

Metlink performance report

NOVEMBER 2025



Contents

Partner performance	2
Bus operators	2
Ferry operator	5
Rail operator	6
Rail network owner	8
Operational performance	11
Patronage	11
Bus emissions	14
Customer contact	16
Complaints	16
Financial performance	19
Fare revenue	19

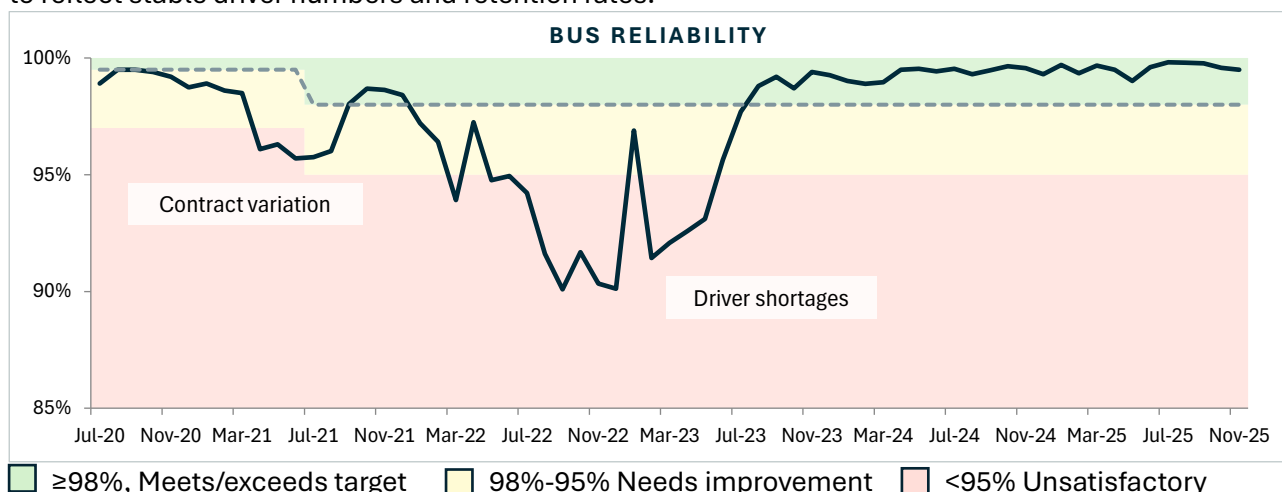
Partner performance



Bus operators

Reliability

The bus reliability measure shows the percentage of scheduled services that ran, as tracked by RTI and Snapper systems. In November, 99.6% of bus services were delivered. Reliability this month continues to reflect stable driver numbers and retention rates.

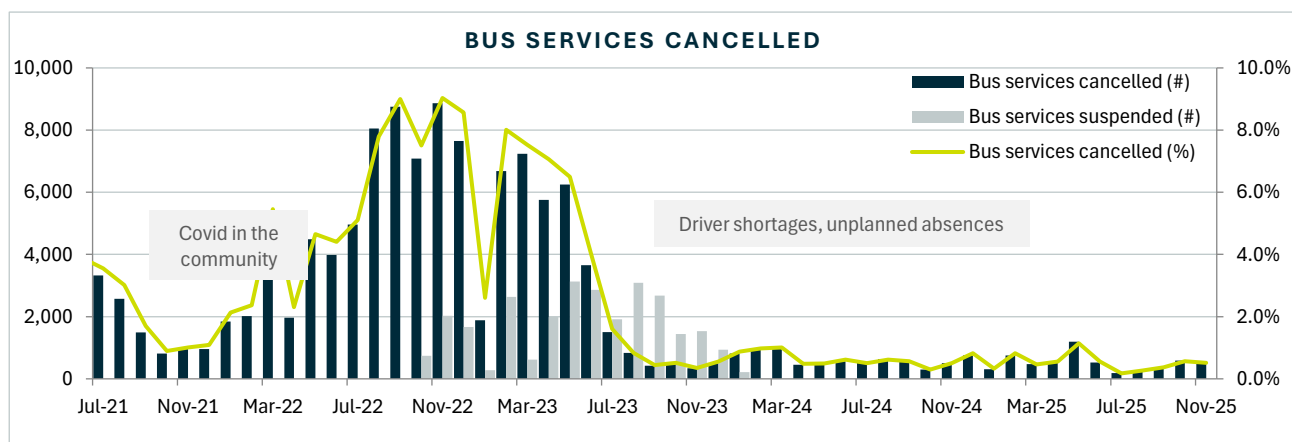


Reliability - current month

	Nov-25	Nov-24	Change
Wellington City			
Newlands & Tawa	99.9%	100.2%	-0.4%
East, West & City	99.9%	99.8%	0.1%
North, South, Khandallah & Brooklyn	99.0%	99.0%	-0.1%
Hutt Valley	99.9%	99.8%	0.1%
Porirua	99.1%	99.4%	-0.3%
Kapiti	99.9%	99.7%	0.2%
Wairarapa	99.9%	99.7%	0.2%
Total	99.6%	99.6%	0.0%

Reliability - year to date (Jul - Nov)

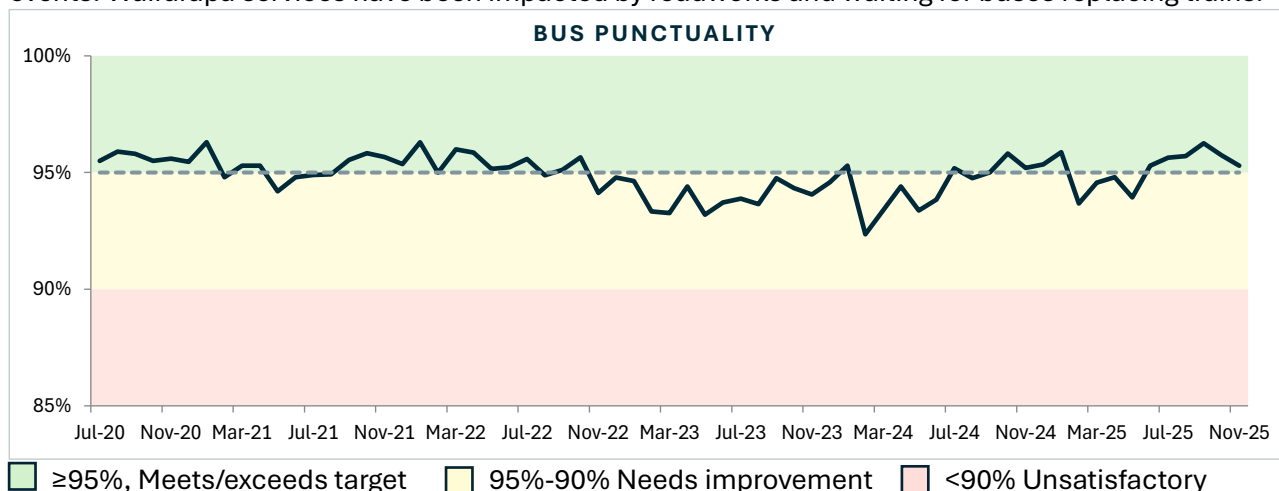
	2025/26	2024/25	Change
Wellington City			
Newlands & Tawa	99.6%	99.6%	0.0%
East, West & City	99.9%	99.8%	0.1%
North, South, Khandallah & Brooklyn	99.4%	99.0%	0.4%
Hutt Valley	99.9%	99.7%	0.2%
Porirua	99.4%	99.0%	0.4%
Kapiti	99.9%	99.9%	0.0%
Wairarapa	99.1%	99.7%	-0.6%
Total	99.7%	99.5%	0.2%



Punctuality

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

Bus service punctuality was 95.3% in November, and the overall percentage of trips that left early was 0.86%. The slight reduction in punctuality for November can be attributed to an increase in traffic congestion, in the lead up to the summer holiday period as we see an increase in roadworks and street events. Wairarapa services have been impacted by roadworks and waiting for buses replacing trains.



