

Metlink performance report

MAY 2025



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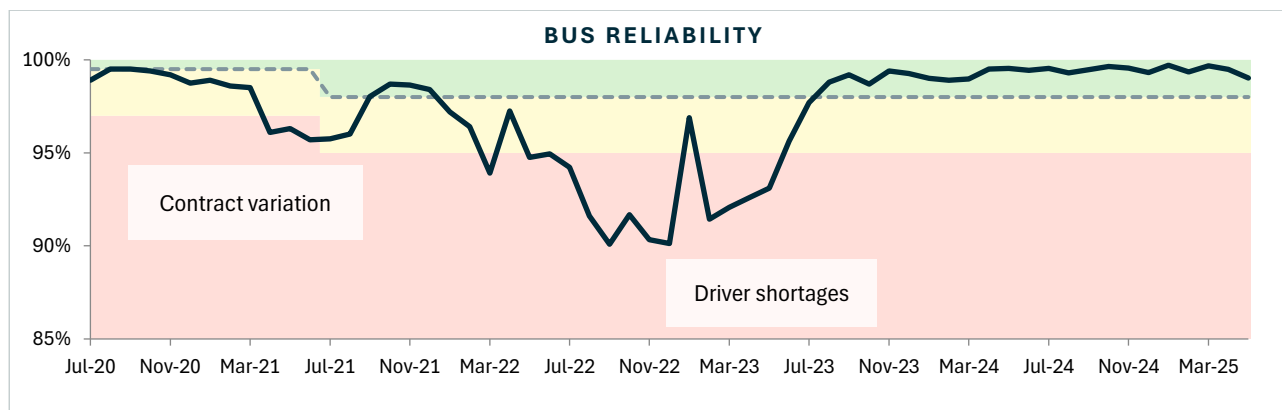
Partner performance



Bus operators

Reliability

The bus reliability measure shows the percentage of scheduled services that ran, as tracked by RTI and Snapper systems. In May, 99.0% of bus services were delivered, and 99.5% for the year to date. Reliability this month continues to reflect stable driver numbers and retention rates.



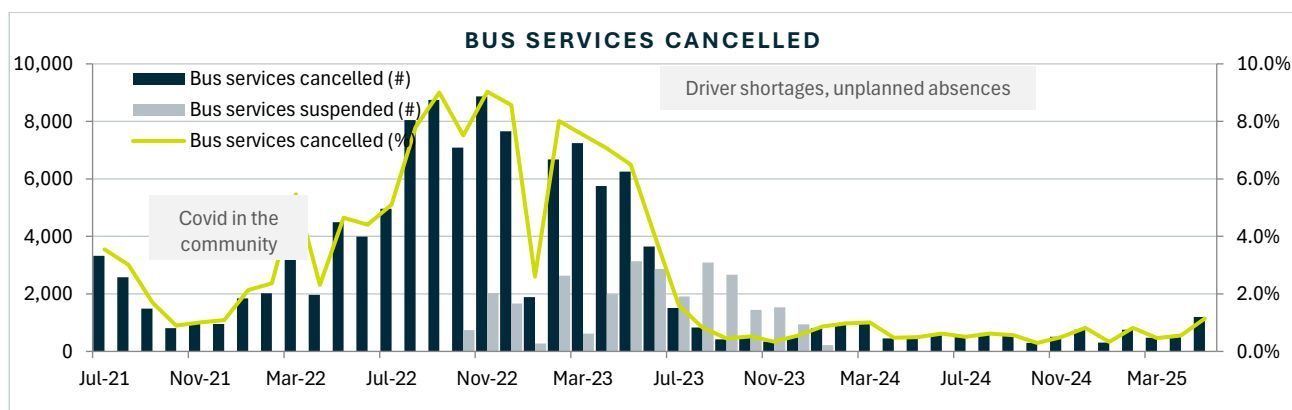
■ ≥98%, Meets/exceeds target
 ■ 98%-95% Needs improvement
 ■ <95% Unsatisfactory

Reliability - current month

	May-25	May-24	Change
Wellington City			
Newlands & Tawa	99.8%	98.4%	1.4%
East, West & City	99.5%	99.8%	-0.3%
North, South, Khandallah & Brooklyn	97.1%	99.2%	-2.1%
Hutt Valley	99.7%	99.8%	-0.2%
Porirua	98.6%	99.2%	-0.6%
Kapiti	99.7%	99.9%	-0.2%
Wairarapa	99.9%	99.8%	0.1%
Total	99.0%	99.5%	-0.5%

Reliability - year to date (Jul - May)

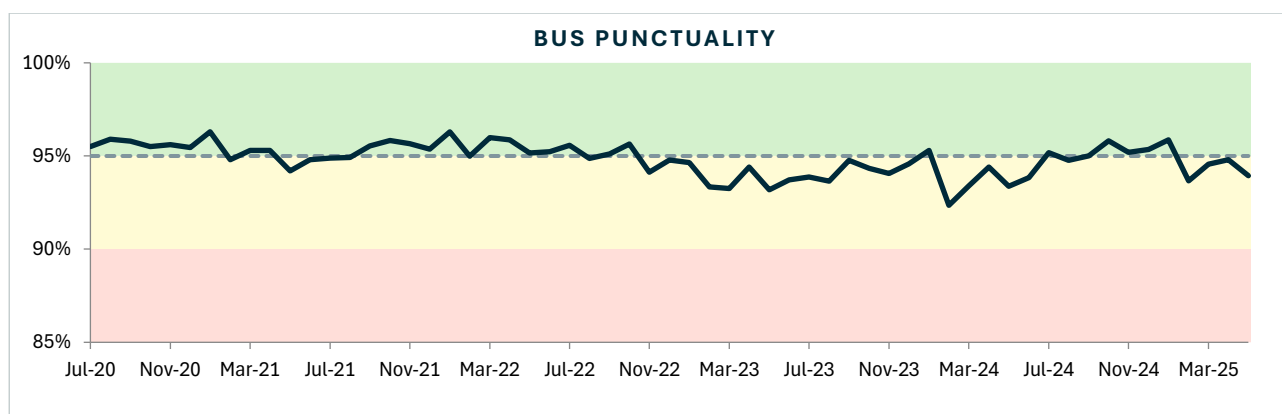
	2024/25	2023/24	Change
Wellington City			
Newlands & Tawa	99.6%	99.2%	0.4%
East, West & City	99.7%	99.8%	-0.1%
North, South, Khandallah & Brooklyn	98.8%	97.8%	1.0%
Hutt Valley	99.8%	99.4%	0.4%
Porirua	99.1%	97.5%	1.6%
Kapiti	99.7%	99.5%	0.2%
Wairarapa	99.4%	98.6%	0.8%
Total	99.5%	99.0%	0.5%



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 93.9% in May and 94.9% for the year to date. Punctuality this month has been impacted by congestion in the usual places across the region, and various roadworks sites, including Evans Bay Parade and Thorndon Quay. The severe Red Weather Alert event over the 1st and 2nd May had a wide impact on services across the region, particularly those servicing Eastbourne and the South Coast due to the high winds and other associated effects such as downed power lines, and the closure of Marine Parade in Eastbourne to allow HCC to clear the debris that had been washed up onto the road by the high tides.



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

Punctuality - current month

	May-25	May-24	Change
Wellington City			
Newlands & Tawa	95.2%	95.2%	0.1%
East, West & City	94.9%	94.2%	0.7%
North, South, Khandallah & Brooklyn	91.5%	92.1%	-0.6%
Hutt Valley	92.5%	92.3%	0.2%
Porirua	96.6%	95.6%	1.0%
Kapiti	96.9%	93.1%	3.8%
Wairarapa	91.7%	87.8%	3.9%
Total	93.9%	93.4%	0.6%

Punctuality - year to date (Jul - May)

