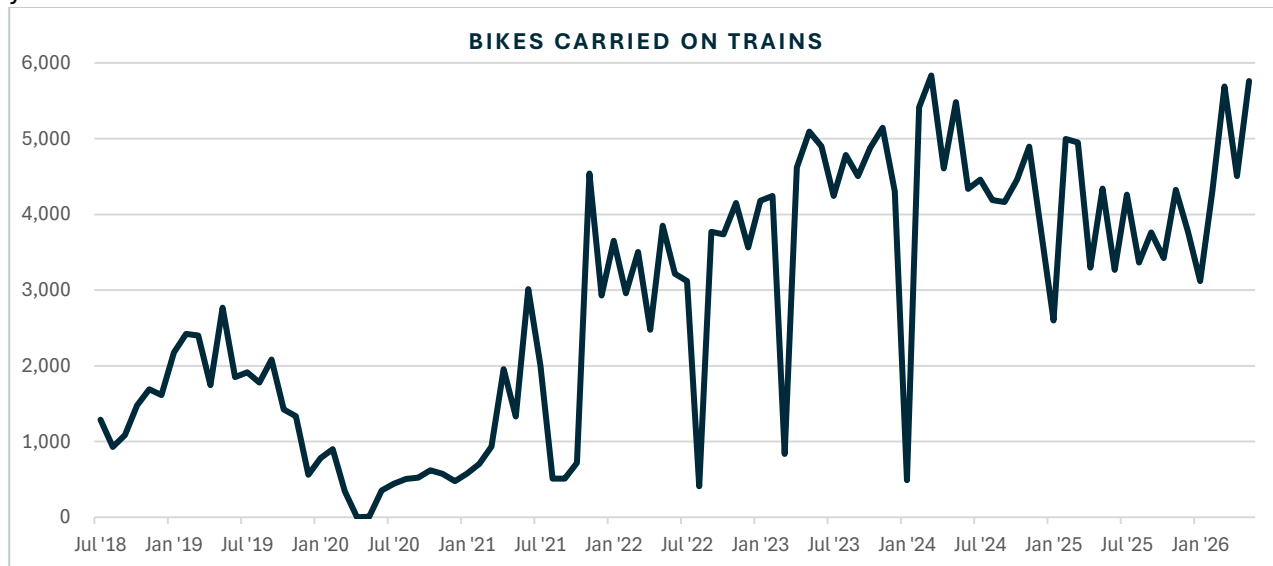
Te Hunga Whaikaha Total Mobility passenger boardings

In May, there were 43,232 Te Hunga Whaikaha Total Mobility trips, an increase of 10.9% 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

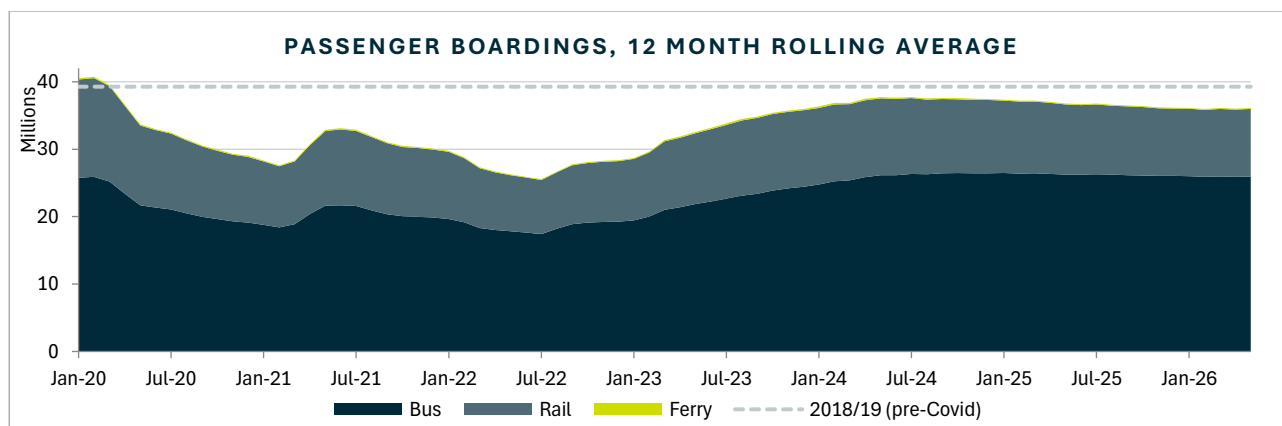
The following graph provides an estimate of the number of bikes carried on rail services, as recorded by onboard staff counts. These results may change over time as we improve data collection processes. In May, 5,761 bikes were counted onboard rail services, vs 4,340 over the same month last year.