Punctuality - current month

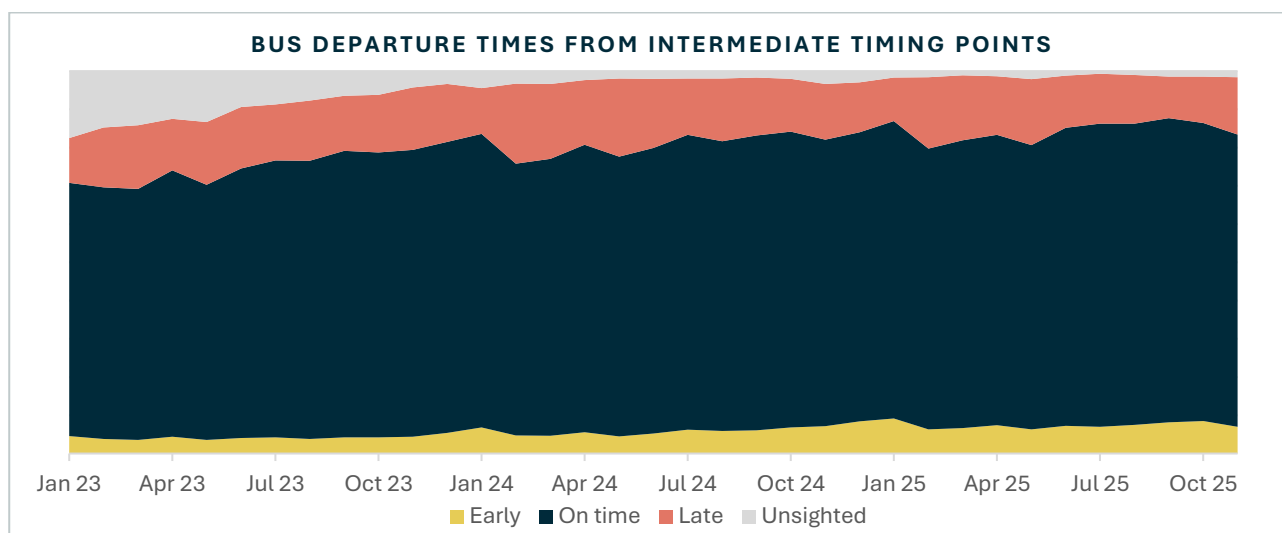
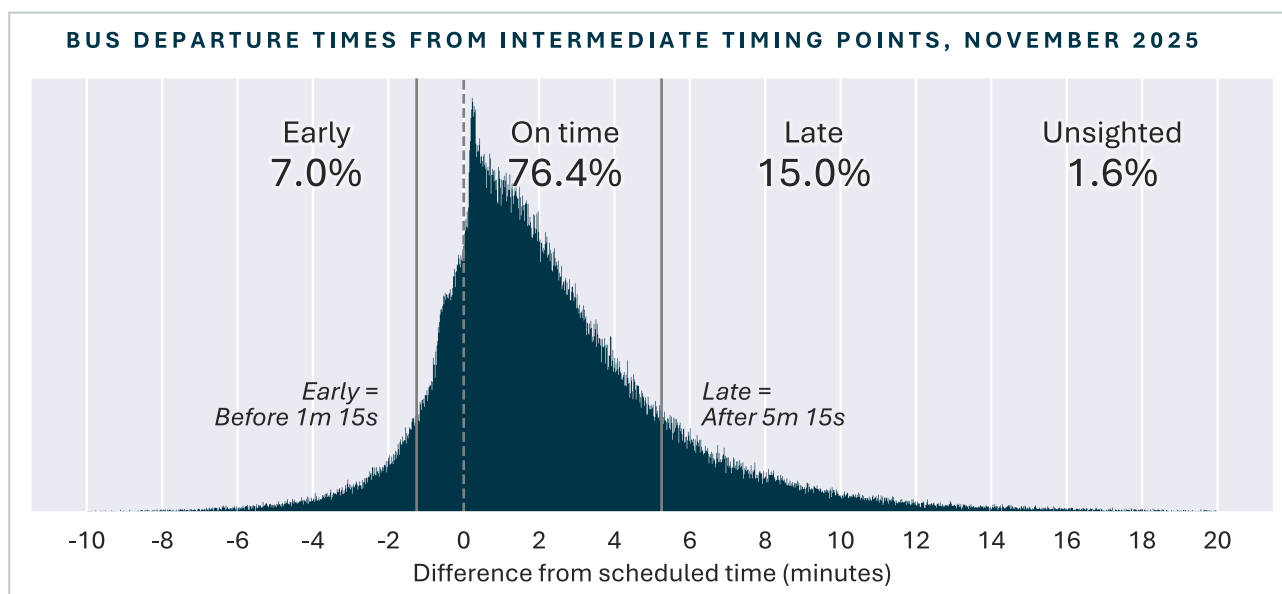
	Nov-25	Nov-24	Change
Wellington City			
Newlands & Tawa	97.1%	95.4%	1.6%
East, West & City	96.5%	96.8%	-0.3%
North, South, Khandallah & Brooklyn	92.9%	92.9%	0.0%
Hutt Valley	94.3%	93.8%	0.5%
Porirua	96.4%	97.4%	-1.0%
Kapiti	97.4%	97.4%	0.0%
Wairarapa	92.9%	93.5%	-0.6%
Total	95.3%	95.2%	0.1%

Punctuality - year to date (Jul - Nov)

	2025/26	2024/25	Change
Wellington City			
Newlands & Tawa	97.3%	96.1%	1.2%
East, West & City	96.6%	96.1%	0.5%
North, South, Khandallah & Brooklyn	93.5%	93.3%	0.2%
Hutt Valley	95.1%	94.5%	0.6%
Porirua	96.6%	97.0%	-0.4%
Kapiti	97.6%	96.3%	1.3%
Wairarapa	93.9%	93.5%	0.4%
Total	95.7%	95.2%	0.5%

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.

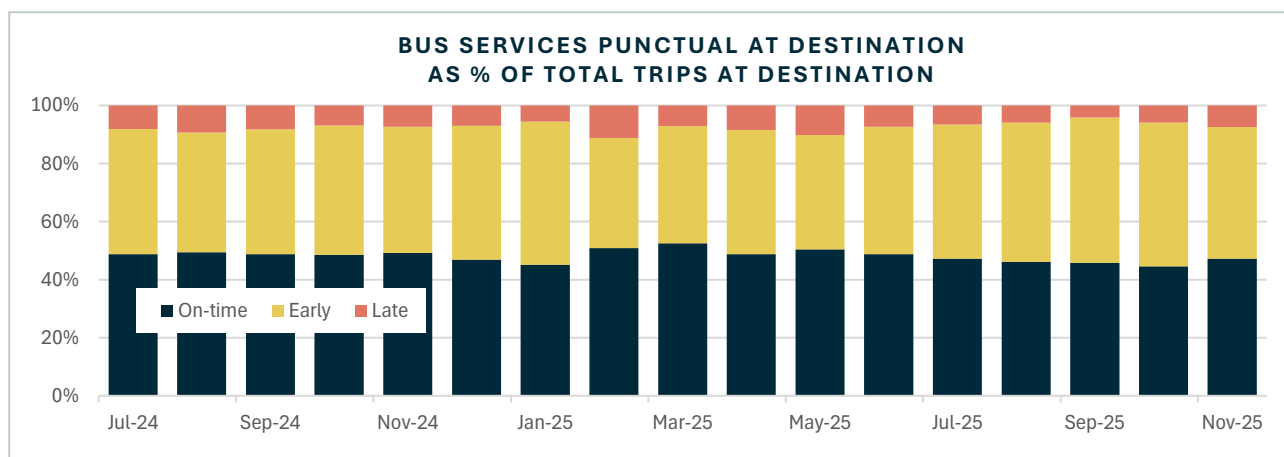


Punctuality at destination

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 November, 47.2% of bus services recorded at destination arrived on time, with a further 45.3% arriving more than one minute early, while 7.5% of services arrived more than five minutes late.



Punctuality at destination - current month

	Nov-25	Nov-24	Change
On-time	47.2%	49.3%	-2.0%
Early	45.3%	43.4%	1.9%
Late	7.5%	7.3%	0.1%

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

	2025/26	2024/25	Change
On-time	46.2%	48.8%	-2.6%
Early	47.8%	41.8%	6.0%
Late	6.0%	9.4%	-3.4%

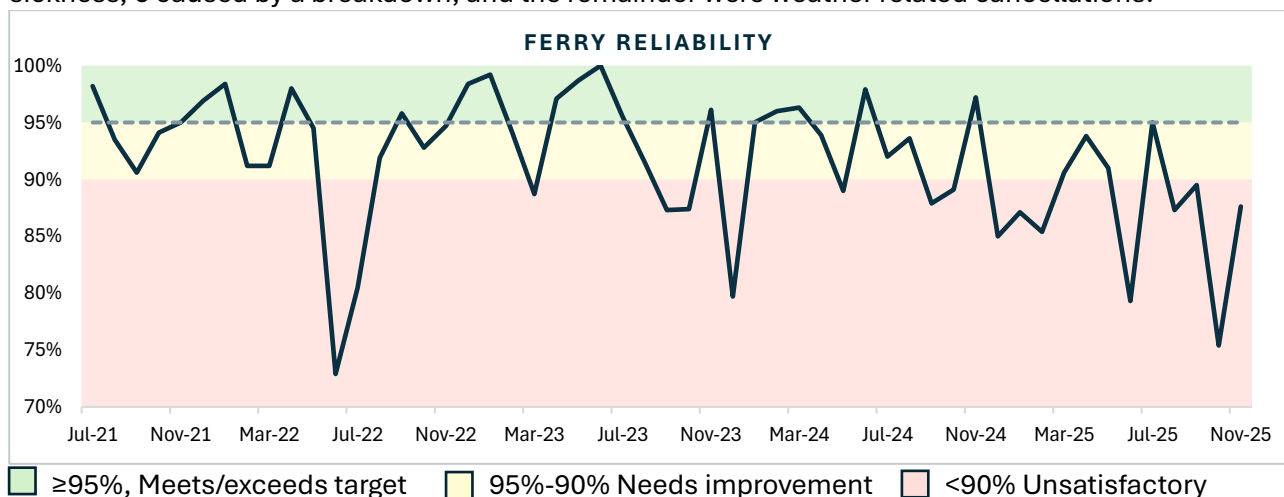


Ferry operator

Reliability

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

Reliability for November was 87.6%, compared to 97.2% for the same month last year. There were 92 cancellations this month, 66 cancellations were due to scheduled maintenance, 8 were due to staff sickness, 6 caused by a breakdown, and the remainder were weather related cancellations.