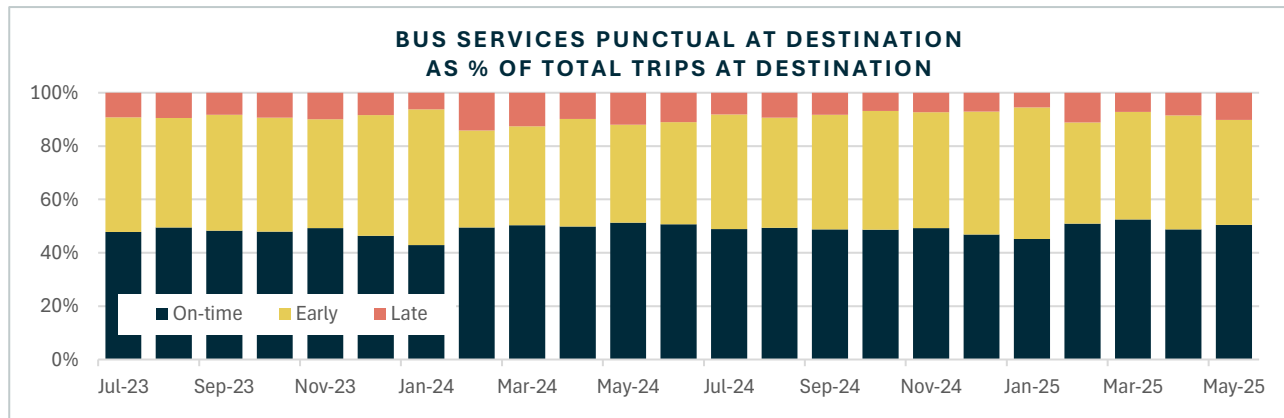
	2024/25	2023/24	Change
Wellington City			
Newlands & Tawa	95.8%	95.5%	0.3%
East, West & City	95.9%	95.3%	0.6%
North, South, Khandallah & Brooklyn	92.9%	91.3%	1.6%
Hutt Valley	94.0%	94.1%	-0.1%
Porirua	96.8%	95.3%	1.5%
Kapiti	96.7%	93.3%	3.4%
Wairarapa	93.0%	90.4%	2.6%
Total	94.9%	94.0%	0.9%

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, 50.4% of bus services recorded at destination arrived on time, with a further 39.4% arriving more than one minute early, while 10.2% of services arrived more than five minutes late.



Punctuality at destination - current month

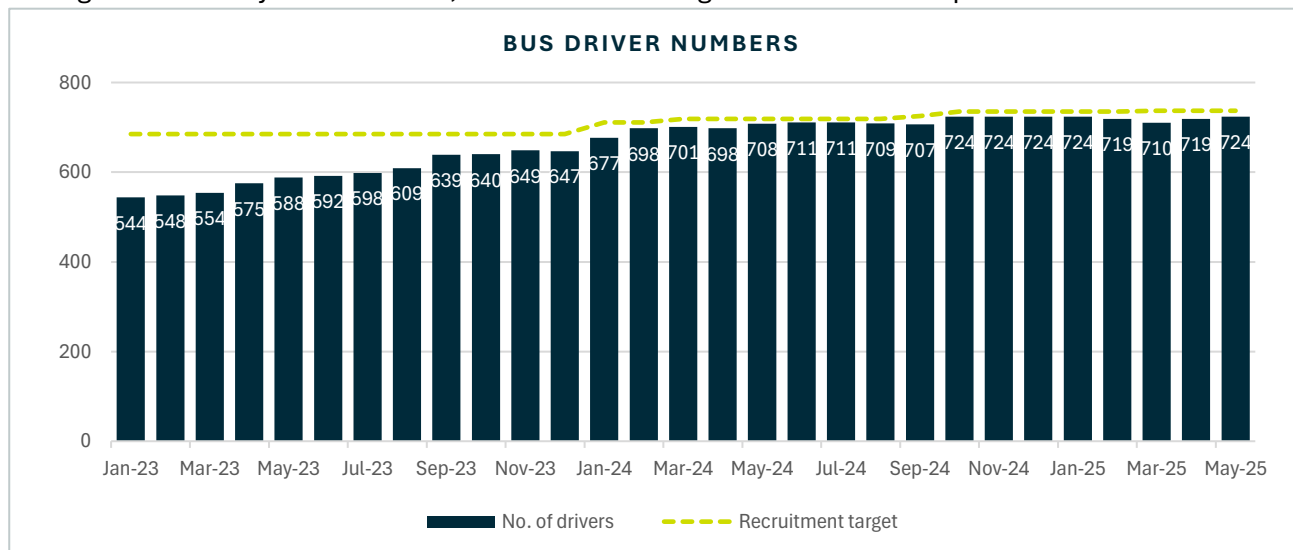
	May-25	May-24	Change
On-time	50.4%	51.2%	-0.8%
Early	39.4%	36.8%	2.6%
Late	10.2%	12.0%	-1.8%

Punctuality at destination - year to date (Jul - May)

	2024/25	2023/24	Change
On-time	48.9%	48.5%	0.4%
Early	42.0%	41.5%	0.5%
Late	9.1%	10.0%	-0.9%

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.



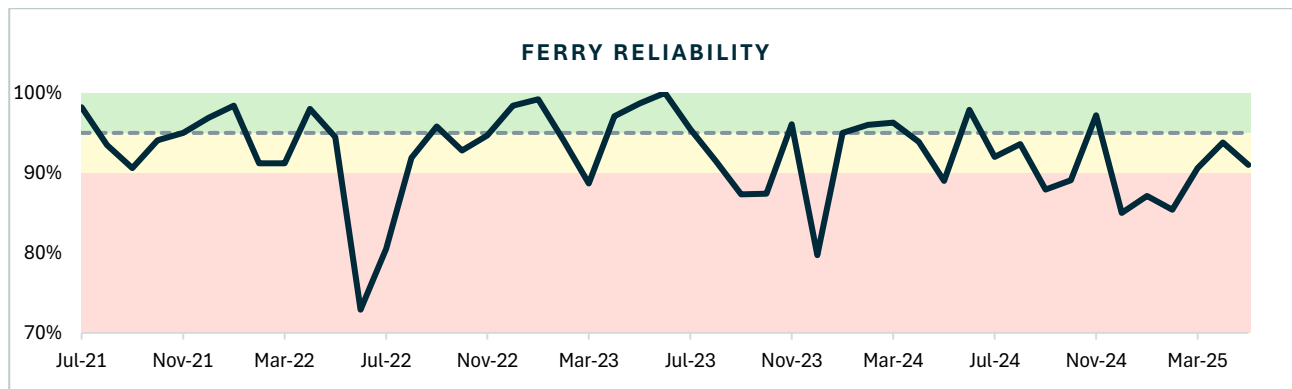


Ferry operator

Reliability

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

Reliability for May was 91.0%, compared to 89% for the same month last year. There were 66 weather-related cancellations this month, and no non-weather-related cancellations.



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

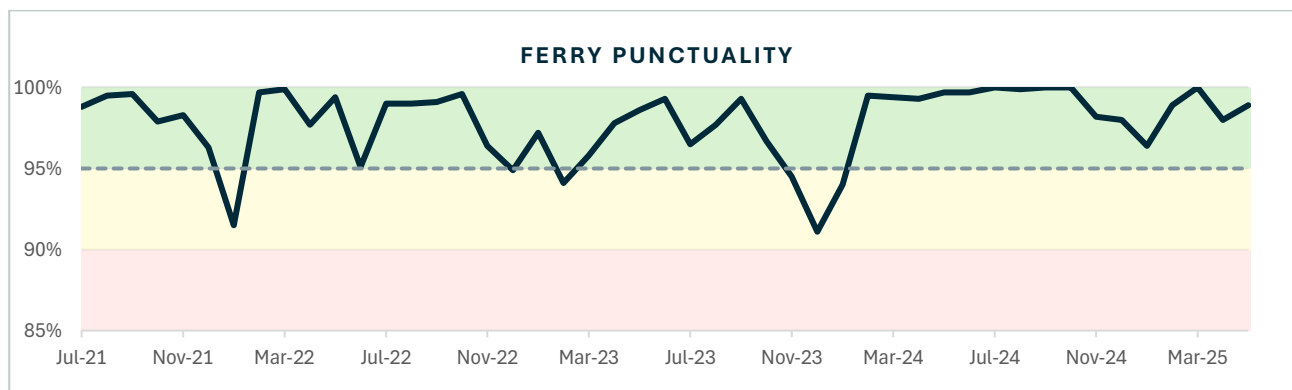
Reliability - current month

	May-25	May-24	% Change
Total	91.0%	89.0%	2.0%

Punctuality

Ferry punctuality is a measure of ferries leaving the origin wharf no earlier than 4 minutes 59 seconds before schedule.

Punctuality for May was 98.9%, compared to 99.7% for the same month last year.



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

Punctuality - current month

	May-25	May-24	% Change
Total	98.9%	99.7%	-0.8%



Rail operator

Reliability

The rail reliability measure shows the percentage of scheduled services that depart from origin and key stations no earlier than 30 seconds before the scheduled time, meet the consist size for the scheduled service, and stop at all stations timetabled for the service.