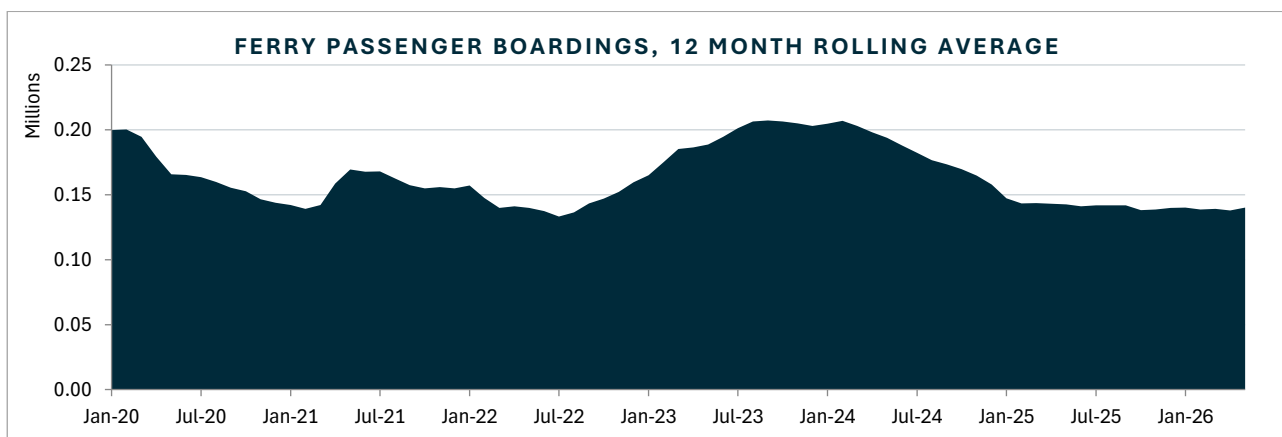
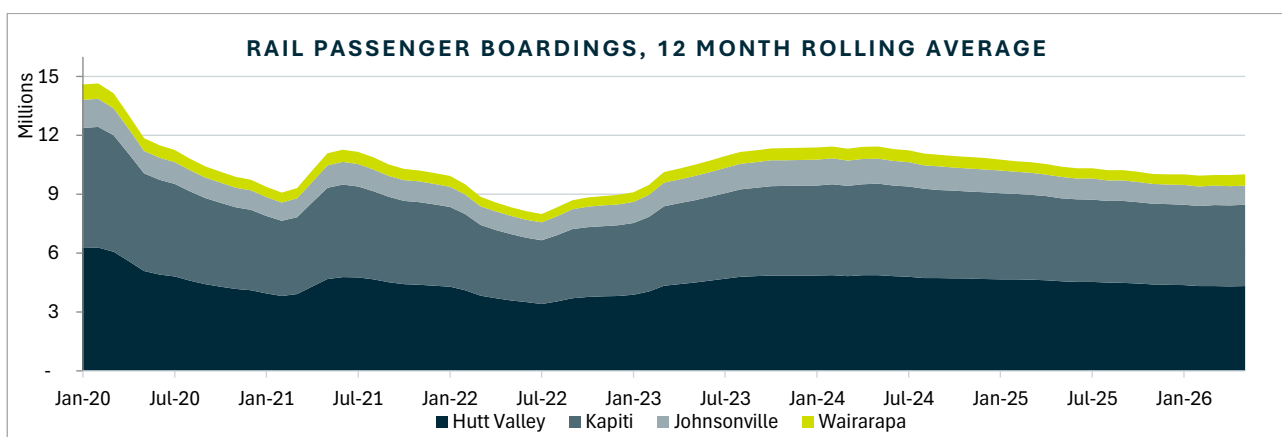
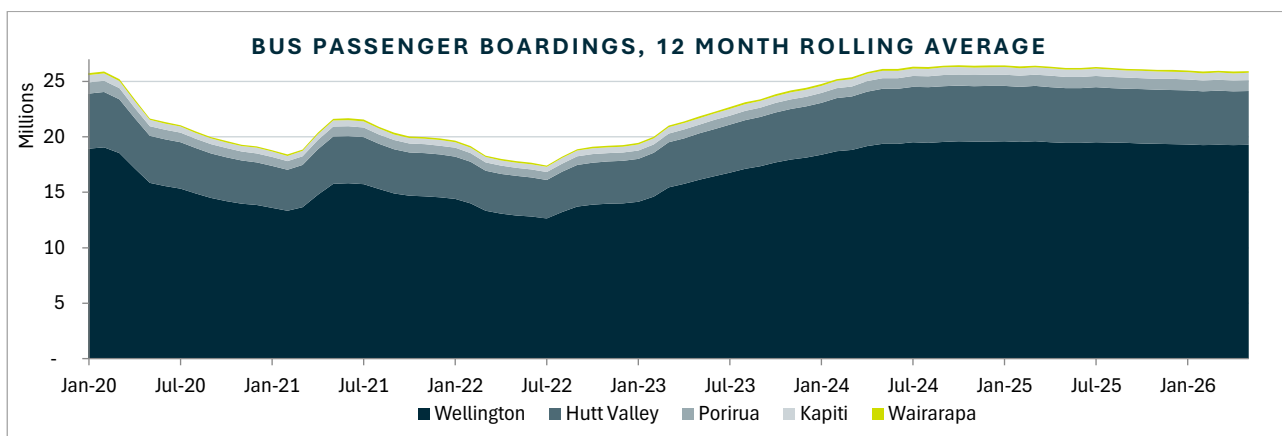


