

# Metlink performance report

OCTOBER 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

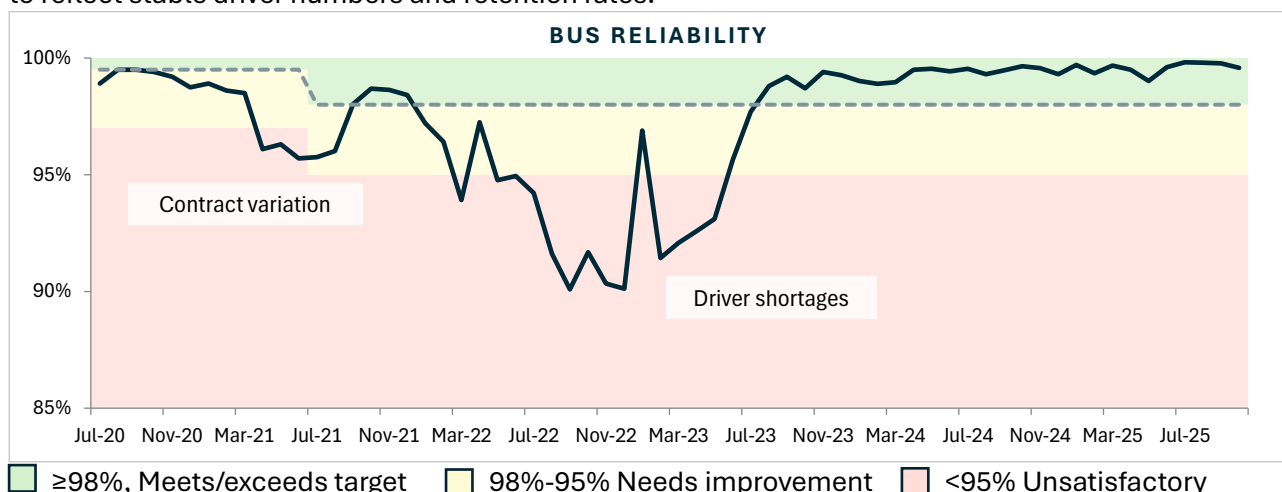
# Partner performance



## Bus operators

### Reliability

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

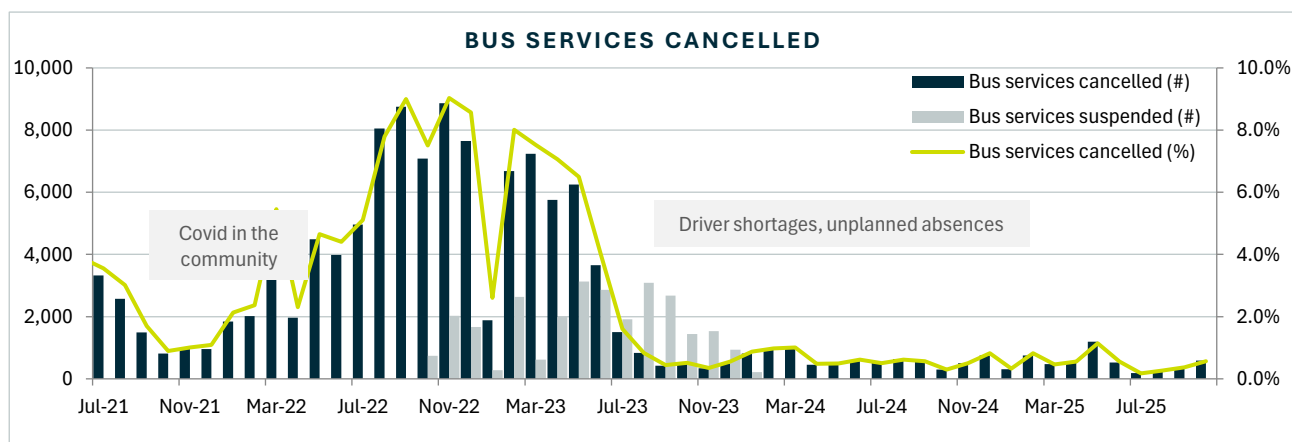


#### Reliability - current month

	Oct-25	Oct-24	Change
Wellington City			
Newlands & Tawa	99.4%	99.9%	-0.5%
East, West & City	99.9%	99.8%	0.1%
North, South, Khandallah & Brooklyn	99.3%	99.2%	0.1%
Hutt Valley	99.8%	99.9%	-0.1%
Porirua	99.0%	99.2%	-0.3%
Kapiti	99.9%	100.0%	-0.1%
Wairarapa	96.1%	99.6%	-3.5%
<b>Total</b>	<b>99.6%</b>	<b>99.6%</b>	<b>-0.1%</b>