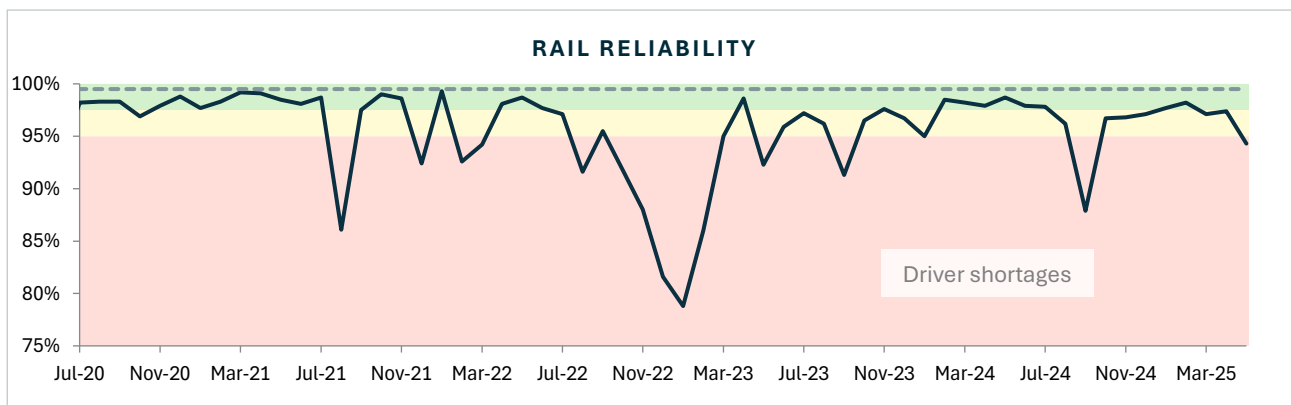
Rail service reliability was 94.3% in May and 96.1% for the year to date.

TSRs on the Kapiti Line continue to impact services leading to some early terminations at Paraparaumu.

In May, the Wairarapa line experienced significant disruption due to staff shortages, network and vehicle issues. We are working with Kiwirail and transdev to improve performance.

A significant weather event early in the month brought severe wind warnings to the Wellington region. This caused widespread disruption across the network, and Ngauranga Station was closed pre-emptively. Issues with Kiwirail signalling also caused issues throughout the month

Mechanical issues affected 0.4% and staffing issues 0.2%.



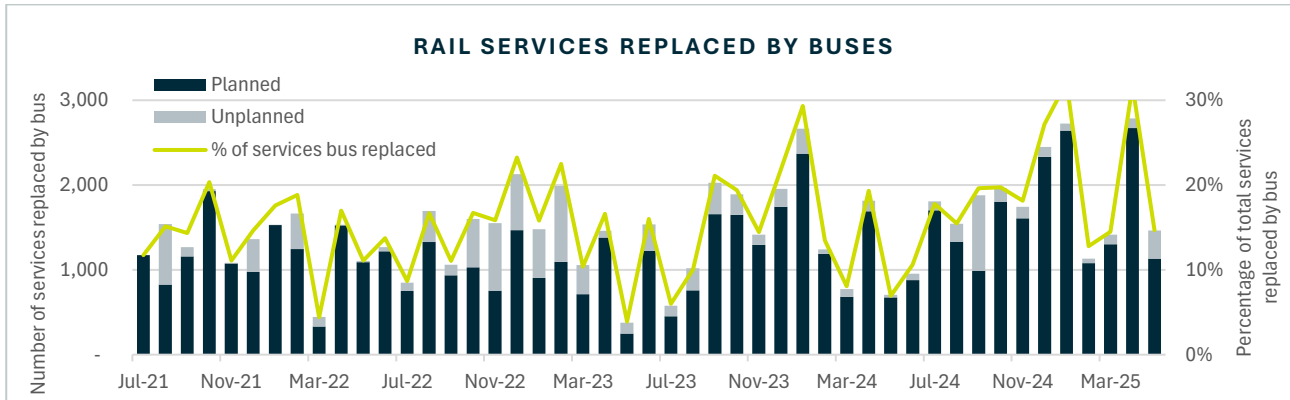
Reliability - current month

	May-25	May-24	Change
Hutt Valley	91.3%	98.5%	-7.2%
Johnsonville	98.3%	99.4%	-1.1%
Kapiti	97.0%	98.7%	-1.7%
Wairarapa	68.8%	93.4%	-24.6%
Total	94.3%	98.7%	-4.4%

Reliability - year to date (Jul - May)

	2024/25	2023/24	Change
Hutt Valley	96.2%	97.6%	-1.4%
Johnsonville	97.6%	96.6%	1.0%
Kapiti	95.6%	97.2%	-1.6%
Wairarapa	84.2%	93.0%	-8.8%
Total	96.1%	97.1%	-1.0%

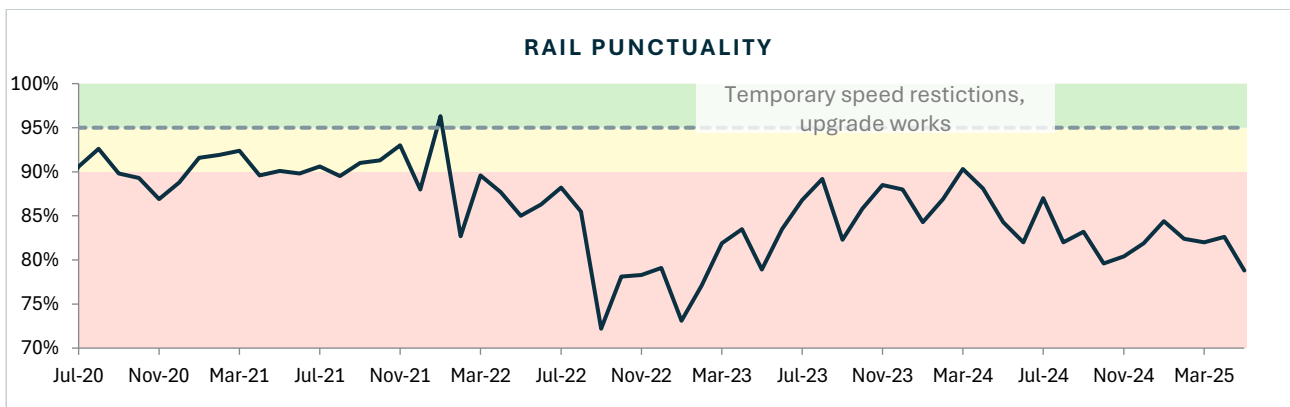
In May, 14.7% of rail services were replaced by buses, compared to 31.7% the previous month.



In May, there were 9991 rail trips run, carrying 938,362 passengers.

Punctuality

Punctuality continues to be impacted by a high level of speed restrictions across the network, particularly on the Kāpiti and Wairarapa Lines. Services were also delayed by the weather event at the beginning of May and the signalling issues seen on the Hutt line also delayed some services



Punctuality - current month

	May-25	May-24	Change
Hutt Valley	77.3%	87.5%	-10.2%
Johnsonville	86.3%	96.2%	-9.9%
Kapiti	77.5%	77.1%	0.4%
Wairarapa	45.9%	6.5%	39.4%
Total	78.8%	84.3%	-5.5%

Punctuality - year to date (Jul - May)

	2024/25	2023/24	Change
Hutt Valley	85.8%	88.5%	-2.7%
Johnsonville	94.0%	96.0%	-2.0%
Kapiti	71.0%	84.5%	-13.5%
Wairarapa	40.8%	24.6%	16.2%
Total	82.0%	87.5%	-5.5%

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.

May Commentary

May's performance increased by 1.46% for Punctuality and decreased slightly by 0.03% for Reliability compared to the month of April. The increase in Punctuality was predominately due to a decrease in TSR's on the Kapiti Line following Anzac weekend works which reflected positively in lost time minutes throughout the month of May.

During May KiwiRail implemented the new ICONIS train control software in the Petone to Featherston area. ICONIS is the new national train control system supplied by Alstom that is renewing the legacy 25-year-old "Realflex" system. The ICONIS system has introduced key improvements for train control including train describer, electronic train graphing and conflict resolution, automatic route setting and release code for protecting track occupancy.

The system was tested over 6 months of nights, weekends and targeted weekdays prior to go-live. After full-time go-live, full production running raised a couple of issues that have caused service delays. KiwiRail are addressing these issues with Alstom.

The largest signal disruption for the month occurred with the signalling system at Ngauranga on the 8th and 9th of May, with 2 signals at stop (Red). On investigation it was found the software was not connecting in the field. Signal technicians remained on site to monitor the operation of Signalling.

Settling-in rail conditions were in place on the 12th of May between Tawa and Kenepuru following a weekend rerail.

Reliability for the month was impacted by services terminating early at Trentham on the Hutt Valley Line due to TSRs, on the 14th of May a Power Outage occurred at Wellington.

On the 20th of May, #3 points Khandallah failed, KiwiRail Signals technician fixed this by 0730 hours however an operational decision was made to run half hourly timetable for the remainder of the peak period which impacted reliability as services were bus replaced.