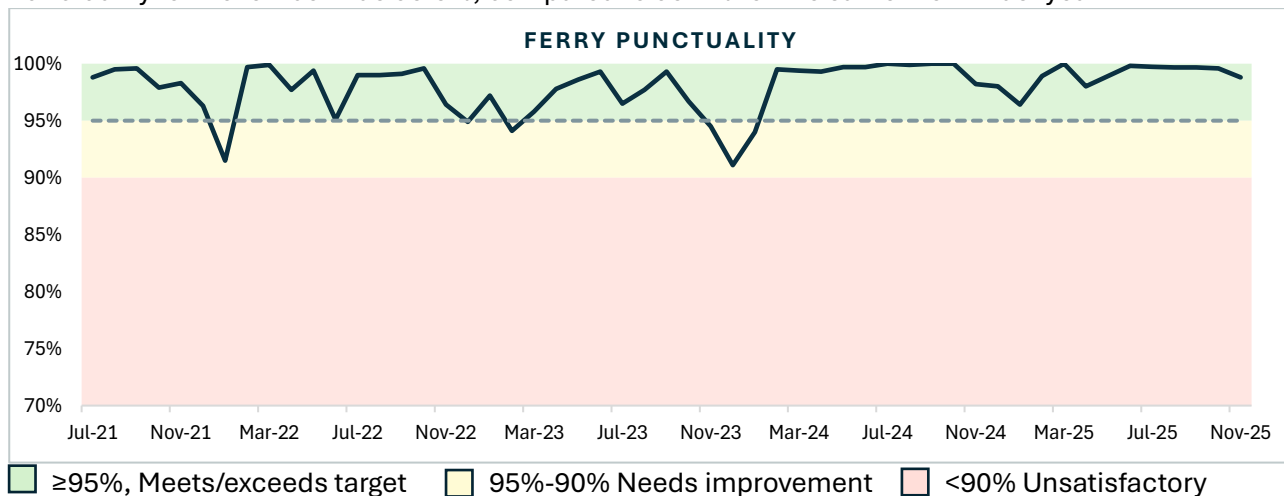


Reliability - current month

	Nov-25	Nov-24	% Change
Total	87.6%	97.2%	-9.6%

Punctuality

Ferry punctuality is a measure of ferries leaving the origin wharf no earlier than 4 minutes 59 seconds before schedule and no later than 9 minutes and 59 seconds after its timetabled departure time. Punctuality for November was 98.8%, compared to 98.2% for the same month last year.



Punctuality - current month

	Nov-25	Nov-24	% Change
Total	98.8%	98.2%	0.6%



Rail operator

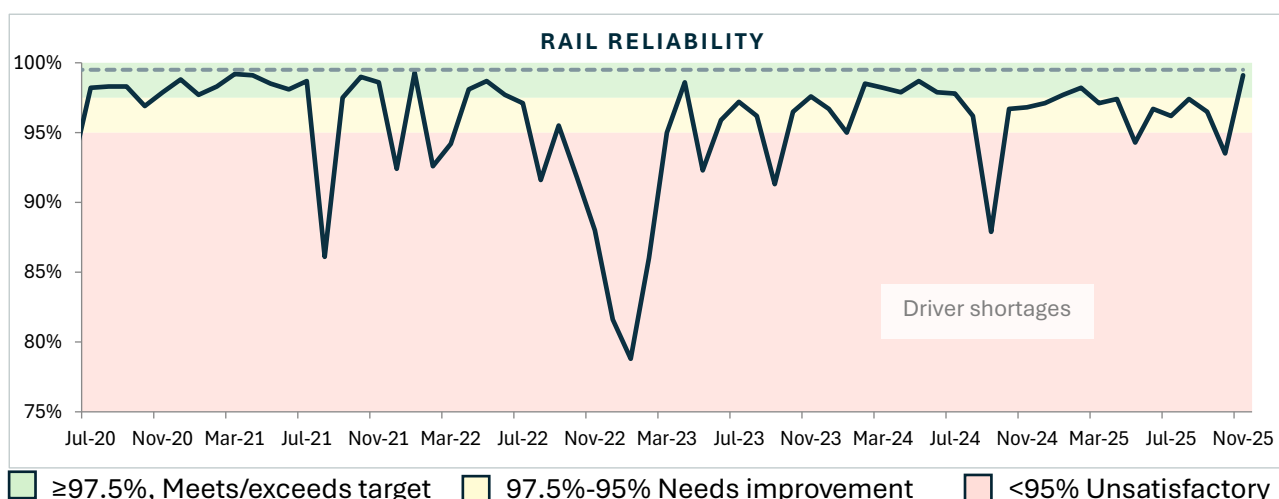
Reliability

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 99.1% in November and 96.8% for the same month last year.

An improvement in reliability this month mainly due to a reduction of network issues affecting services. There were 2 line side fires which occurred on the HVL over the 6th and 9th of November, as a suspected result of fireworks. Other incidents that caused minor reliability impacts included signals faults and mechanical issues

0.03% of services were affected by staff sickness and 0.1% by vehicle mechanical issues



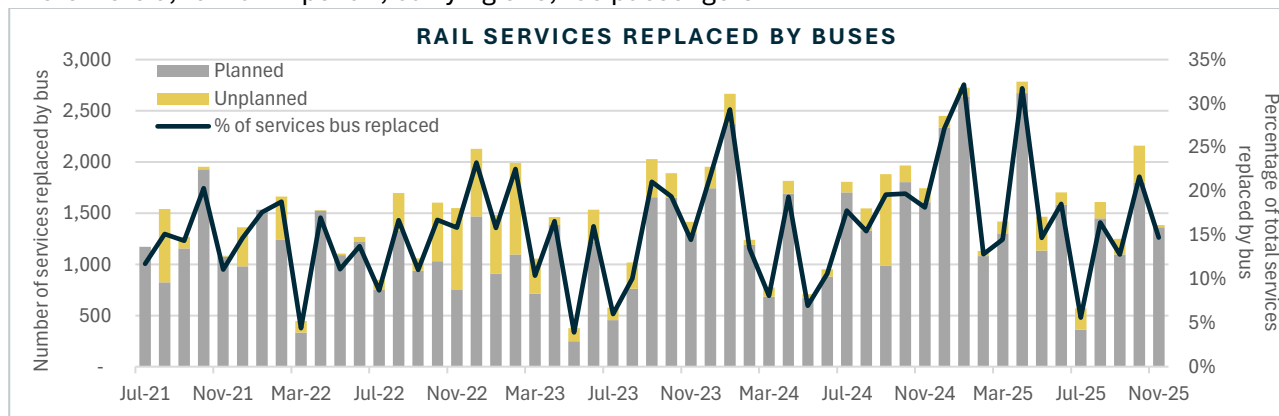
Reliability - current month

	Nov-25	Nov-24	Change
Hutt Valley	99.3%	96.9%	2.4%
Johnsonville	99.3%	97.6%	1.7%
Kapiti	98.8%	96.4%	2.4%
Wairarapa	98.8%	91.4%	7.4%
Total	99.1%	96.8%	2.3%

Reliability - year to date (Jul - Nov)

	2025/26	2024/25	Change
Hutt Valley	96.8%	95.7%	1.1%
Johnsonville	96.7%	96.8%	-0.1%
Kapiti	96.3%	93.7%	2.6%
Wairarapa	91.4%	86.9%	4.5%
Total	96.5%	95.1%	1.4%