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

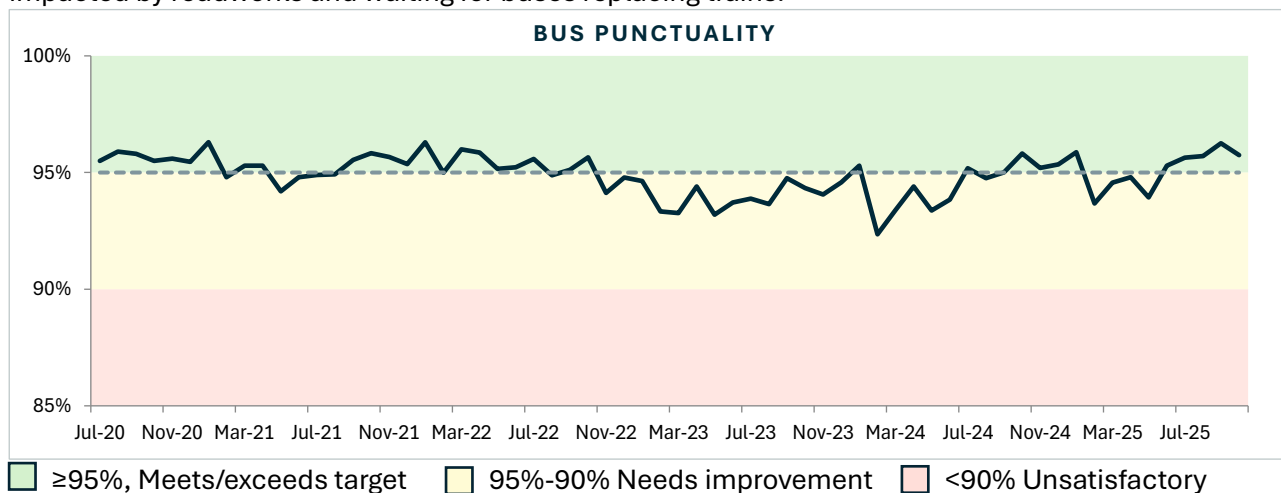
	2025/26	2024/25	Change
Wellington City			
Newlands & Tawa	99.6%	99.4%	0.2%
East, West & City	99.9%	99.8%	0.1%
North, South, Khandallah & Brooklyn	99.5%	98.9%	0.6%
Hutt Valley	99.9%	99.7%	0.2%
Porirua	99.4%	98.9%	0.5%
Kapiti	99.9%	99.9%	0.0%
Wairarapa	98.9%	99.7%	-0.8%
<b>Total</b>	<b>99.7%</b>	<b>99.5%</b>	<b>0.2%</b>



## 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 95.8% in October, and the overall percentage of trips that left early was 0.87%. The slight reduction in punctuality for October can be attributed to an increase in traffic congestion, following the relatively quiet school holiday period. Wairarapa services have been impacted by roadworks and waiting for buses replacing trains.



### Punctuality - current month

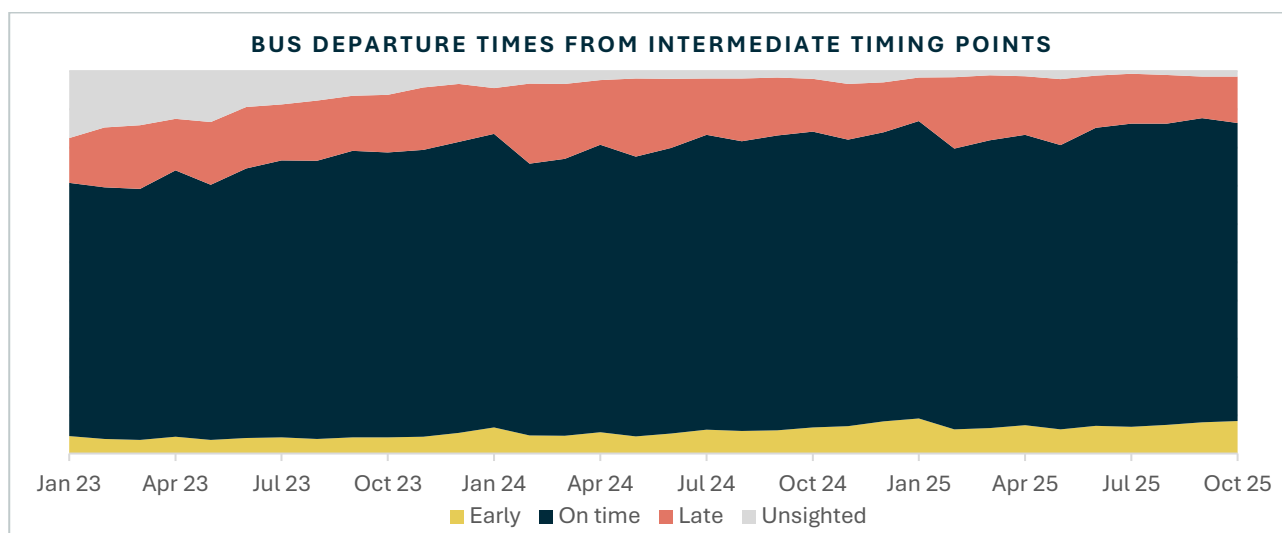
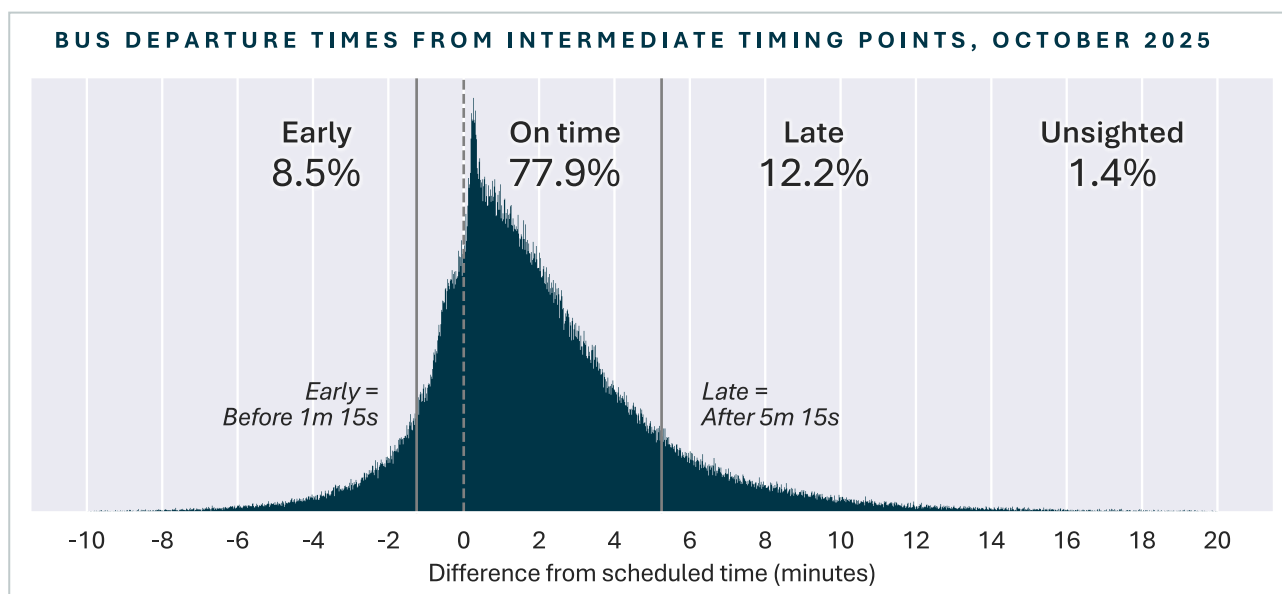
	Oct-25	Oct-24	Change
Wellington City			
Newlands & Tawa	97.2%	96.6%	0.6%
East, West & City	96.9%	96.8%	0.2%
North, South, Khandallah & Brooklyn	93.6%	93.8%	-0.3%
Hutt Valley	95.0%	95.1%	-0.1%
Porirua	96.0%	97.2%	-1.2%
Kapiti	97.0%	97.2%	-0.2%
Wairarapa	94.4%	94.3%	0.1%
<b>Total</b>	<b>95.8%</b>	<b>95.8%</b>	<b>-0.1%</b>