Network Availability

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

Maintenance Compliance

Maintenance is 100% compliant across both Track and STTE. 4 | © KiwiRail May Summary

Maintenance Backlog

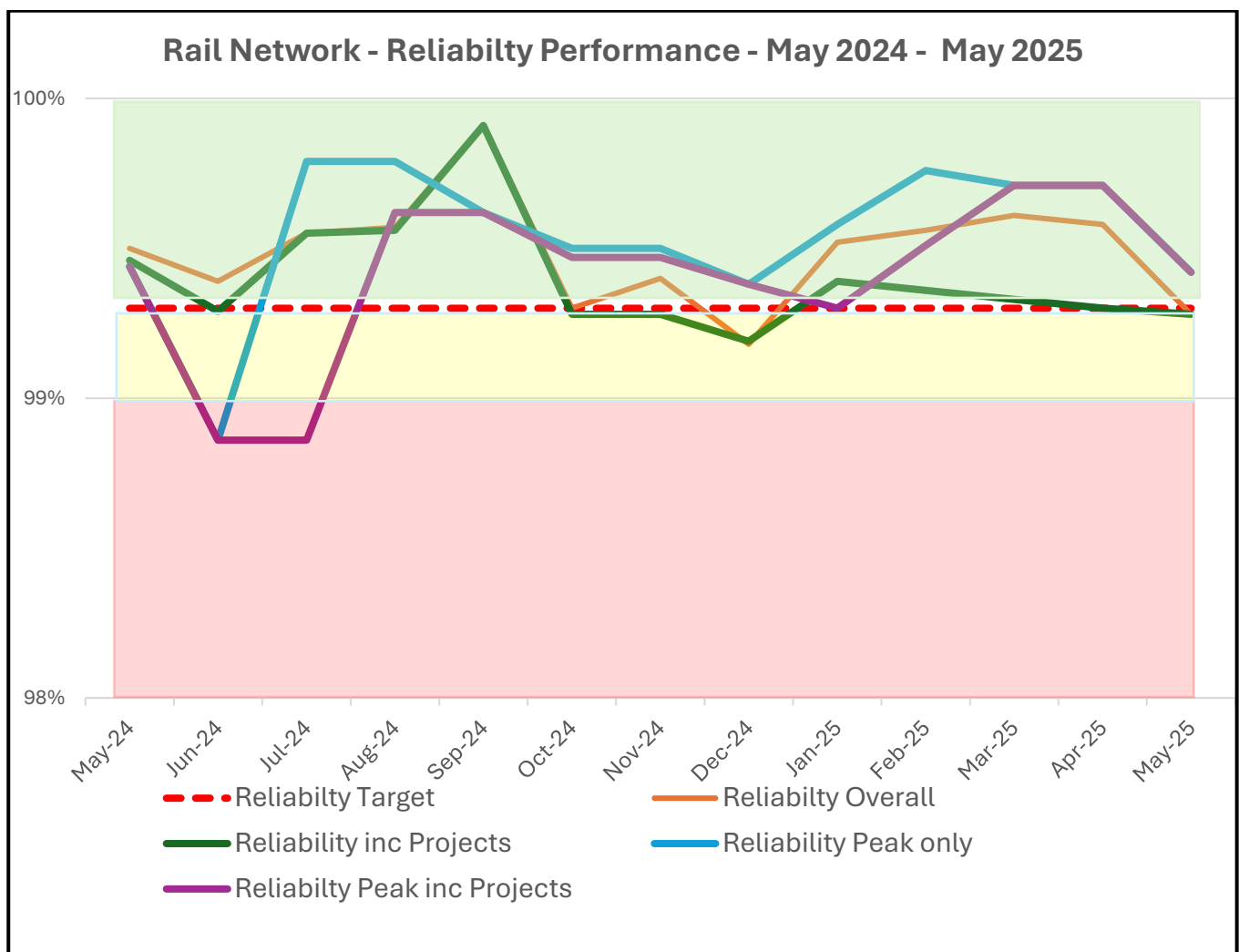
Four Signals maintenance work orders remain open, all awaiting materials.

HSE

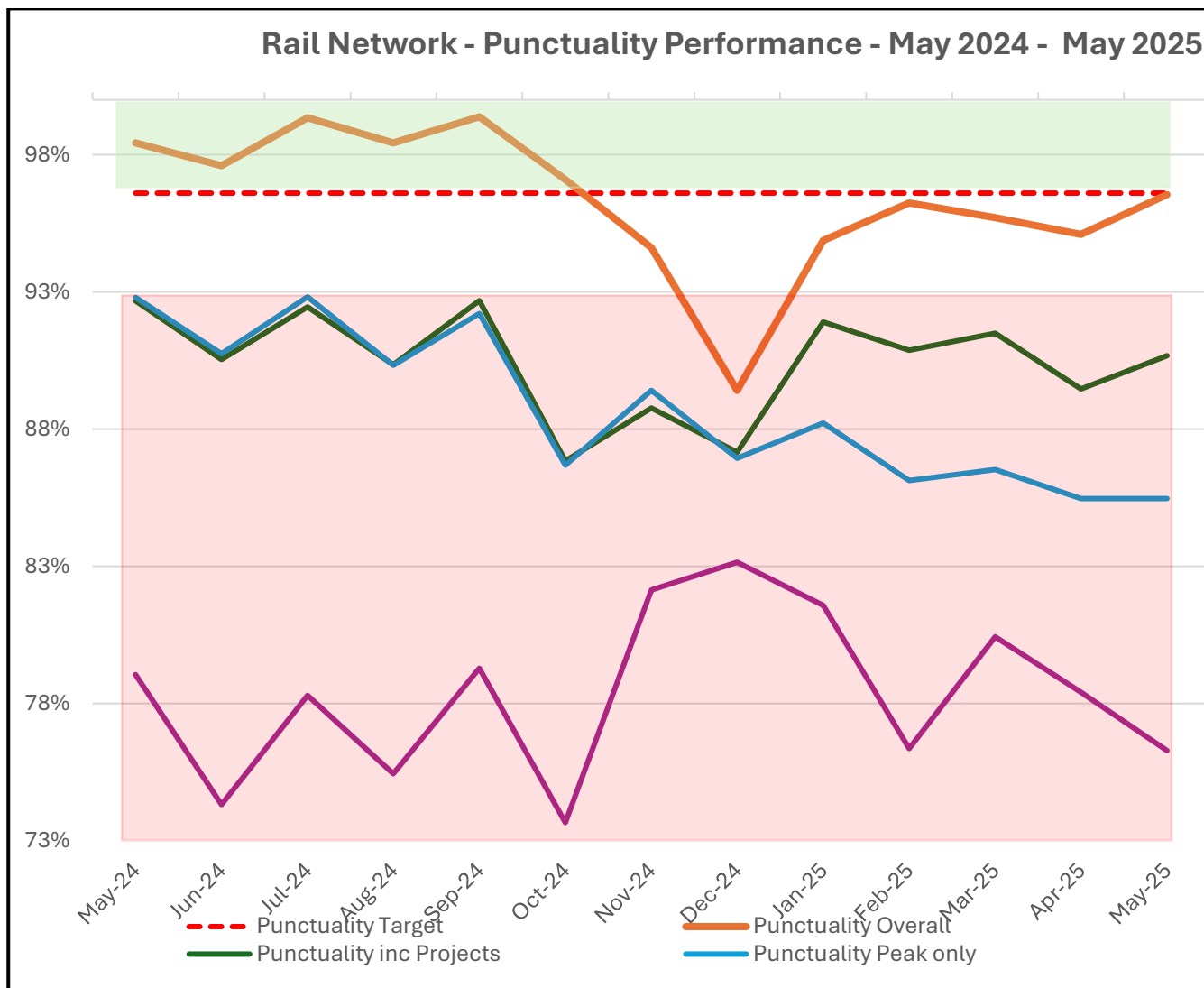
30 Harm Free Days in May

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



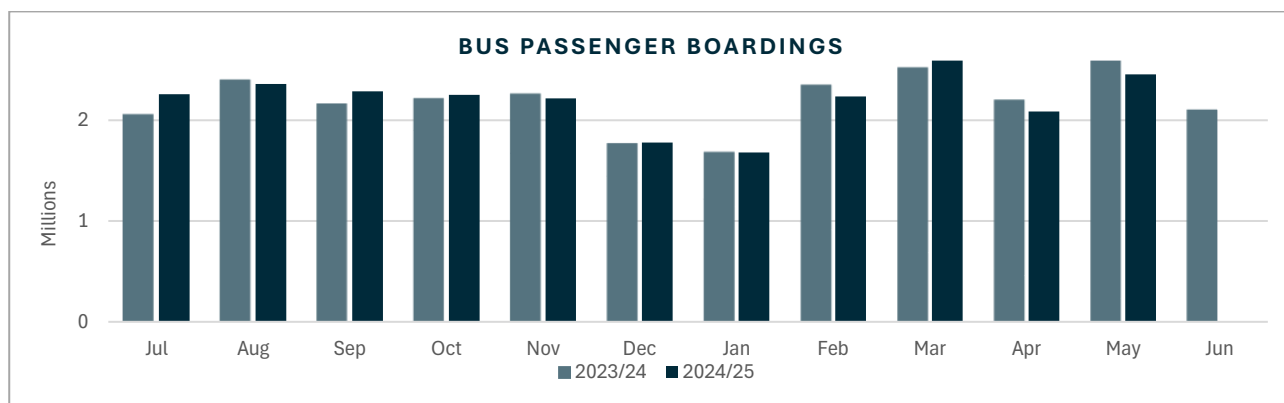
Operational performance

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

May bus passenger boardings were 4.2% lower than the same month last year, and 0.4% higher for the year to date.