Passenger boardings trend – 12 month rolling totals

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).

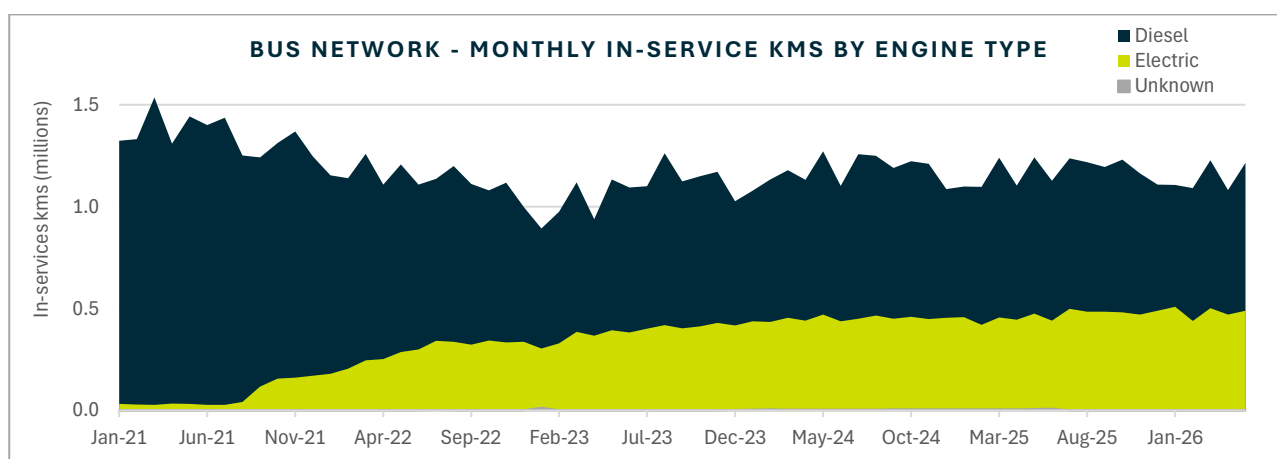




Bus emissions

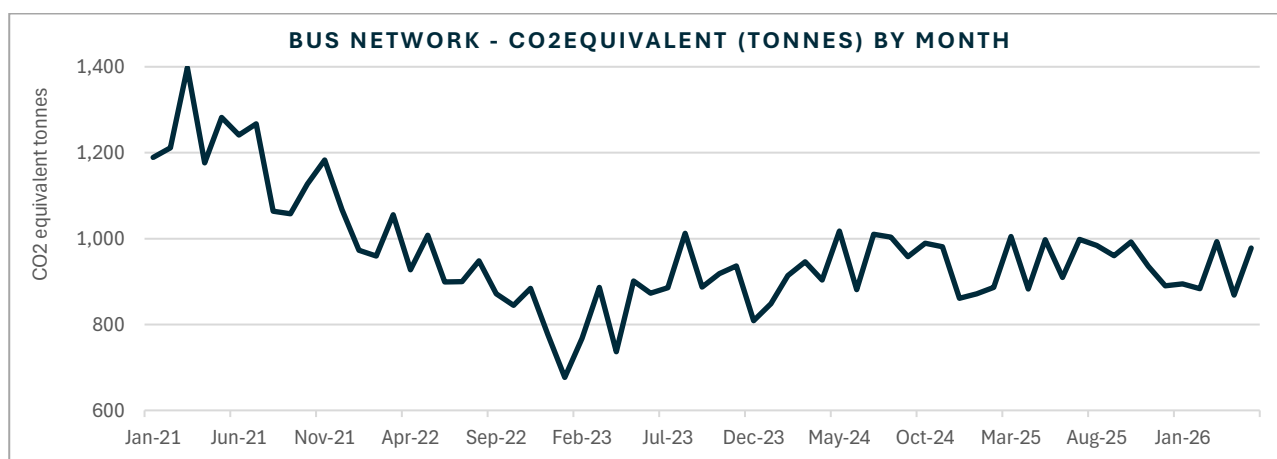
In-service kilometres by engine type

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

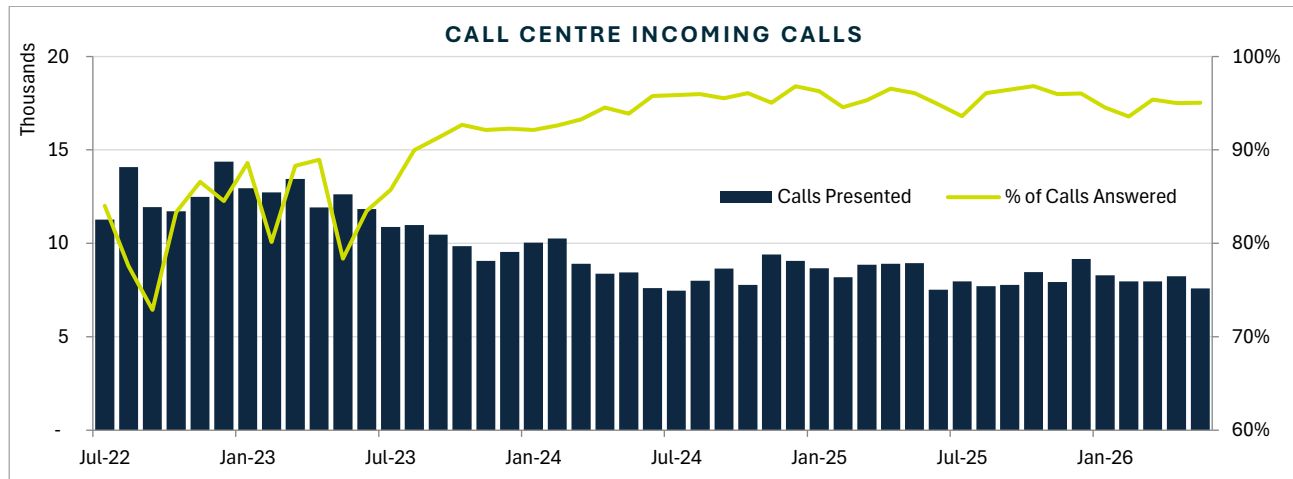
The table below shows the number of vehicles by engine type that ran bus network services in the Greater Wellington region in May.

Engine type	Count
Electric	120
EURO3	47
EURO4	18
EURO5	73
EURO6	213
Unknown	4
Total	475

Customer contact

Call centre incoming calls

Metlink answered 95.1% of the 7,595 calls received in May.



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 4632 Snapper and 547 EMV payment validations on board rail services in May 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 May 2026 period. No infringement notices were issued over the period.