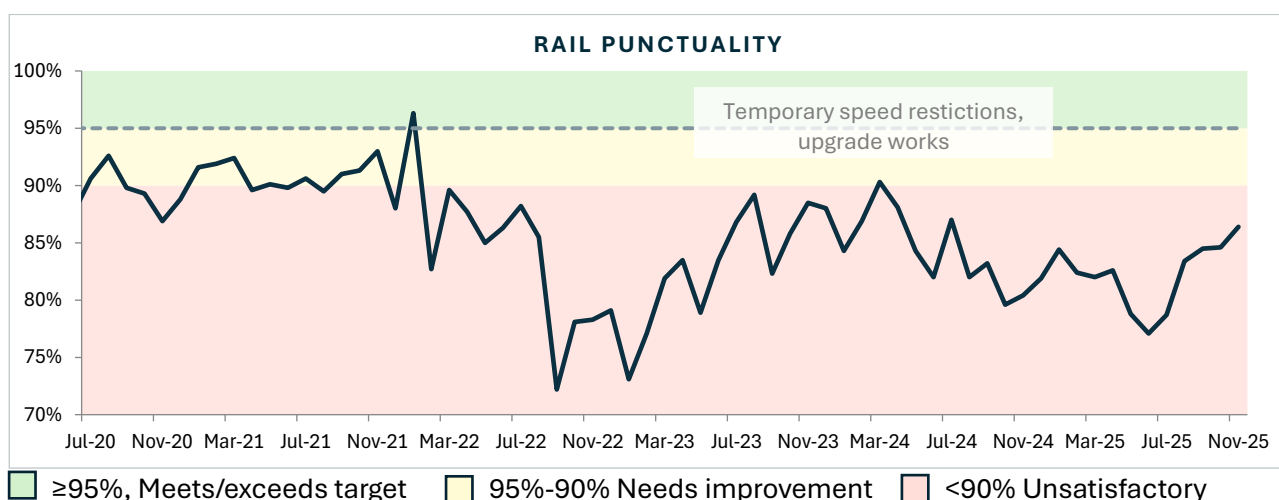
In November, 14.7% of rail services were replaced by buses, compared to 21.7% the previous month. There were 9,407 rail trips run, carrying 823,153 passengers.



Punctuality

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.

Interpeak services on the Wairarapa Line continue to experience delays due to network speed restrictions and active worksites.



Punctuality - current month

	Nov-25	Nov-24	Change
Hutt Valley	81.4%	87.7%	-6.3%
Johnsonville	98.8%	97.6%	1.2%
Kapiti	85.9%	60.4%	25.5%
Wairarapa	45.8%	43.2%	2.6%
Total	86.4%	80.4%	6.0%

Punctuality - year to date (Jul - Nov)

	2025/26	2024/25	Change
Hutt Valley	81.3%	89.8%	-8.5%
Johnsonville	90.3%	96.3%	-6.0%
Kapiti	83.5%	66.5%	17.0%
Wairarapa	43.7%	27.1%	16.6%
Total	83.3%	82.5%	0.8%

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.

November Summary

Performance for November showed an increase in Punctuality but a decrease in Reliability compared to the previous month.

Punctuality

The improvement in punctuality was largely driven by a decrease in TSRs throughout the month, which had a positive impact.

The most significant disruption occurred on 17 November during the evening peak when Network Control incorrectly berthed a service at Wellington station due to a communication breakdown.

This caused flow on disruption throughout the peak period, resulting in 350 delay minutes.

Reliability

Reliability performance declined during November due to several disruptions, although most were managed through part cancellations and early terminations.

One Heat site on the NIMT between North and South Junction was removed at the end of November following distress works.

Network Availability

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

Maintenance Compliance

Maintenance is 100% compliant across both Track and STTE.

Maintenance Backlog

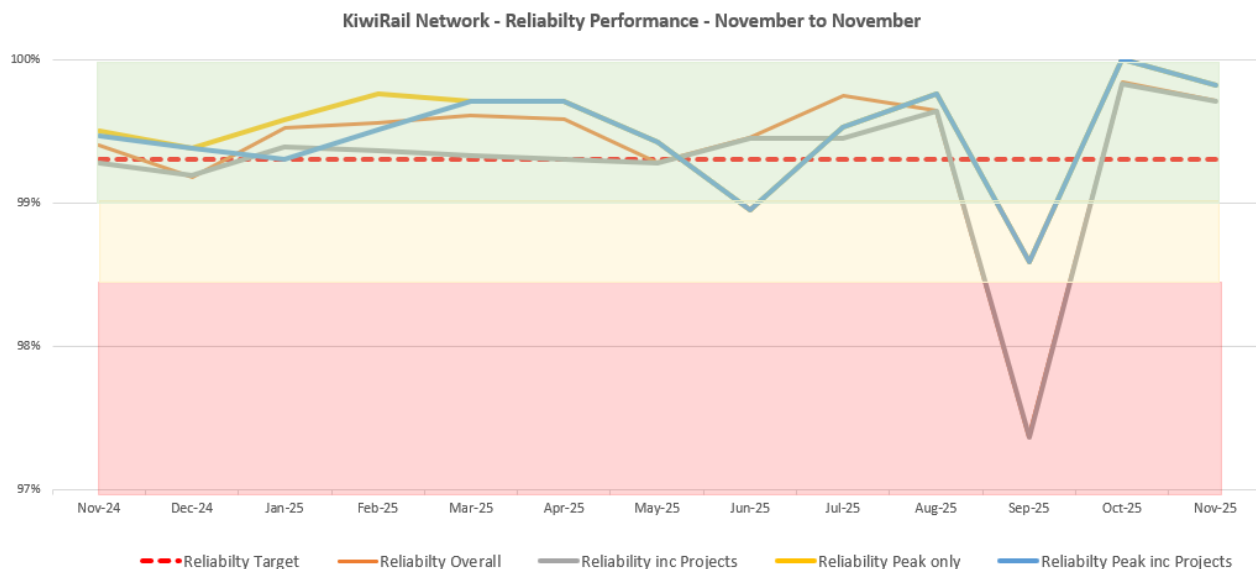
Maintenance work orders are compliant across all disciplines.

HSE

30 Harm Free Days in November

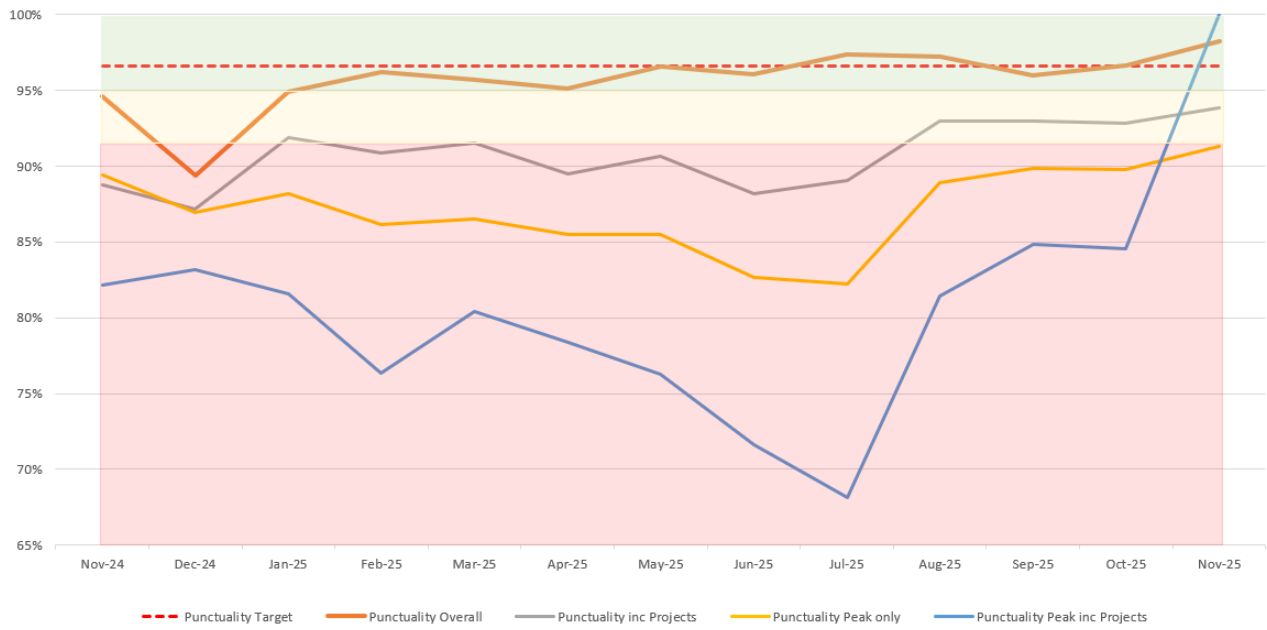
Graphs showing Network Punctuality and Reliability performance rolling 12- month trend