Boardings by area - current month

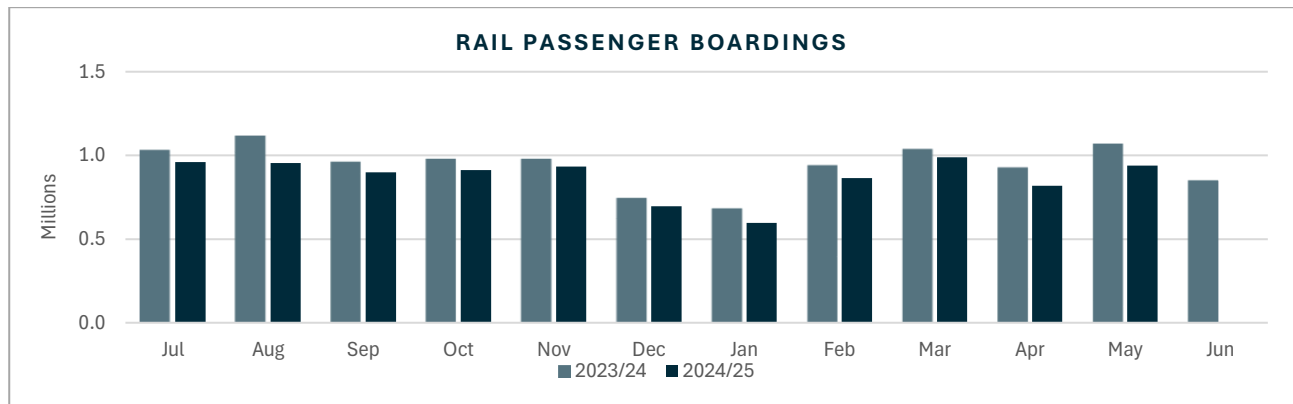
	May-25	May-24	% Change
Wellington	1,822,186	1,893,657	-3.8%
Hutt Valley	454,253	481,578	-5.7%
Porirua	98,654	102,340	-3.6%
Kapiti	65,330	69,482	-6.0%
Wairarapa	15,305	17,564	-12.9%
Total	2,455,728	2,564,621	-4.2%

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

	2024/25	2023/24	% Change
Wellington	17,914,236	17,843,613	0.4%
Hutt Valley	4,544,991	4,555,919	-0.2%
Porirua	931,198	874,691	6.5%
Kapiti	603,723	617,287	-2.2%
Wairarapa	138,449	152,930	-9.5%
Total	24,132,597	24,044,440	0.4%

Rail passenger boardings

May rail passenger boardings were 12.1% lower than the same month last year, and 8.6% lower for the year to date.



Boardings by line - current month

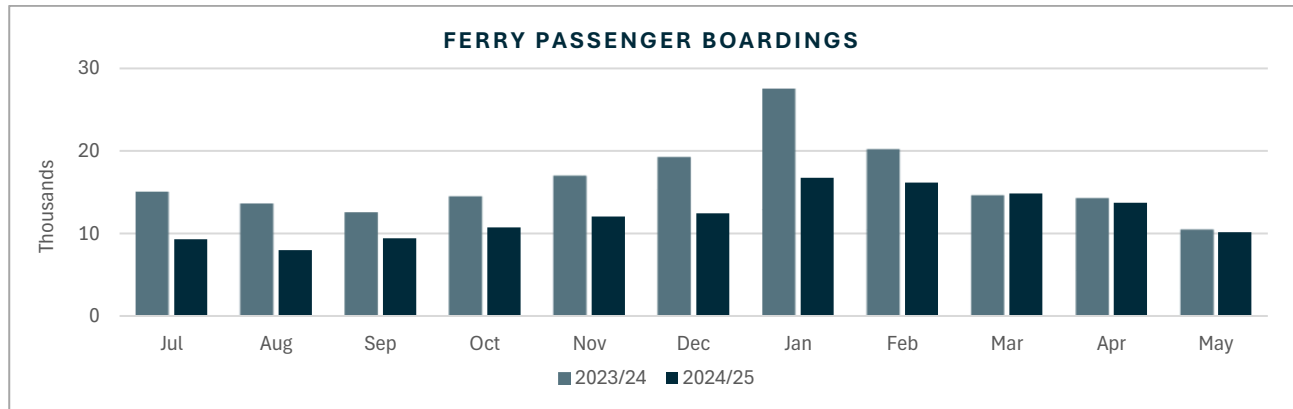
	May-25	May-24	% Change
Hutt Valley	405,513	458,295	-11.5%
Kapiti	388,620	440,537	-11.8%
Johnsonville	96,672	113,353	-14.7%
Wairarapa	47,557	55,545	-14.4%
Total	938,362	1,067,730	-12.1%

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

	2024/25	2023/24	% Change
Hutt Valley	4,201,256	4,467,437	-6.0%
Kapiti	3,881,046	4,267,944	-9.1%
Johnsonville	992,012	1,158,537	-14.4%
Wairarapa	477,179	558,825	-14.6%
Total	9,551,493	10,452,743	-8.6%

Ferry passenger boardings

Ferry boardings show a decrease of 3.1% on the same month last year, and a decrease of 25.3% for the year to date. This month we saw several cancellations across the month. 66 of those cancellations were due to weather related disruption.



Boardings - current month

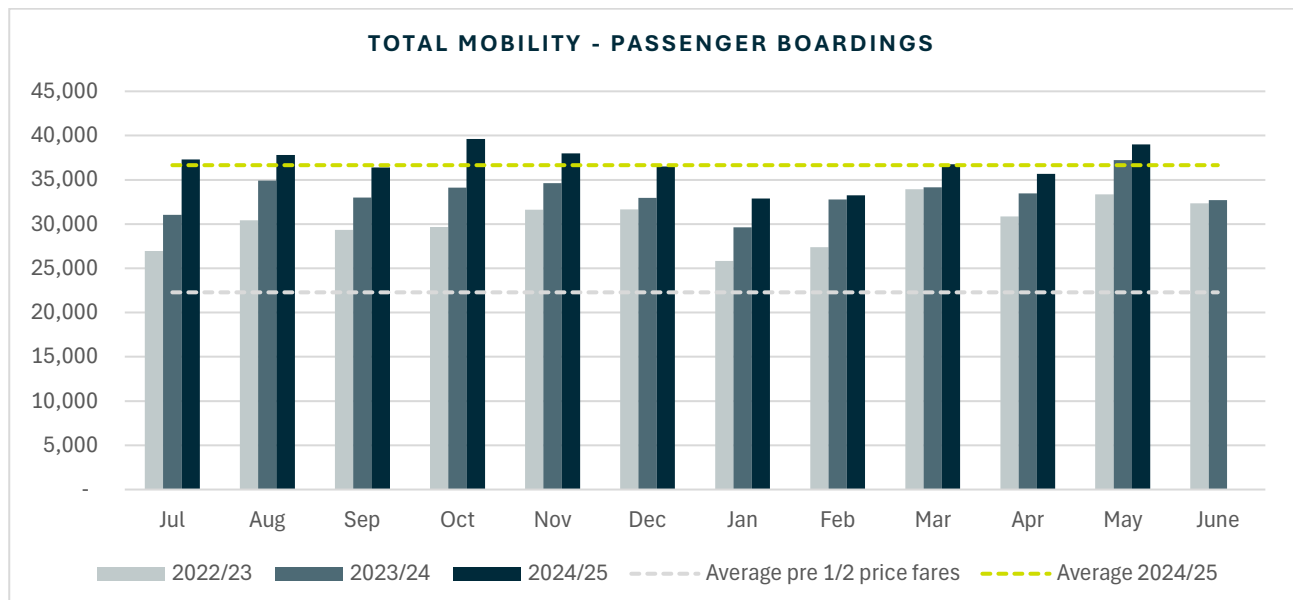
	May-25	May-24	% Change
Total	10,157	10,484	-3.1%

Boardings - year to date (Jul - May)

	2024/25	2023/24	% Change
Total	133,630	178,931	-25.3%

Te Hunga Whaikaha Total Mobility passenger boardings

In May there were 38,998 Te Hunga Whaikaha Total Mobility trips, an increase of 4.57% 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.