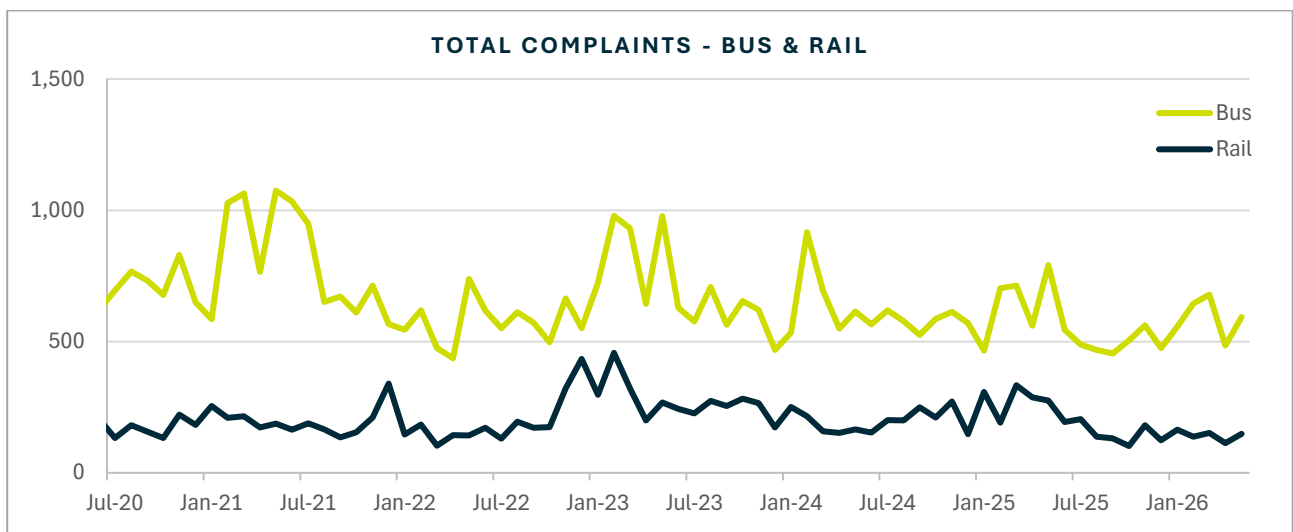
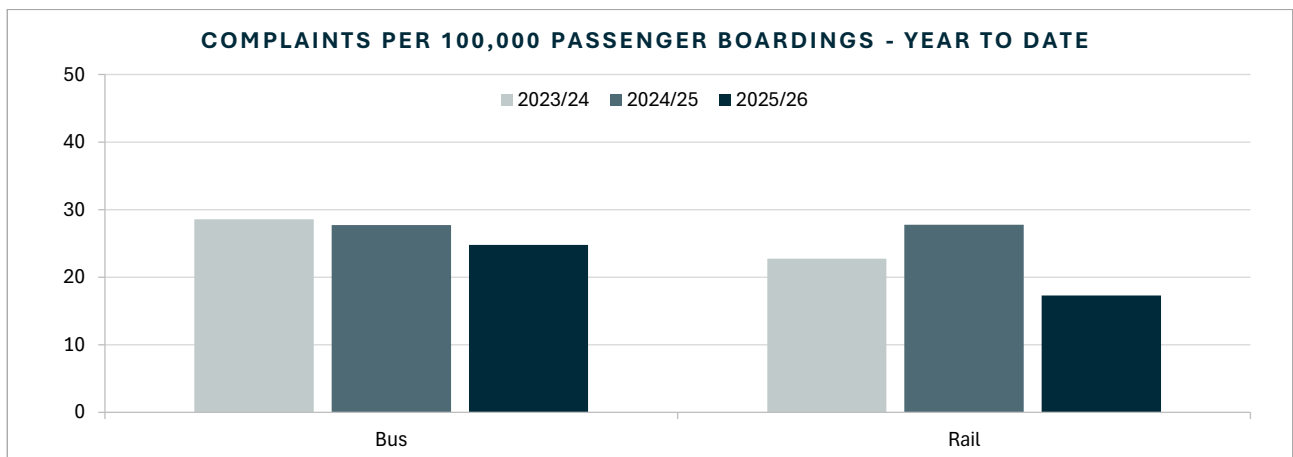
Mode	Rail - HVL	Rail - KPL	Rail - JVL	Rail - MEL	Rail - WRL	Bus	Ferry	Platform	TOTAL
Details sought	59	56	6	1	2	1	0	23	148

Significant Revenue Protection proactive engagement occurred on Wellington Station platform during May with the introduction of EMV. Scanning onboard with the android application (including EMV scanning ability) commenced from Tuesday 19th May 2026.