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

	2025/26	2024/25	Change
Wellington City			
Newlands & Tawa	97.3%	96.3%	1.0%
East, West & City	96.7%	95.9%	0.8%
North, South, Khandallah & Brooklyn	93.6%	93.4%	0.2%
Hutt Valley	95.3%	94.7%	0.6%
Porirua	96.6%	97.0%	-0.4%
Kapiti	97.7%	96.1%	1.6%
Wairarapa	94.2%	93.5%	0.7%
<b>Total</b>	<b>95.8%</b>	<b>95.2%</b>	<b>0.6%</b>

## Bus punctuality at intermediate timing points

The graphs below show when buses were recorded departing intermediate timing point stops, relative to their scheduled time. The timing source is the 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.

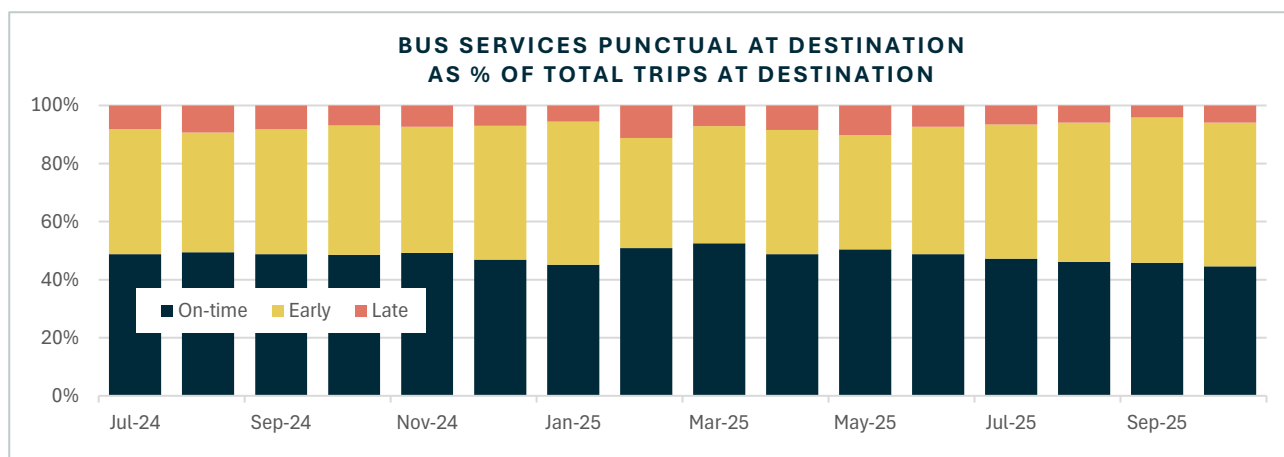


## Punctuality at destination

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 October, 44.6% of bus services recorded at destination arrived on time, with a further 49.4% arriving more than one minute early, while 5.9% of services arrived more than five minutes late.