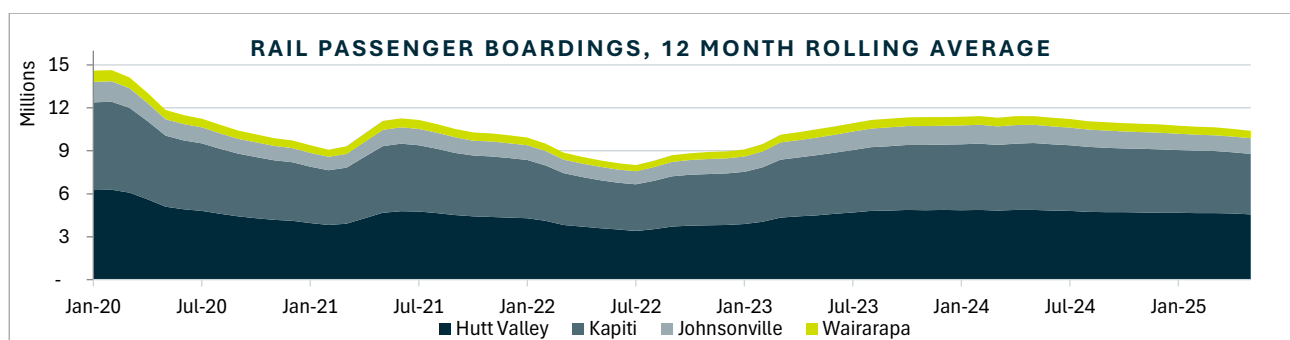
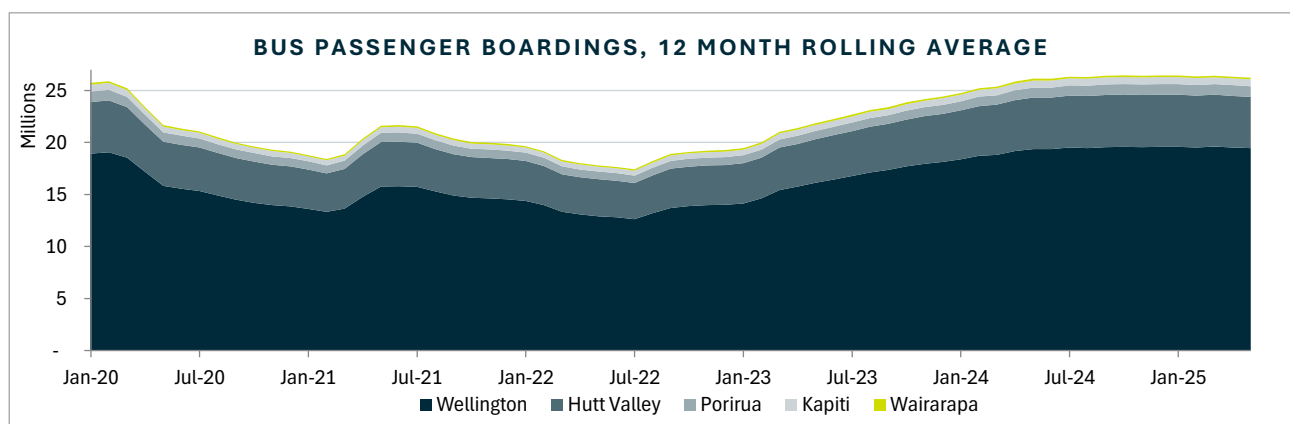
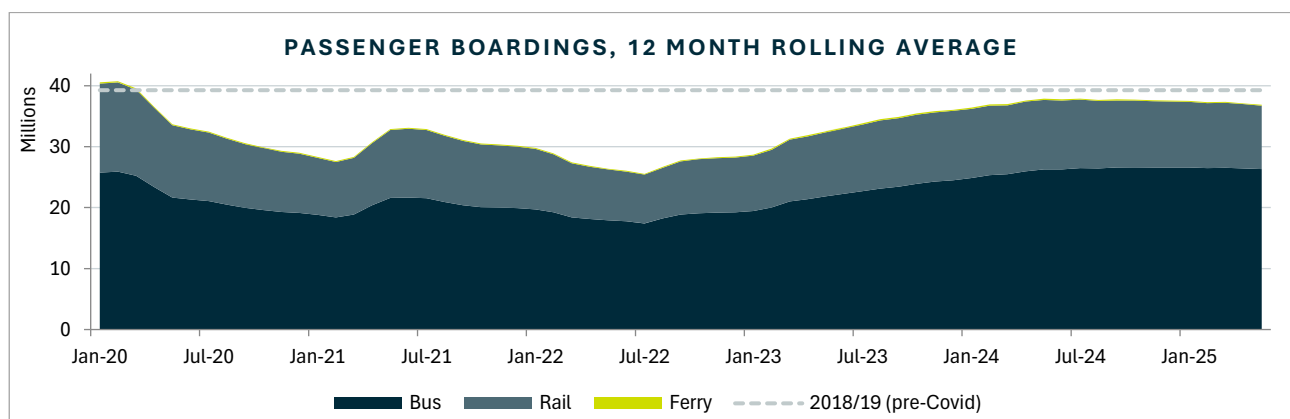


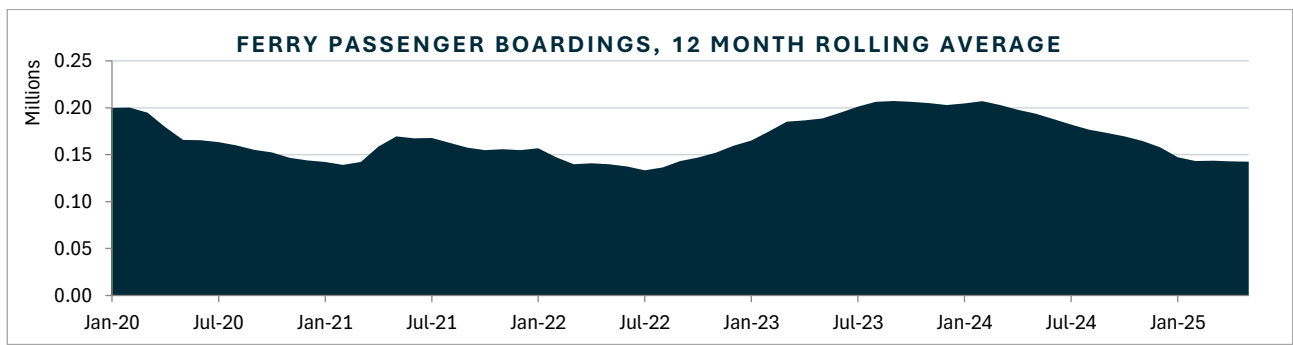
Passenger boardings trend – 12 month rolling totals

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) - we can now see trending growth again for all modes, but this has not yet reached pre-Covid levels, as shown by the dotted line in the graph below.