Complaints

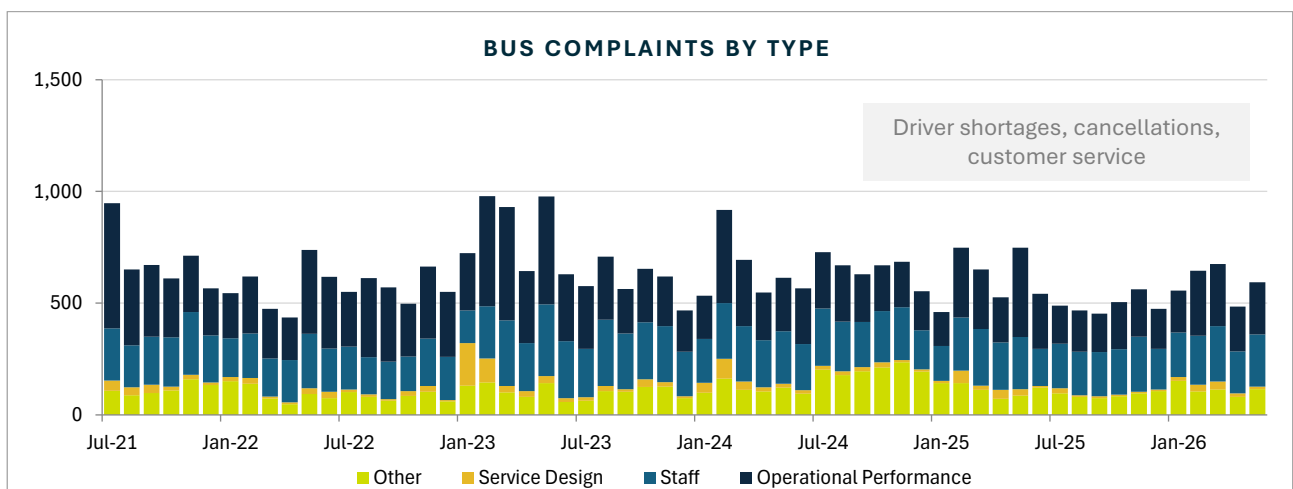
Complaints volume

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 24.9% lower than May last year. They relate mostly to operational performance and driver behaviour.



Bus complaints - current month

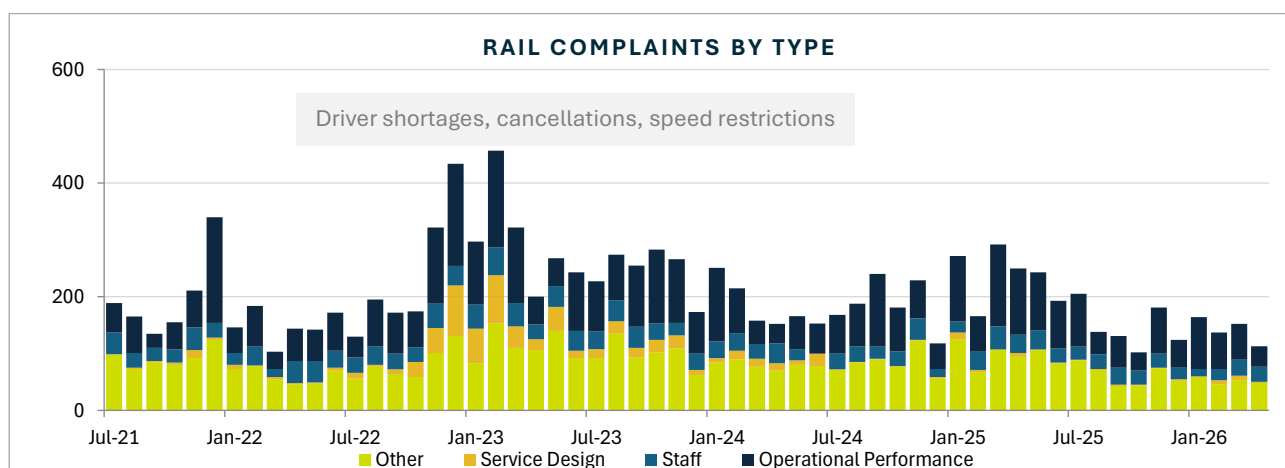
	May-26	May-25	Change
Wellington			
Newlands, Tawa	30	21	42.9%
East-West, City	159	279	-43.0%
North-south, Khandallah, Brooklyn	199	276	-27.9%
Hutt Valley	146	159	-8.2%
Porirua	31	29	6.9%
Kapiti	19	17	11.8%
Wairarapa	10	10	0.0%
General	-	-	0.0%
Total	594	791	-24.9%

Bus complaints - year to date (Jul - May)

	2025/26	2024/25	Change
Wellington			
Newlands, Tawa	324	456	-28.9%
East-West, City	1,780	2,295	-22.4%
North-south, Khandallah, Brooklyn	1,904	2,008	-5.2%
Hutt Valley	1,347	1,441	-6.5%
Porirua	226	266	-15.0%
Kapiti	164	186	-11.8%
Wairarapa	88	71	23.9%
General	80	-	
Total	5,913	6,723	-12.0%

Rail complaints

Rail complaints for the month were 45.8% lower than May last year. They relate mostly to operational performance and staff.