Reliability of the Rail Network - IE: Track, Signals etc



Punctuality of the Rail Network - IE: Track, Signals etc

KiwiRail Network - Punctuality Performance November to November



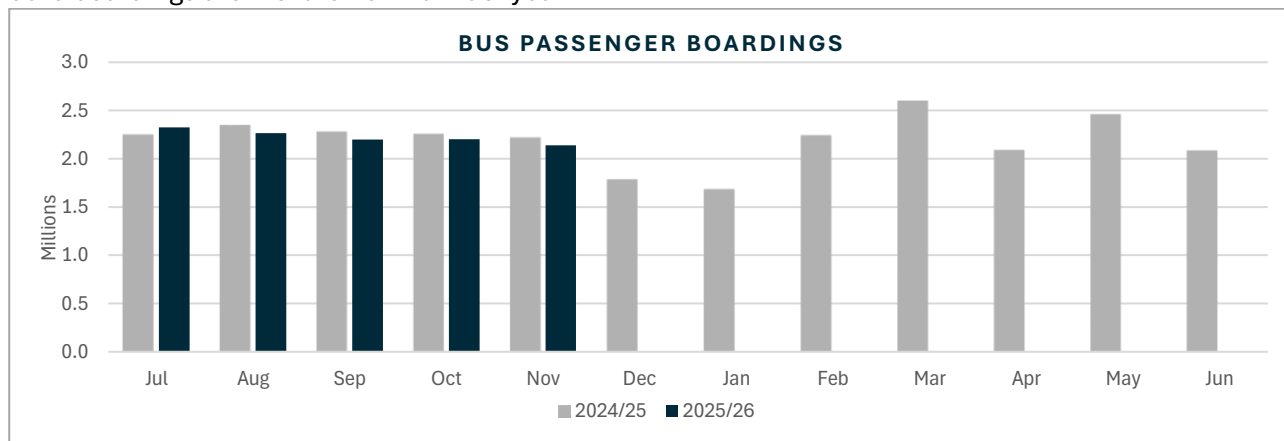
Operational performance

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

November bus passenger boardings were 2.9% 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

	Nov-25	Nov-24	% Change
Wellington	1,577,255	1,623,730	-2.9%
Hutt Valley	413,805	424,583	-2.5%
Porirua	79,875	85,464	-6.5%
Kapiti	52,432	53,934	-2.8%
Wairarapa	14,400	14,336	0.4%
Total	2,137,767	2,202,047	-2.9%

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

	2025/26	2024/25	% Change
Wellington	8,297,735	8,385,669	-1.0%
Hutt Valley	2,072,590	2,131,526	-2.8%
Porirua	416,210	434,470	-4.2%
Kapiti	273,249	281,287	-2.9%
Wairarapa	70,339	70,332	0.0%
Total	11,130,123	11,303,284	-1.5%

Rail passenger boardings

November rail passenger boardings were 11.7% lower than the same month last year.



Boardings by line - current month

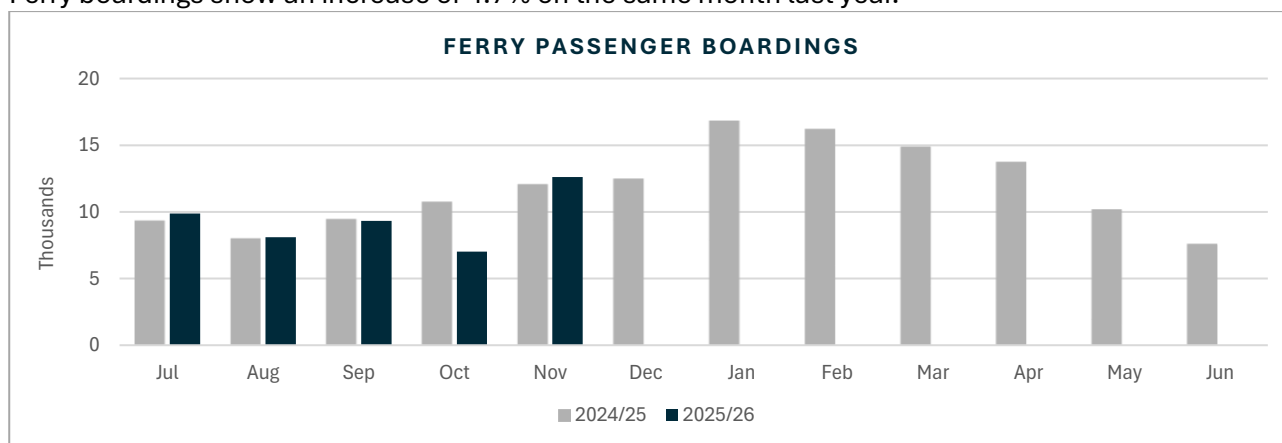
	Nov-25	Nov-24	% Change
Hutt Valley	356,660	401,147	-11.1%
Kapiti	337,448	381,633	-11.6%
Johnsonville	81,947	96,728	-15.3%
Wairarapa	47,098	52,879	-10.9%
Total	823,153	932,387	-11.7%

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

	2025/26	2024/25	% Change
Hutt Valley	1,894,116	2,029,327	-6.7%
Kapiti	1,786,047	1,881,960	-5.1%
Johnsonville	427,866	486,430	-12.0%
Wairarapa	242,662	251,678	-3.6%
Total	4,350,691	4,649,395	-6.4%

Ferry passenger boardings

Ferry boardings show an increase of 4.7% on the same month last year.



Boardings - current month

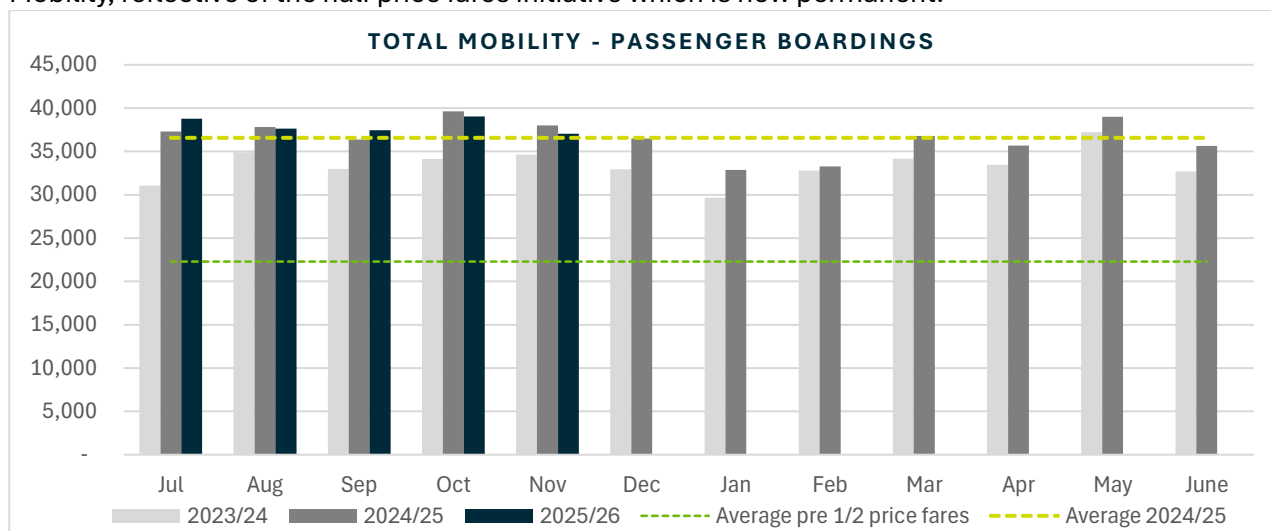
	Nov-25	Nov-24	% Change
Total	12,609	12,041	4.7%

Boardings - year to date (Jul - Nov)

	2025/26	2024/25	% Change
Total	46,927	49,540	-5.3%

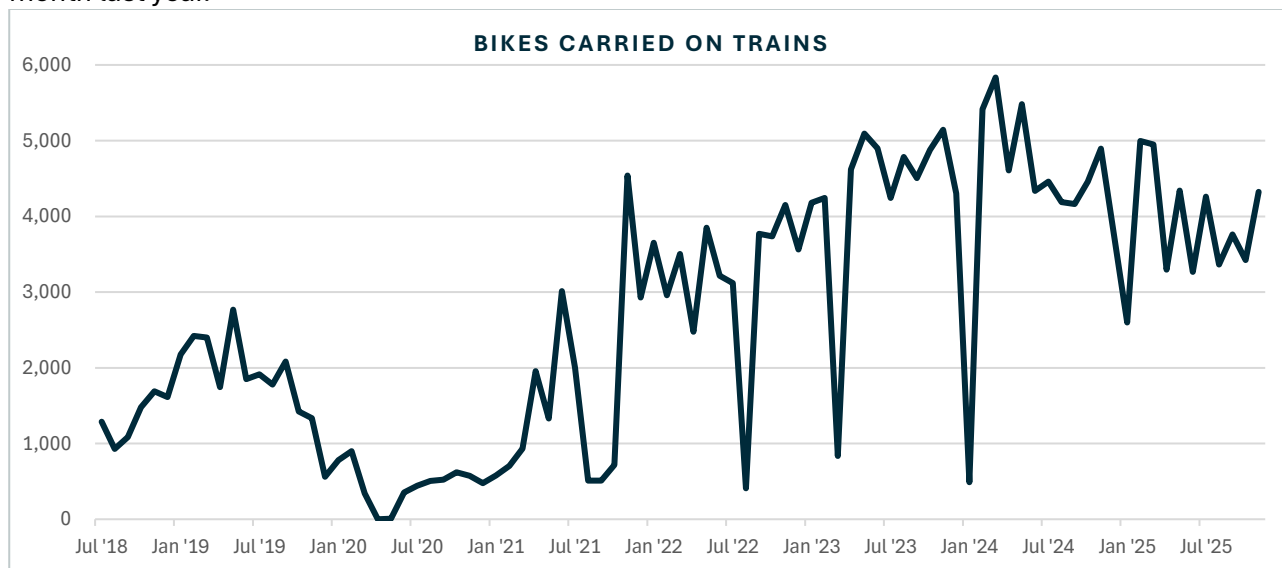
Te Hunga Whaikaha Total Mobility passenger boardings