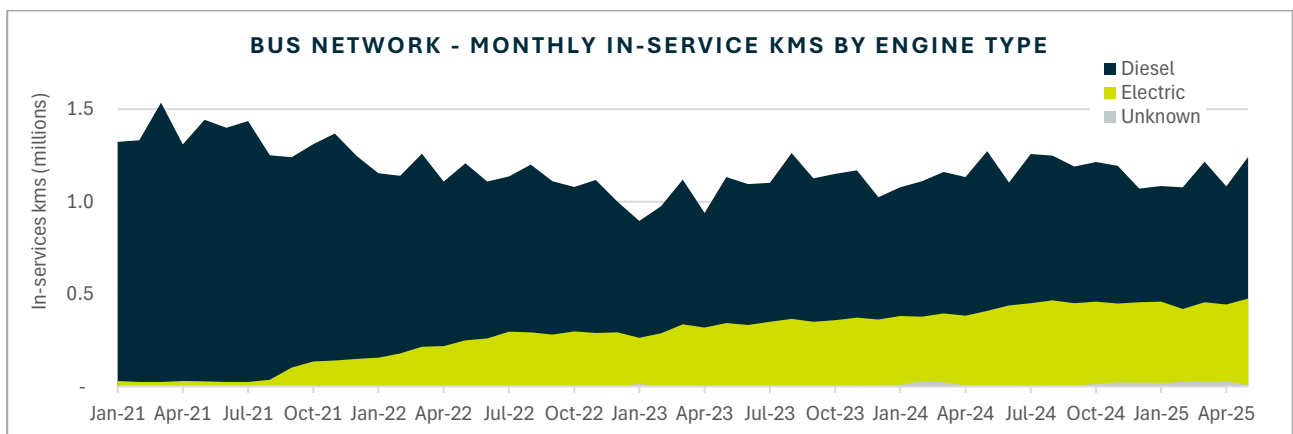




Bus emissions

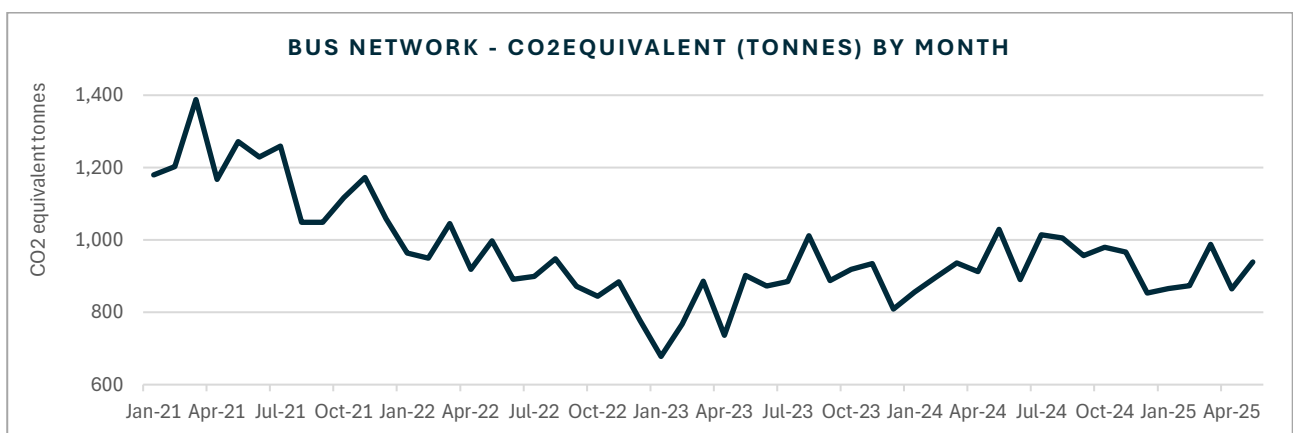
In-service kilometres by engine type

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

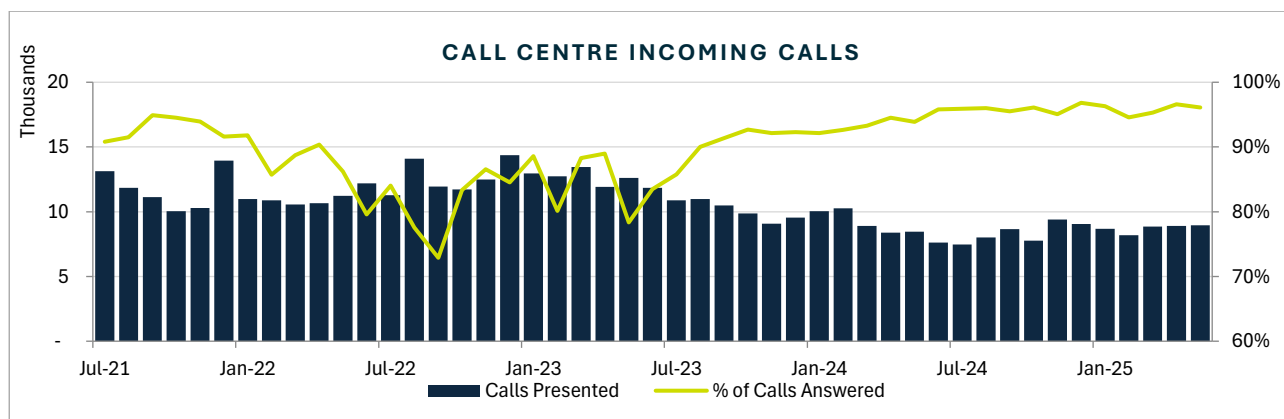
The table below shows the number of vehicles by engine type that ran bus network services in the Greater Wellington region in May 2025.

Engine type	Count
Electric	118
EURO3	47
EURO4	18
EURO5	72
EURO6	212
Unknown	5
Total	472

Customer contact

Call centre incoming calls

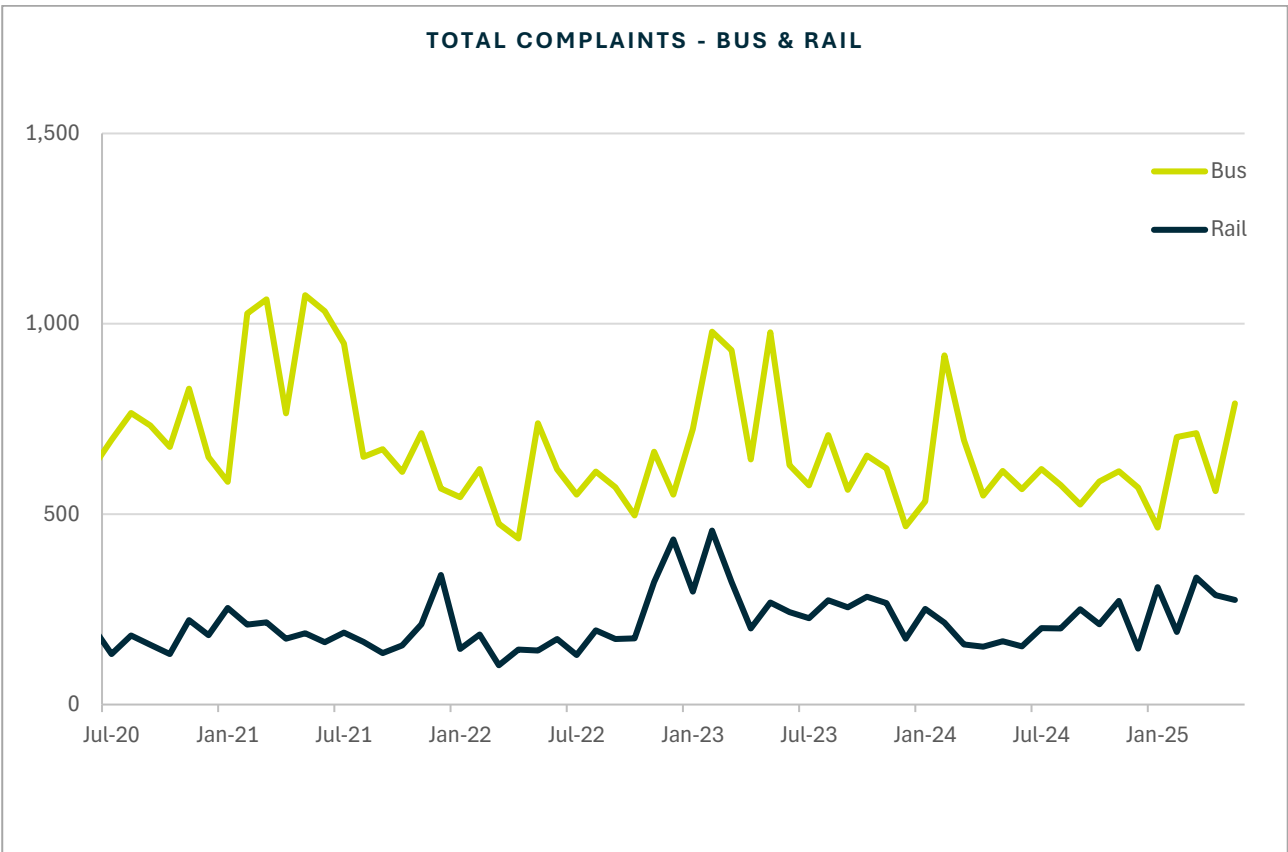
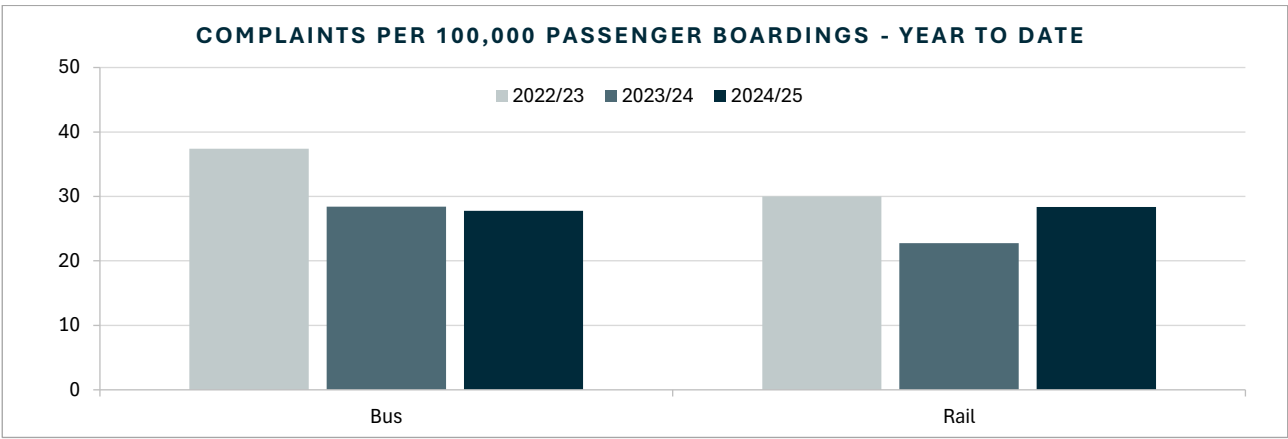
Metlink answered 96.1% of the 8943 calls received in May 2025.