Rail complaints - current month

	May-26	May-25	Change
Hutt Valley	72	91	-20.9%
Kapiti	44	72	-38.9%
Johnsonville	17	16	6.3%
Wairarapa	16	59	-72.9%
General	0	37	-100.0%
Total	149	275	-45.8%

Rail complaints - year to date (Jul - May)

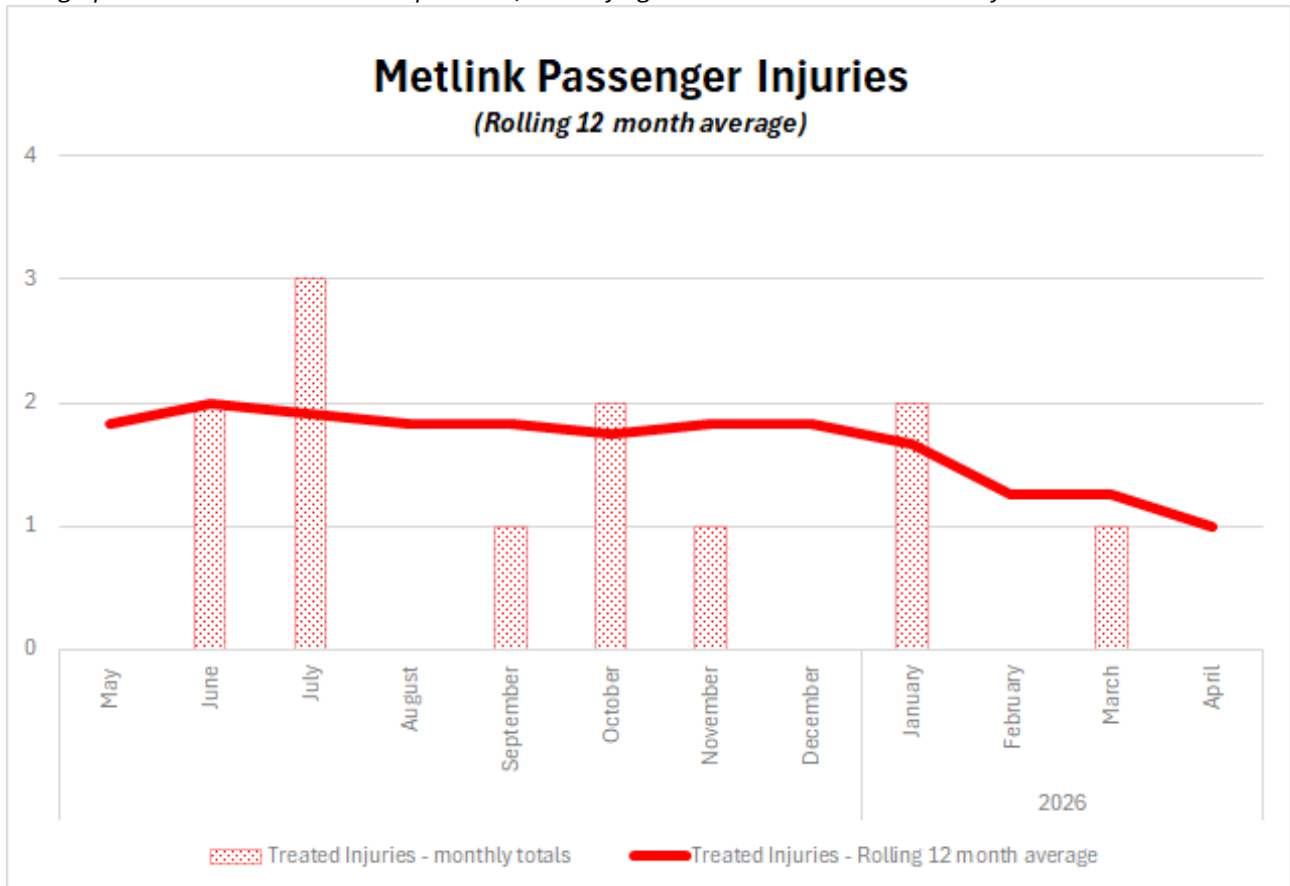
	2025/26	2024/25	Change
Hutt Valley	687	943	-27.1%
Kapiti	488	805	-39.4%
Johnsonville	161	145	11.0%
Wairarapa	219	348	-37.1%
General	41	435	-90.6%
Total	1,596	2,676	-40.4%

Health, Safety and Wellbeing

Passenger Injuries

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

The graph below shows data as of April 2026, the May figures will be included once they become available.