#### Punctuality at destination - current month

	Oct-25	Oct-24	Change
On-time	44.6%	48.6%	-4.0%
Early	49.4%	44.6%	4.9%
Late	5.9%	6.8%	-0.9%

#### Punc. at dest. - year to date (Jul - Oct)

	2025/26	2024/25	Change
On-time	45.9%	48.8%	-2.8%
Early	48.4%	41.7%	6.7%
Late	5.7%	9.6%	-3.9%

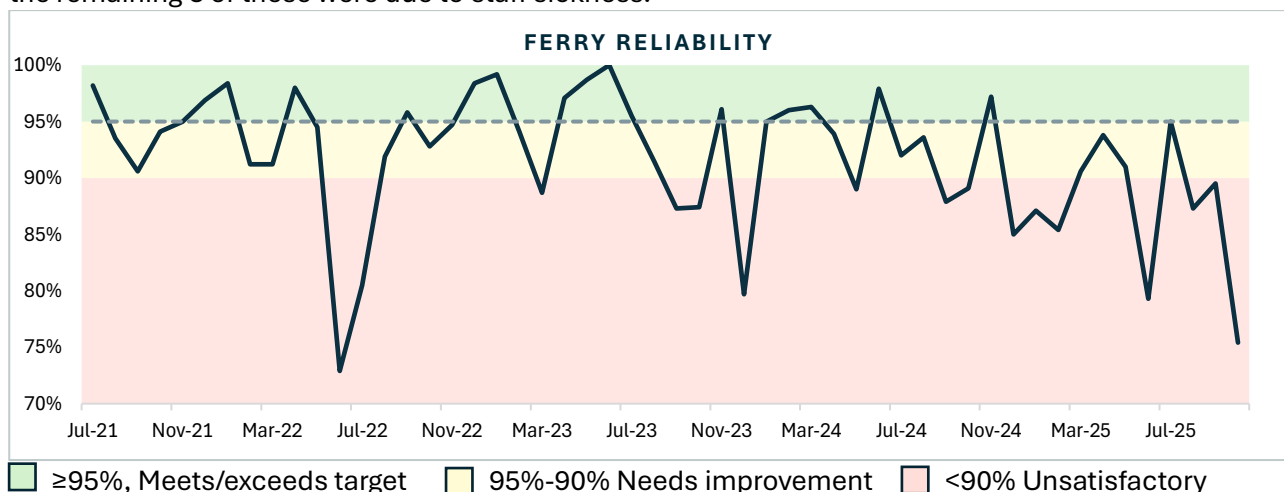


## Ferry operator

### Reliability

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

Reliability for October was 75.4%, compared to 89.1% for the same month last year. There were 180 cancellations this month, 162 cancellations were weather related, 10 were a City Cat radar issue, and the remaining 8 of these were due to staff sickness.

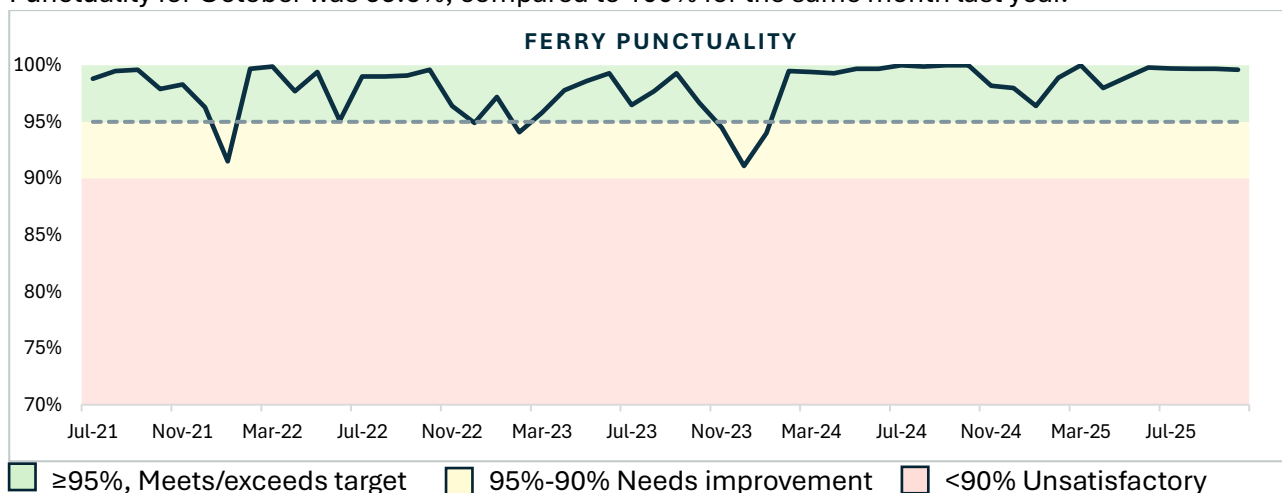


#### Reliability - current month

	Oct-25	Oct-24	% Change
Total	75.4%	89.1%	-13.7%

## 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 October was 99.6%, compared to 100% for the same month last year.



### Punctuality - current month

	Oct-25	Oct-24	% Change
Total	99.6%	100.0%	-0.4%



## Rail operator

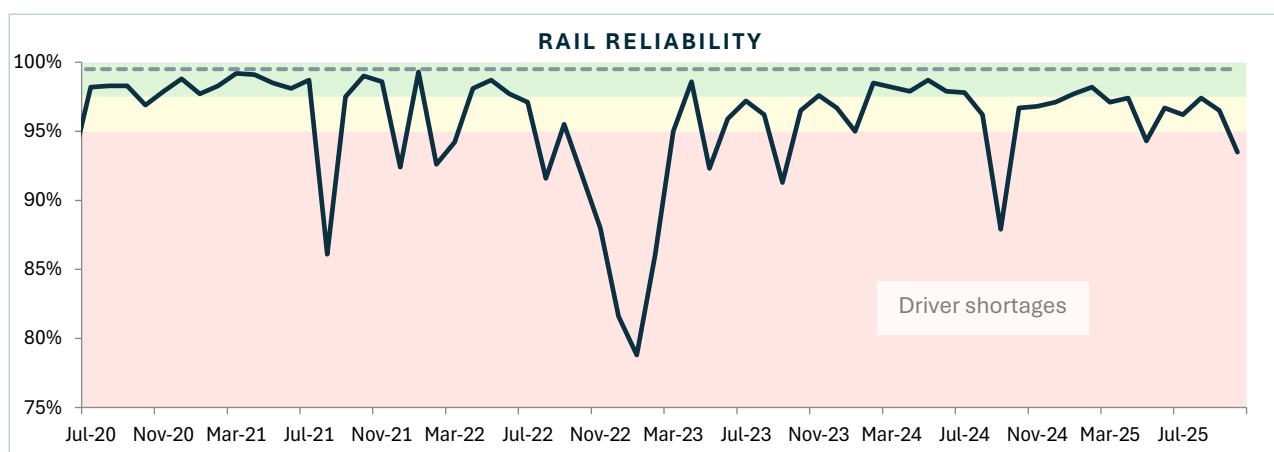
### Reliability

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 93.5% in October and 96.7% for the same month last year. There were a number of significant issues that affected the rail network during October:

- 5<sup>th</sup>: fatality at Petone suspended services on the Hutt Line
- 15<sup>th</sup>: a freight service hit a truck at Waikanae station.
- 23<sup>rd</sup>: All services bus replaced from 7am due to a severe weather event. 28<sup>th</sup>: Slip on the Johnsonville line suspended services

0.5% of services were affected by staff sickness and 0.2% by vehicle mechanical issues



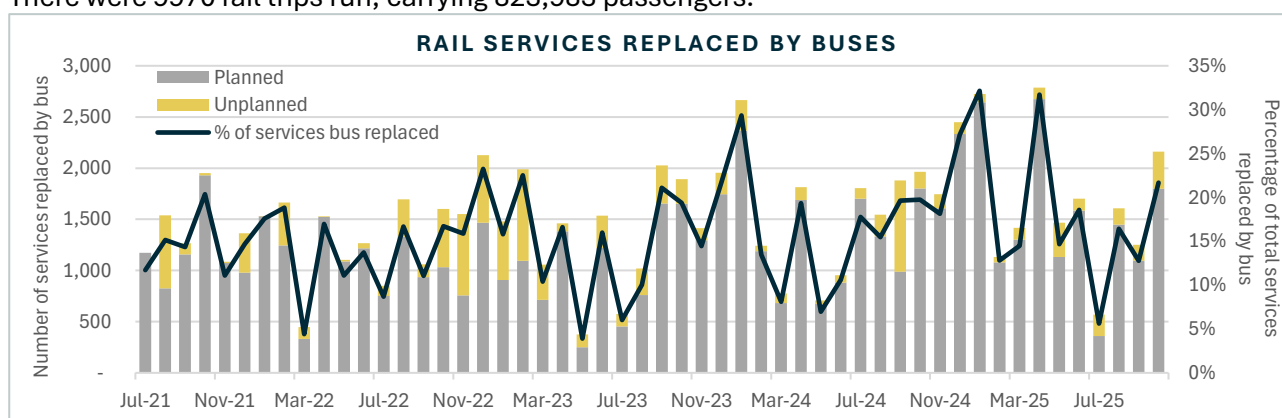
  ≥97.5%, Meets/exceeds target  
   97.5%-95% Needs improvement  
   <95% Unsatisfactory

**Reliability - current month**      **Reliability - year to date (Jul - Oct)**

	Oct-25	Oct-24	Change
Hutt Valley	94.9%	96.3%	-1.4%
Johnsonville	92.0%	98.1%	-6.1%
Kapiti	93.1%	96.7%	-3.6%
Wairarapa	92.5%	89.4%	3.1%
<b>Total</b>	<b>93.5%</b>	<b>96.7%</b>	<b>-3.2%</b>

	2025/26	2024/25	Change
Hutt Valley	96.3%	95.4%	0.9%
Johnsonville	96.1%	96.7%	-0.6%
Kapiti	95.8%	93.1%	2.7%
Wairarapa	90.2%	85.9%	4.3%
<b>Total</b>	<b>95.9%</b>	<b>94.7%</b>	<b>1.2%</b>

In October, 21.7% of rail services were replaced by buses, compared to 12.8% the previous month. There were 9970 rail trips run, carrying 823,983 passengers.

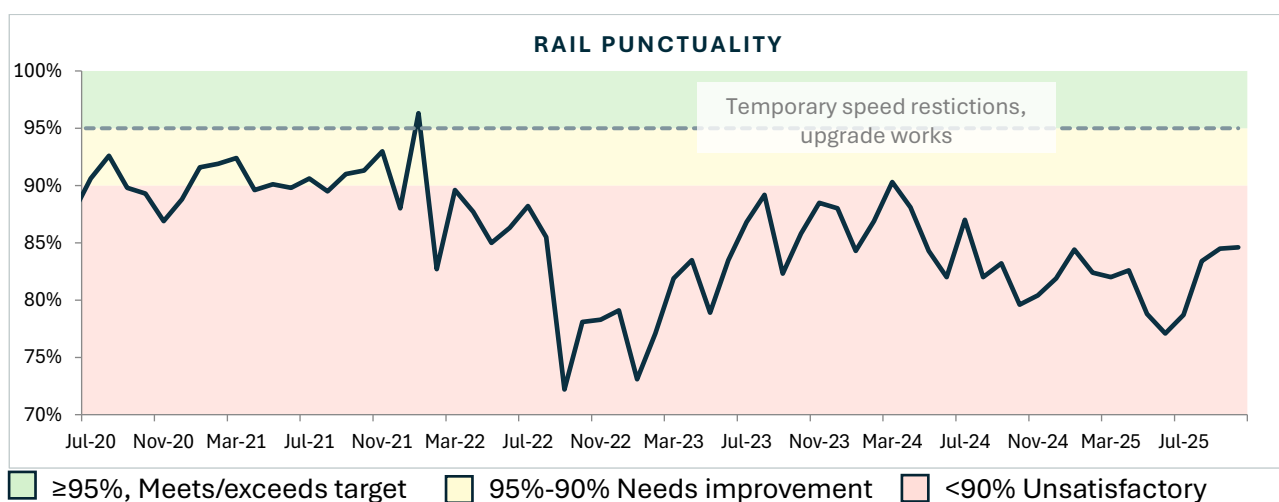


## Punctuality

Punctuality continues to be impacted by a high level of speed restrictions on the Hutt and Kapiti lines which are delaying services particularly during peaks.