In November there were 37,043 Te Hunga Whaikaha Total Mobility trips, a decrease of 2.5% 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.



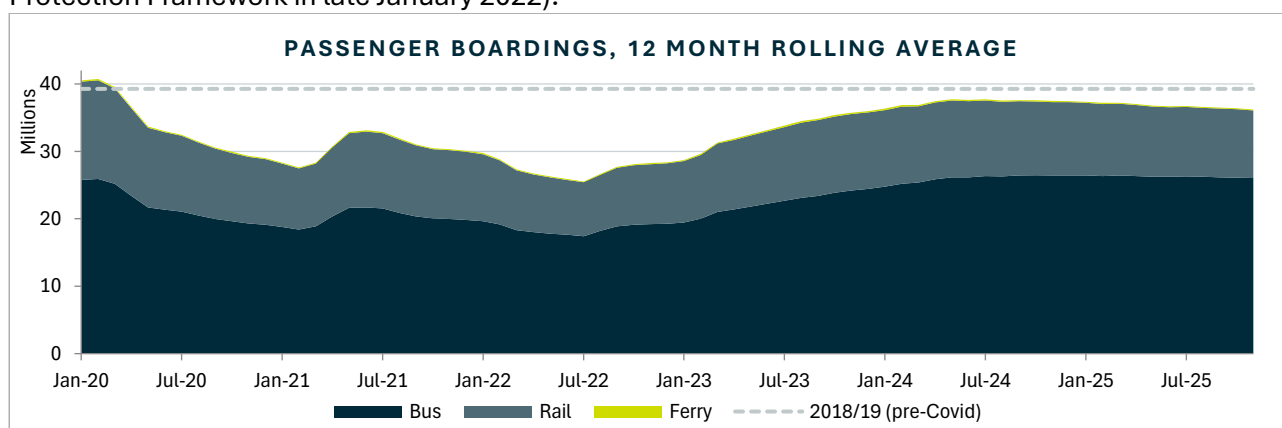
Bikes carried on rail services

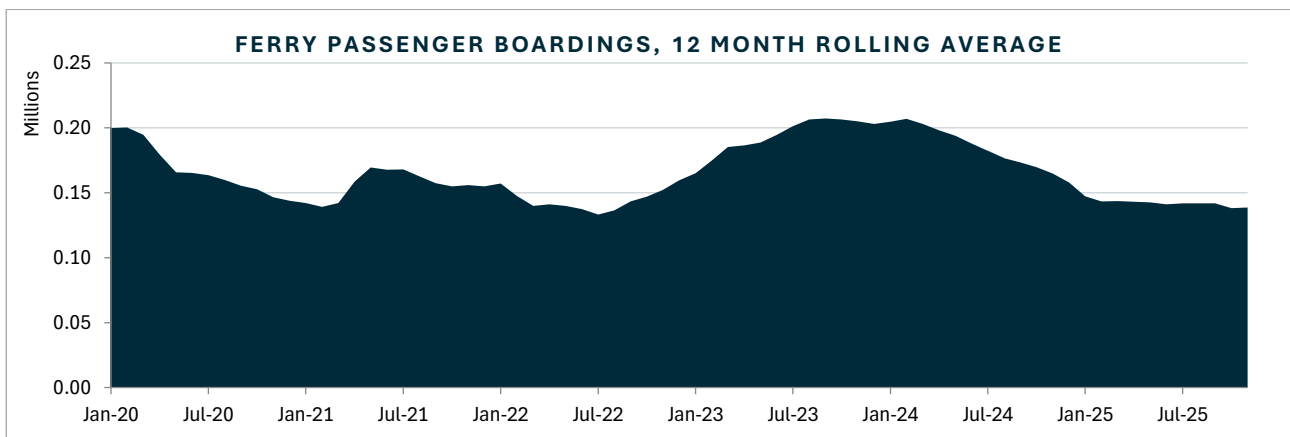
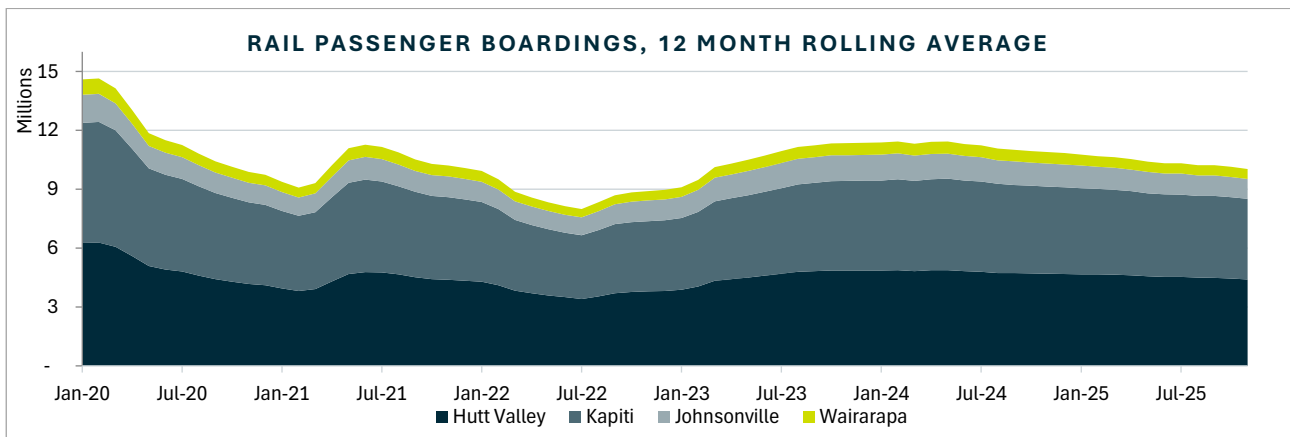
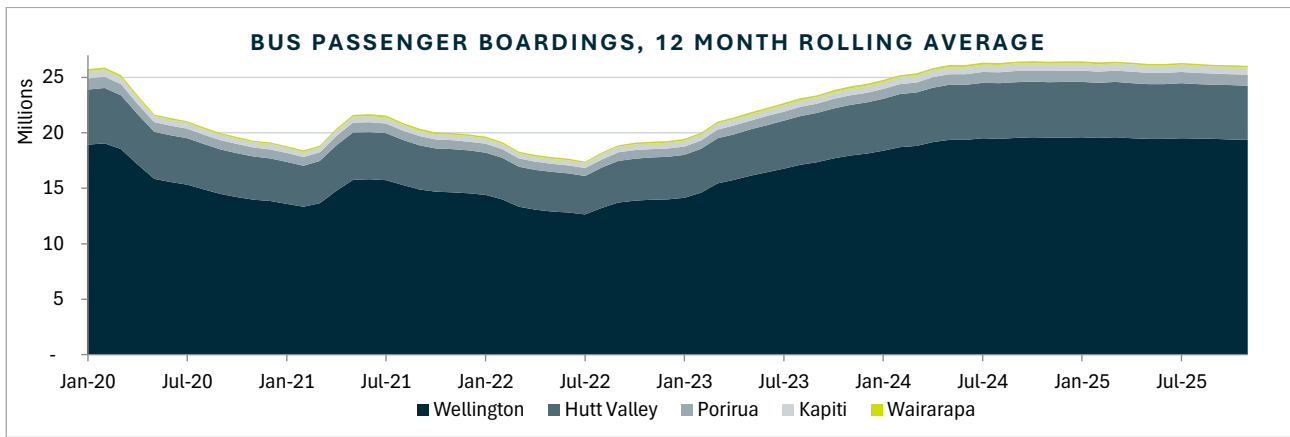
The following graph provides an estimate of the number of bikes carried on rail services, as recorded by onboard staff counts. These results may change over time as we improve data collection processes. In November, 4,324 bikes were counted onboard rail services, vs 4,895 over the same month last year.