Complaints

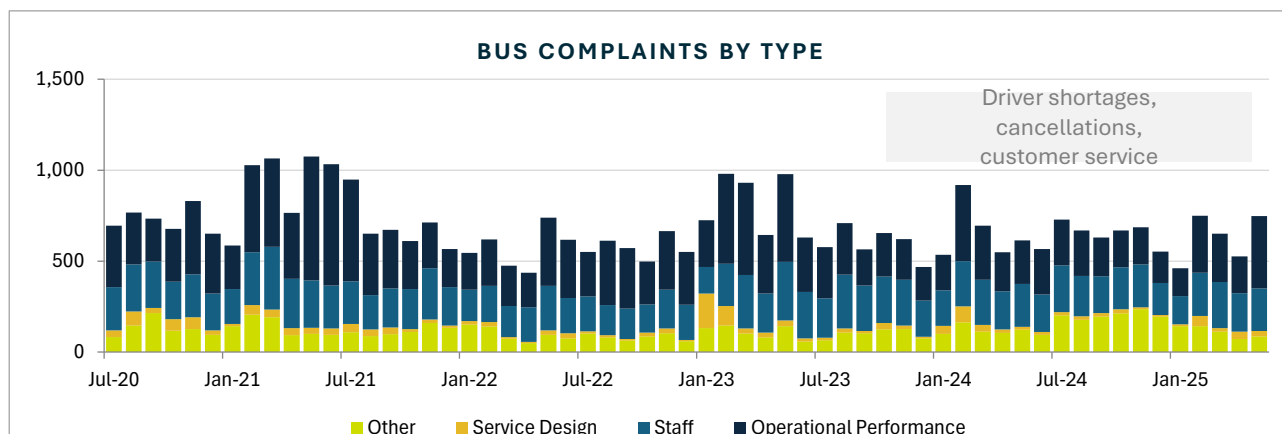
Complaints volume

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 slightly higher for bus than rail.



Bus complaints

Bus complaints for the month were 2.2% higher than April last year, and 5.6% lower for the year to date. Complaint levels remain consistent. They relate mostly to customer service and driver behaviour.



Bus complaints - current month

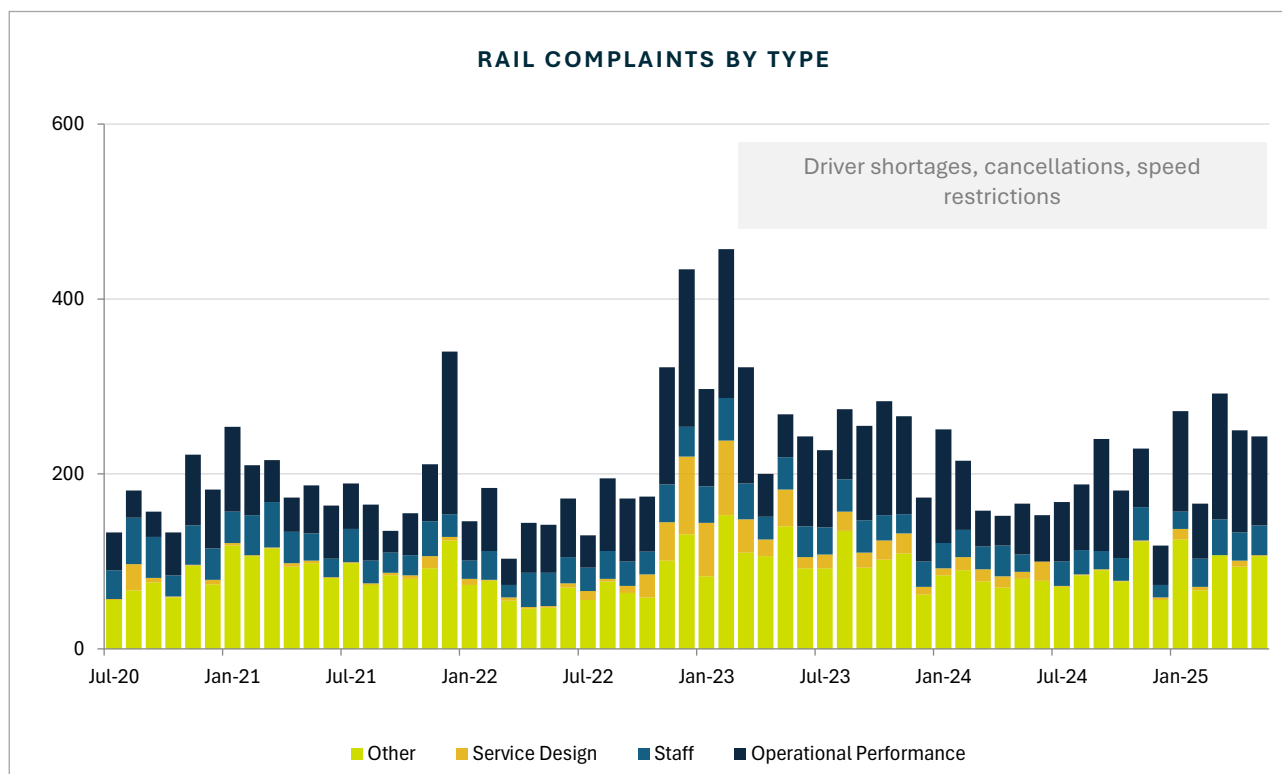
	May-25	May-24	Change
Wellington			
Newlands, Tawa	21	49	-57.1%
East-West, City	279	186	50.0%
North-south, Khandallah, Brooklyn	276	170	62.4%
Hutt Valley	159	169	-5.9%
Porirua	29	22	31.8%
Kapiti	17	15	13.3%
Wairarapa	10	3	233.3%
Total	791	614	28.8%

Bus complaints - year to date (Jul - May)

	2024/25	2023/24	Change
Wellington			
Newlands, Tawa	456	427	6.8%
East-West, City	2,295	2,058	11.5%
North-south, Khandallah, Brooklyn	2,008	2,063	-2.7%
Hutt Valley	1,441	1,716	-16.0%
Porirua	266	339	-21.5%
Kapiti	186	220	-15.5%
Wairarapa	71	75	-5.3%
Total	6,723	6,898	-2.5%

Rail complaints

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



Rail complaints - current month

	May-25	May-24	Change
Hutt Valley	91	75	21.3%
Kapiti	72	48	50.0%
Johnsonville	16	4	300.0%
Wairarapa	59	19	210.5%
General	37	20	85.0%
Total	275	166	65.7%

Rail complaints - year to date (Jul - May)

	2024/25	2023/24	Change
Hutt Valley	943	835	12.9%
Kapiti	805	753	6.9%
Johnsonville	145	131	10.7%
Wairarapa	348	328	6.1%
General	435	373	16.6%
Total	2,676	2,420	10.6%

Financial performance

Fare revenue

Bus and rail fare revenue

In May 2025, there was a budget shortfall of \$ 1,292,375 for the month across bus and rail services. The year-to-date budget shortfall is \$12.49million.

There are several factors contributing to the year-to-date fare revenue budget shortfall, including:

- the budget being phased evenly across the year
- lower patronage on rail – which has higher fares revenue collection and lower average fare payments for the network overall.

The budget does not include ferry fare revenue as harbour ferry services currently operate under a different (net) PTOM contract. Unlike the bus and rail operators, the ferry operator has revenue responsibility for its Metlink harbour ferry services.

Fare revenue - current month

	May-25	Budget	Excess/Shortfall
Bus	3,559,939	3,861,872	- 301,932
Rail	3,195,729	4,186,172	- 990,443
Total	\$ 6,755,668	\$ 8,048,044	-\$ 1,292,375

Fare revenue - year to date (Jul - May)

	2024/25	Budget	Excess/Shortfall
Bus	27,696,075	30,894,972	- 3,198,897
Rail	24,195,874	33,489,379	- 9,293,505
Total	\$ 51,891,949	\$ 64,384,351	-\$ 12,492,402