Services on the Hutt line were significantly impacted by speed restrictions added due to work planned for Labour day weekend and most of the restrictions were lifted after Labour Day weekend.

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



#### Punctuality - current month

	Oct-25	Oct-24	Change
Hutt Valley	80.9%	89.6%	-8.7%
Johnsonville	96.7%	96.3%	0.4%
Kapiti	83.0%	56.9%	26.1%
Wairarapa	43.2%	34.8%	8.4%
<b>Total</b>	<b>84.6%</b>	<b>79.6%</b>	<b>5.0%</b>

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

	2025/26	2024/25	Change
Hutt Valley	81.4%	90.3%	-8.9%
Johnsonville	88.3%	96.0%	-7.7%
Kapiti	83.0%	68.0%	15.0%
Wairarapa	46.6%	23.1%	23.5%
<b>Total</b>	<b>82.8%</b>	<b>83.0%</b>	<b>-0.2%</b>

## 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.*

#### October Summary

October's performance increased for both Punctuality and Reliability on the previous month. There were no significant network outages impacting reliability during the month which was a major factor in the performance upturn.

On the 3rd of October a signals power outage occurred at Taita in the early afternoon. The breakers tripped losing power to the Signalling system, impacting ten Hutt Valley services.



The 2025/26 “Heat season” began with sites established in the field the 6th of October. Heat sites were reduced on previous year with three sites on the Kapiti Line and two sites on the Hutt Valley Line.

Two sites on the Kapiti Line requiring ballast drops are due to lift at the end of November. The first heat site activated on 29th October at Plimmerton with temperatures starting to increase.

On the Kapiti Line a truck collided with a freight train at Elizabeth St, Waikanae on the morning of Wednesday 15th October. While the network infrastructure got off lightly a barrier arm required replacement a 10kph TSR was added to the crossing until the repairs could be carried out over the following weekend.

On the Kapiti, a TSR between Plimmerton and Pukerua Bay was lifted after a track resleeper. On the Hutt Valley, a long-standing 25kph at Sutherland Ave Level Crossing was lifted with remedy of the Warning device system, and a rerail site between Naenae and Taita completed.

On the Wairarapa Line a 60kph TSR for a fault between Maymorn and Featherston was lifted.

### Network Availability

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

### Maintenance Compliance

Maintenance is 100% compliant across both Track and STTE.

### Maintenance Backlog

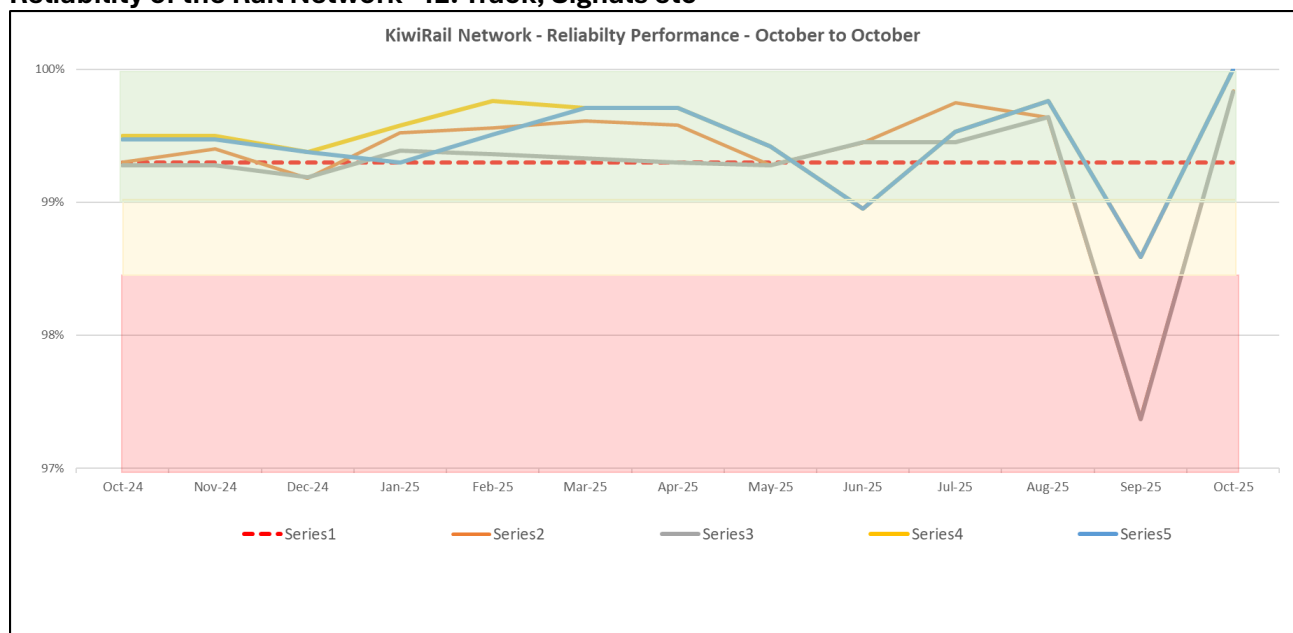
Two Signals work orders have been completed in the field, however, remain open in the Maximo system.