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).

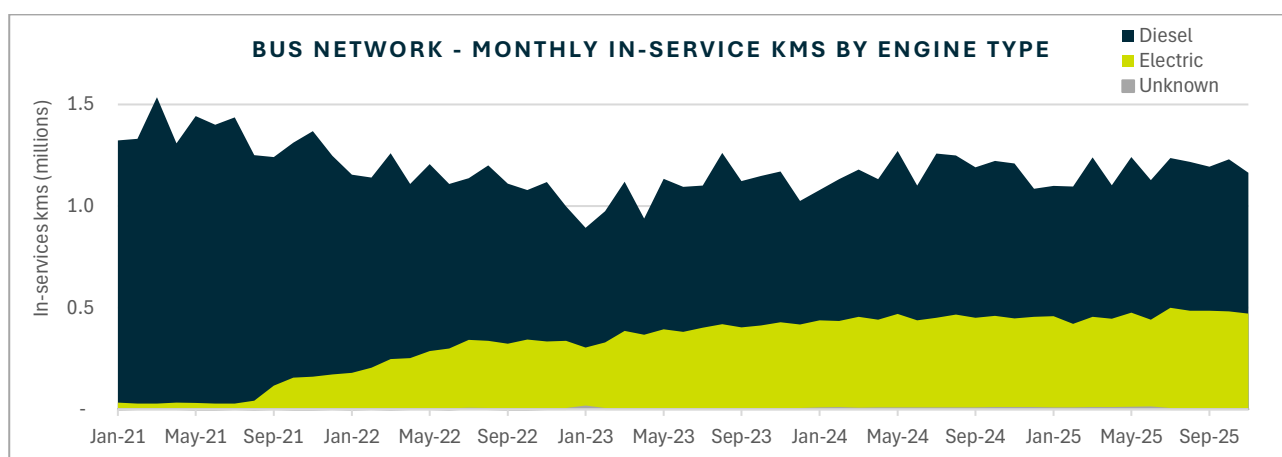




Bus emissions

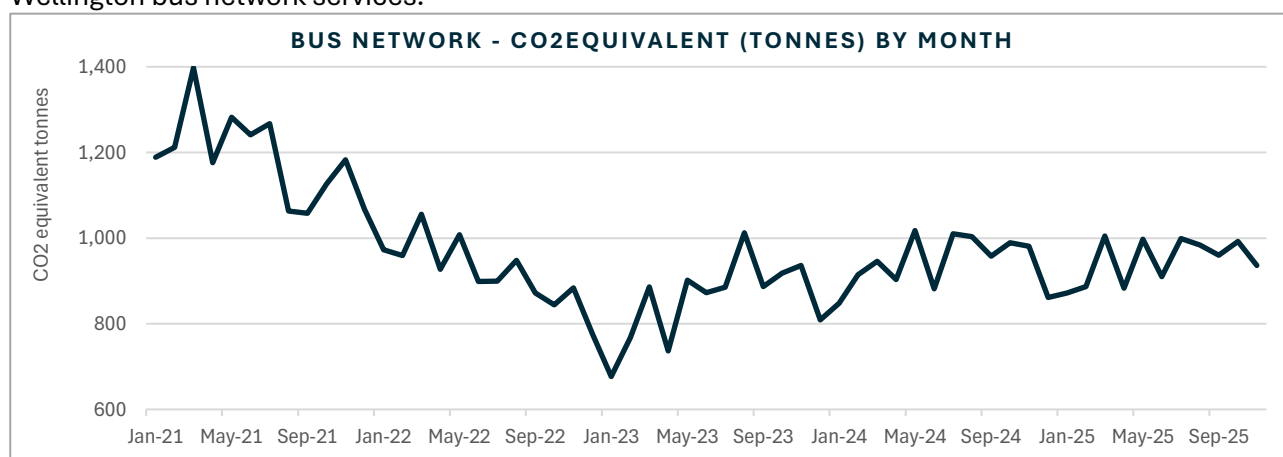
In-service kilometres by engine type

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

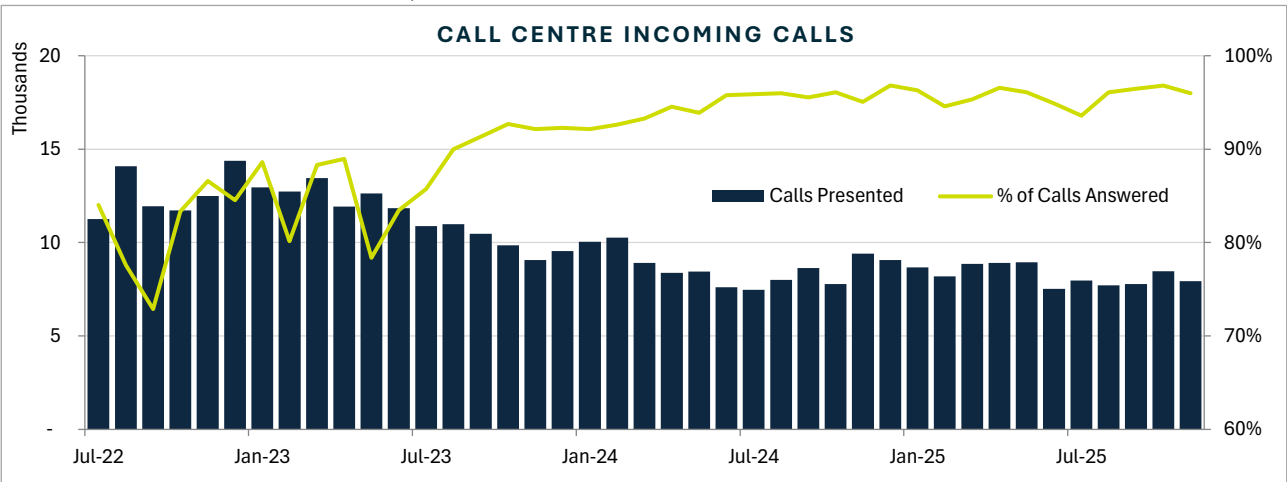
The table below shows the number of vehicles by engine type that ran bus network services in the Greater Wellington region in November.

Engine type	Count
Electric	118
EURO3	43
EURO4	19
EURO5	72
EURO6	211
Unknown	2
Total	465

Customer contact

Call centre incoming calls

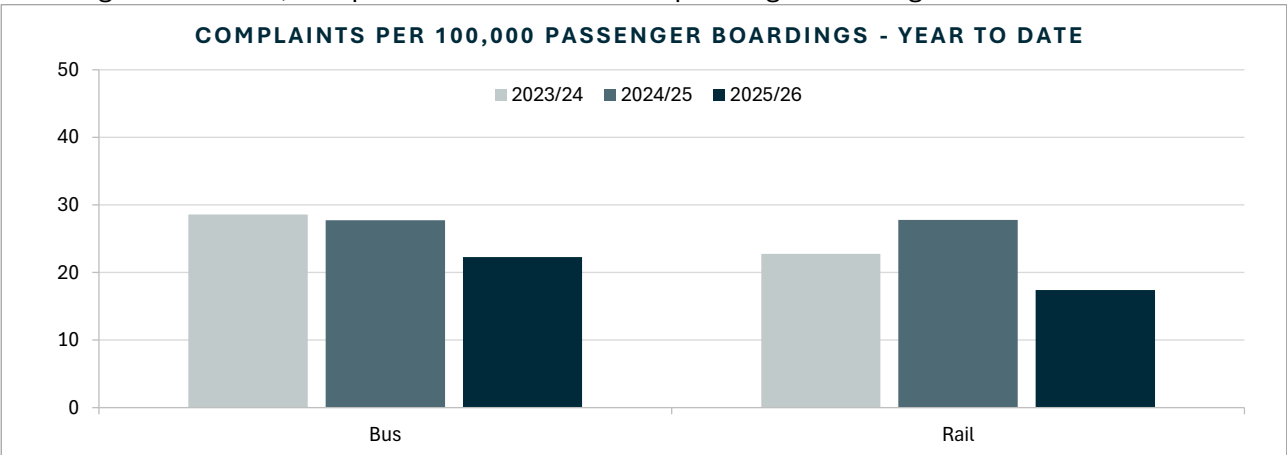
Metlink answered 96.0% of the 7,935 calls received in November.