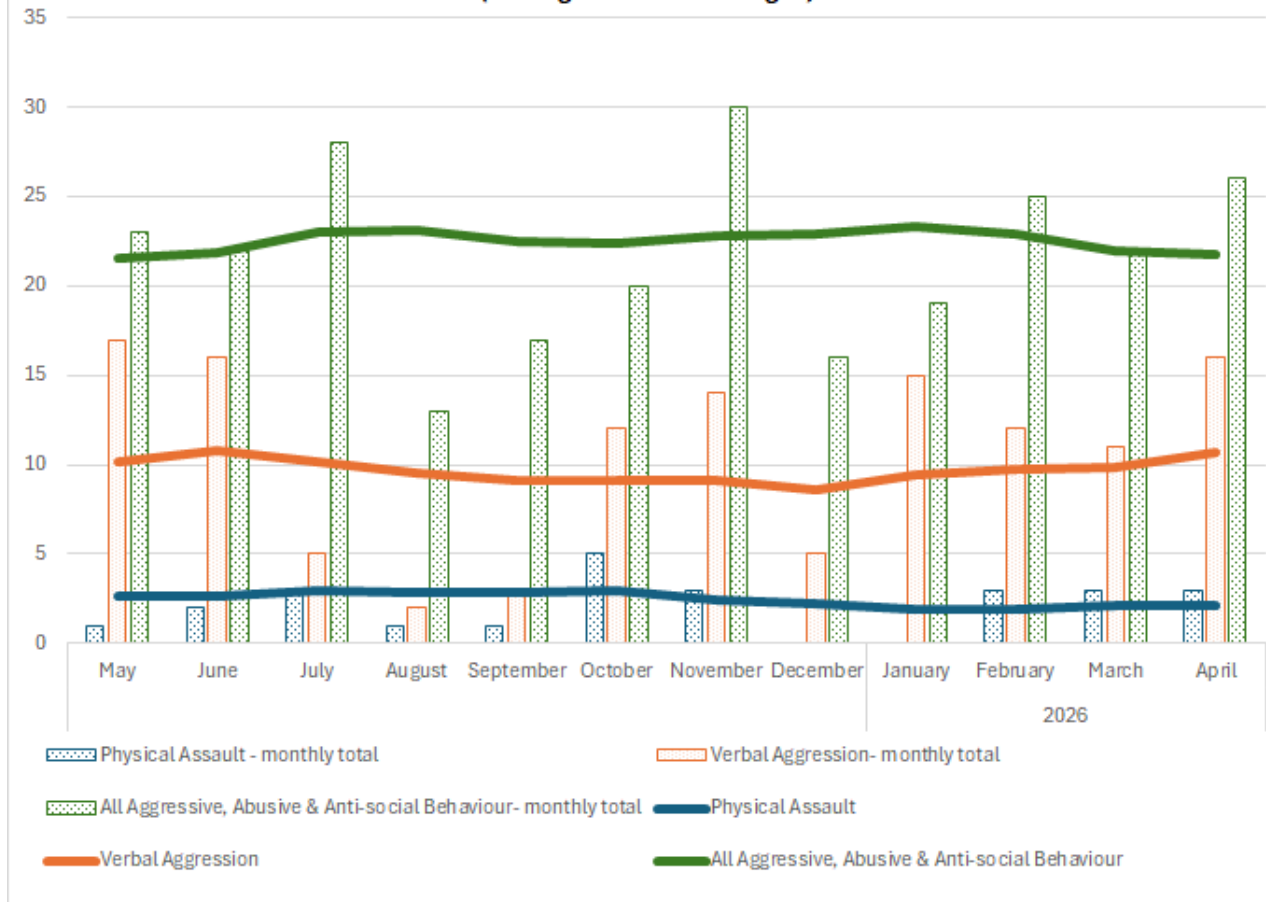
Aggressive & Abusive Behaviour

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

The graph below shows data as of April 2026, the May figures will be included once they become available.

Metlink - Aggressive & Abusive Behaviour Events

(Rolling 12 month averages)



Financial performance

Fare revenue

Bus and rail fare revenue

In May 2026, there was a budget surplus of \$519,588 for the month across bus and rail services. The year-to-date budget shortfall for bus and rail fare revenue is \$6,198,360.

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.

The ferry fare revenue in May was \$127,990.

Fare revenue - current month

	May-26	Budget	Excess/Shortfall
Bus	4,410,126	3,982,533	427,593
Rail	3,821,693	3,729,698	91,995
Total	\$ 8,231,819	\$ 7,712,231	\$ 519,588

Fare revenue - year to date (Jul - May)

	2025/26	Budget	Excess/Shortfall
Bus	42,462,909	43,807,867	-1,344,958
Rail	36,173,273	41,026,675	-4,853,402
Total	\$ 78,636,182	\$ 84,834,542	-\$ 6,198,360