### HSE

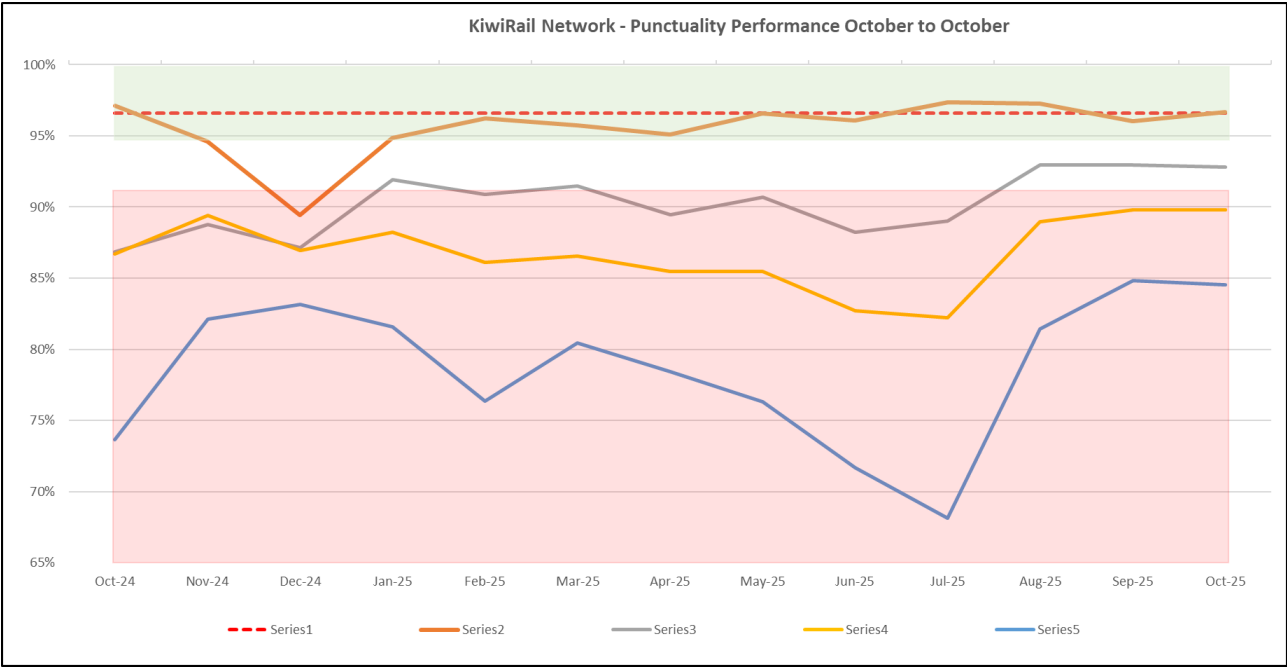
31 Harm Free Days in October.

*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



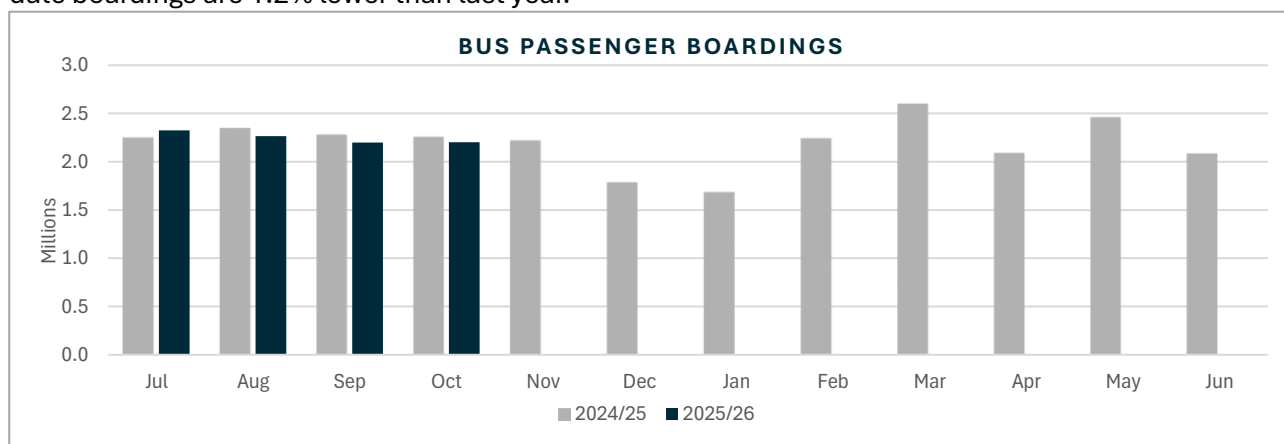
# Operational performance

## 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

October bus passenger boardings were 1.5% lower than the same month last year, and the year to date boardings are 1.2% lower than last year.



Boardings by area - current month

	Oct-25	Oct-24	% Change
Wellington	1,637,204	1,673,092	-2.1%
Hutt Valley	412,832	414,916	-0.5%
Porirua	83,576	83,861	-0.3%
Kapiti	56,026	52,307	7.1%
Wairarapa	13,705	13,382	2.4%
Total	2,203,343	2,237,558	-1.5%

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

	2025/26	2024/25	% Change
Wellington	6,720,480	6,761,939	-0.6%
Hutt Valley	1,658,785	1,706,943	-2.8%
Porirua	336,335	349,006	-3.6%
Kapiti	220,817	227,353	-2.9%
Wairarapa	55,939	55,996	-0.1%
Total	8,992,356	9,101,237	-1.2%

### Rail passenger boardings

October rail passenger boardings were 9.7% lower than the same month last year.