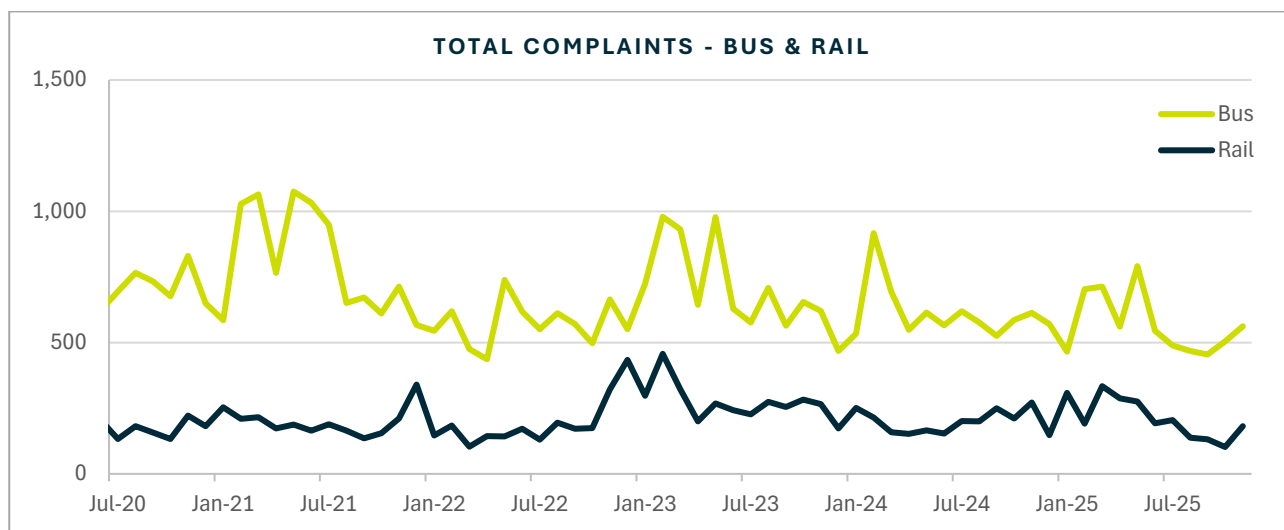


Complaints

Complaints volume

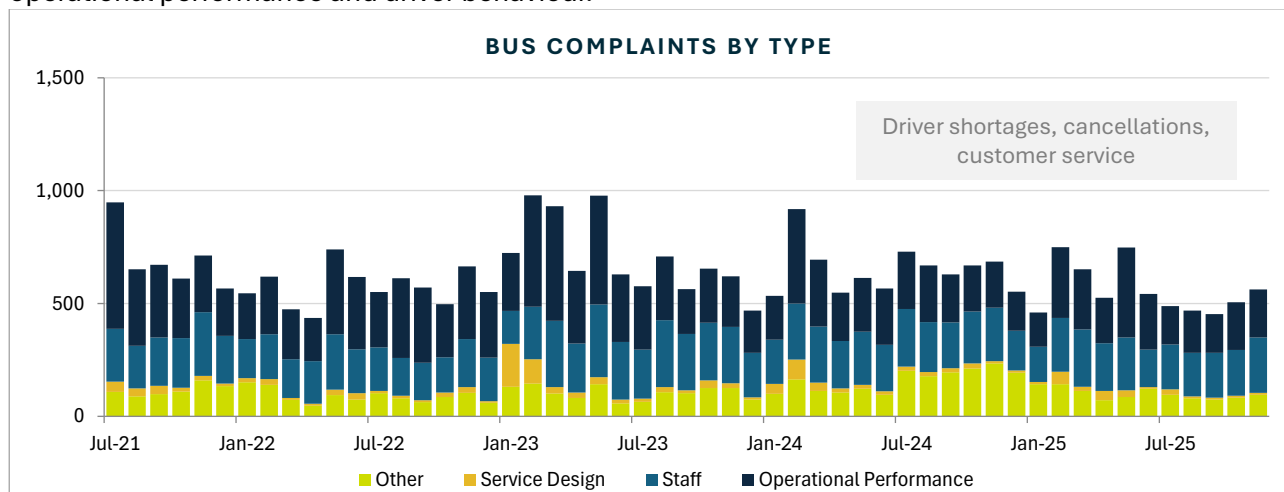
To compare complaint volumes, Metlink reports the number of complaints per 100,000 passenger boardings. This month, complaint volumes relative to passenger boardings are lower for rail than bus.





Bus complaints

Bus complaints for the month were 8.3% lower than November last year. They relate mostly to operational performance and driver behaviour.



Bus complaints - current month

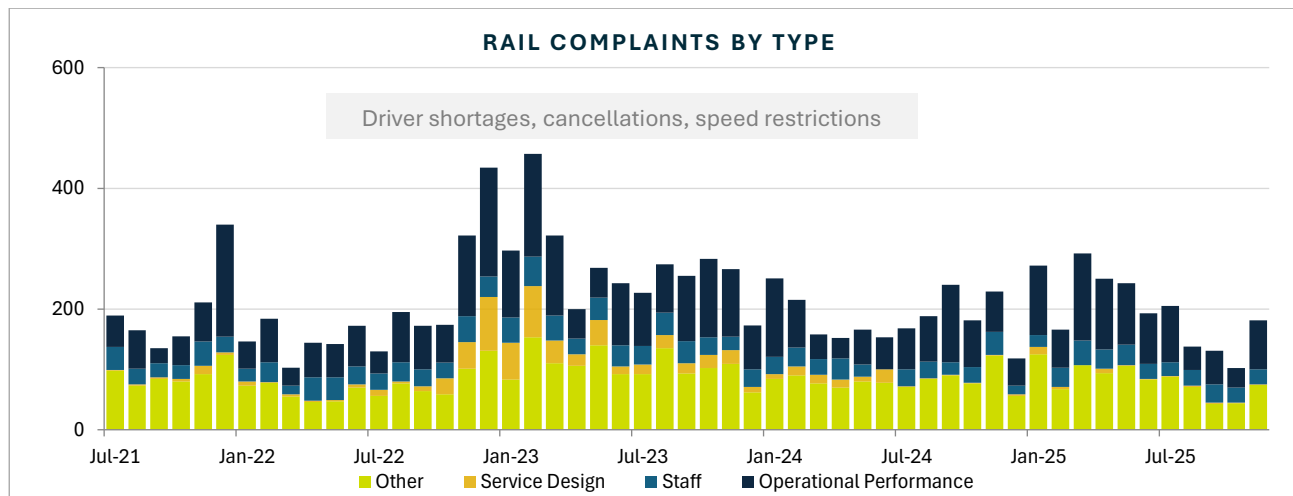
	Nov-25	Nov-24	Change
Wellington			
Newlands, Tawa	21	41	-48.8%
East-West, City	186	213	-12.7%
North-south, Khandallah, Brooklyn	202	181	11.6%
Hutt Valley	111	124	-10.5%
Porirua	17	26	-34.6%
Kapiti	18	20	-10.0%
Wairarapa	7	8	-12.5%
General	-	-	0.0%
Total	562	613	-8.3%

Bus complaints - year to date (Jul - Nov)

	2025/26	2024/25	Change
Wellington			
Newlands, Tawa	143	196	-27.0%
East-West, City	757	983	-23.0%
North-south, Khandallah, Brooklyn	808	850	-4.9%
Hutt Valley	489	634	-22.9%
Porirua	86	130	-33.8%
Kapiti	78	100	-22.0%
Wairarapa	38	27	40.7%
General	79	-	
Total	2,478	2,920	-15.1%

Rail complaints

Rail complaints for the month were 33.5% lower than November last year. They relate mostly to operational performance and staff.



Rail complaints - current month

	Nov-25	Nov-24	Change
Hutt Valley	80	77	3.9%
Kapiti	69	83	-16.9%
Johnsonville	8	12	-33.3%
Wairarapa	24	25	-4.0%
General	0	75	-100.0%
Total	181	272	-33.5%

Rail complaints - year to date (Jul - Nov)

	2025/26	2024/25	Change
Hutt Valley	318	345	-7.8%
Kapiti	210	393	-46.6%
Johnsonville	89	54	64.8%
Wairarapa	99	110	-10.0%
General	41	232	-82.3%
Total	757	1,134	-33.2%

Financial performance

Fare revenue

Bus and rail fare revenue

In November 2025, there was a budget shortfall of \$669,547 for the month across bus and rail services. The year-to-date budget shortfall for bus and rail fare revenue is \$1,748,050.

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 November was \$80,373.

Fare revenue - current month

	Nov-25	Budget	Excess/Shortfall
Bus	3,782,899	3,982,533	-199,635
Rail	3,259,785	3,729,698	-469,913
Total	\$7,042,684	\$7,712,231	-\$669,547

Fare revenue - year to date (Jul - Nov)

	2025/26	Budget	Excess/Shortfall
Bus	19,962,650	19,912,667	49,983
Rail	16,850,456	18,648,489	-1,798,033
Total	\$36,813,106	\$38,561,156	-\$1,748,050