### Boardings by line - current month

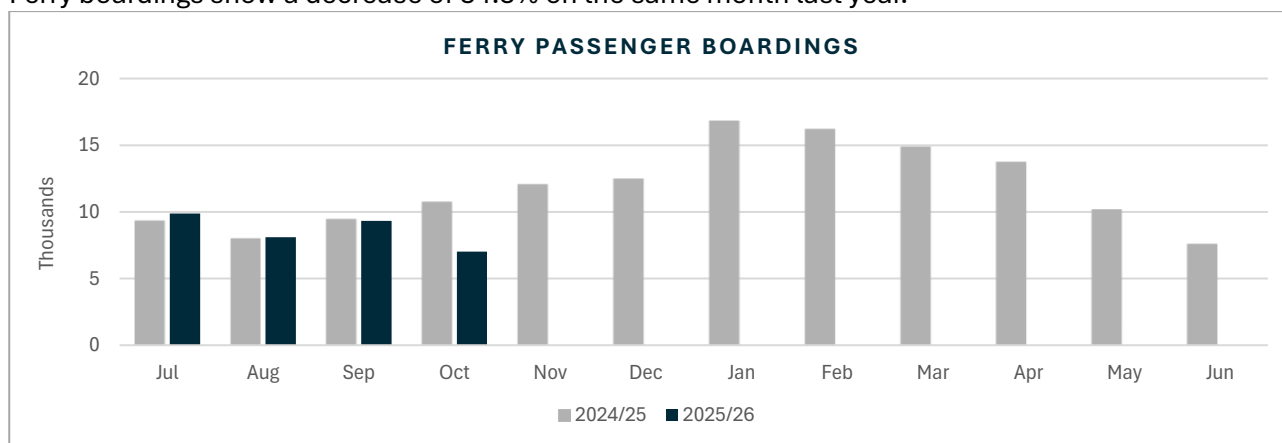
	Oct-25	Oct-24	% Change
Hutt Valley	358,693	400,600	-10.5%
Kapiti	341,473	365,520	-6.6%
Johnsonville	77,911	94,738	-17.8%
Wairarapa	45,906	51,543	-10.9%
<b>Total</b>	<b>823,983</b>	<b>912,401</b>	<b>-9.7%</b>

### Boardings by line - year to date (Jul - Oct)

	2025/26	2024/25	% Change
Hutt Valley	1,537,456	1,628,180	-5.6%
Kapiti	1,448,599	1,500,328	-3.4%
Johnsonville	345,919	389,702	-11.2%
Wairarapa	195,564	198,799	-1.6%
<b>Total</b>	<b>3,527,538</b>	<b>3,717,009</b>	<b>-5.1%</b>

## Ferry passenger boardings

Ferry boardings show a decrease of 34.8% on the same month last year.



### Boardings - current month

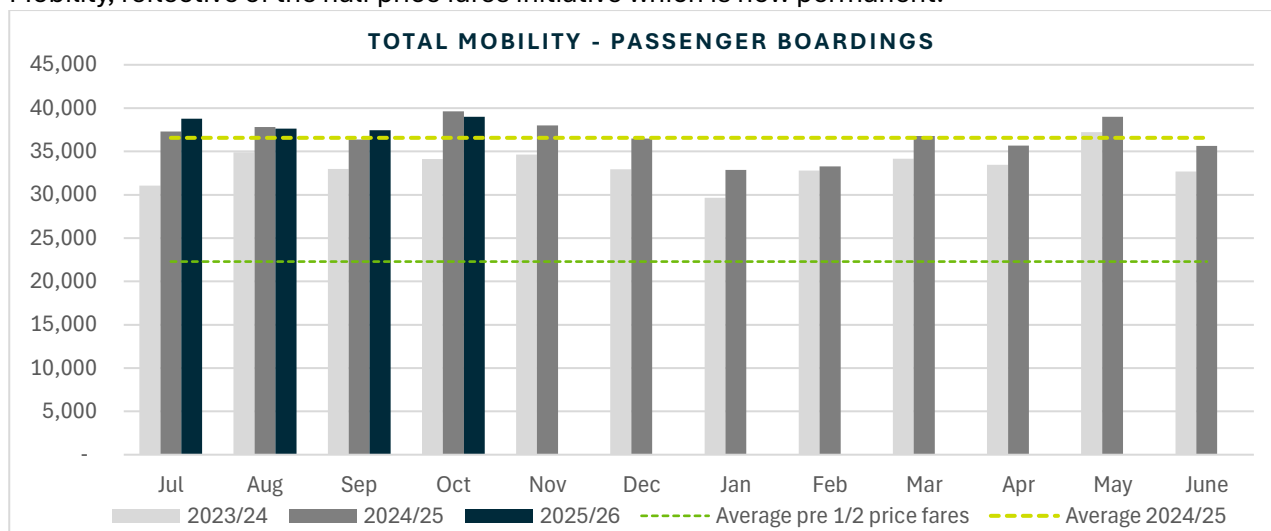
	Oct-25	Oct-24	% Change
<b>Total</b>	<b>7,014</b>	<b>10,752</b>	<b>-34.8%</b>

### Boardings - year to date (Jul - Oct)

	2025/26	2024/25	% Change
<b>Total</b>	<b>34,318</b>	<b>37,499</b>	<b>-8.5%</b>

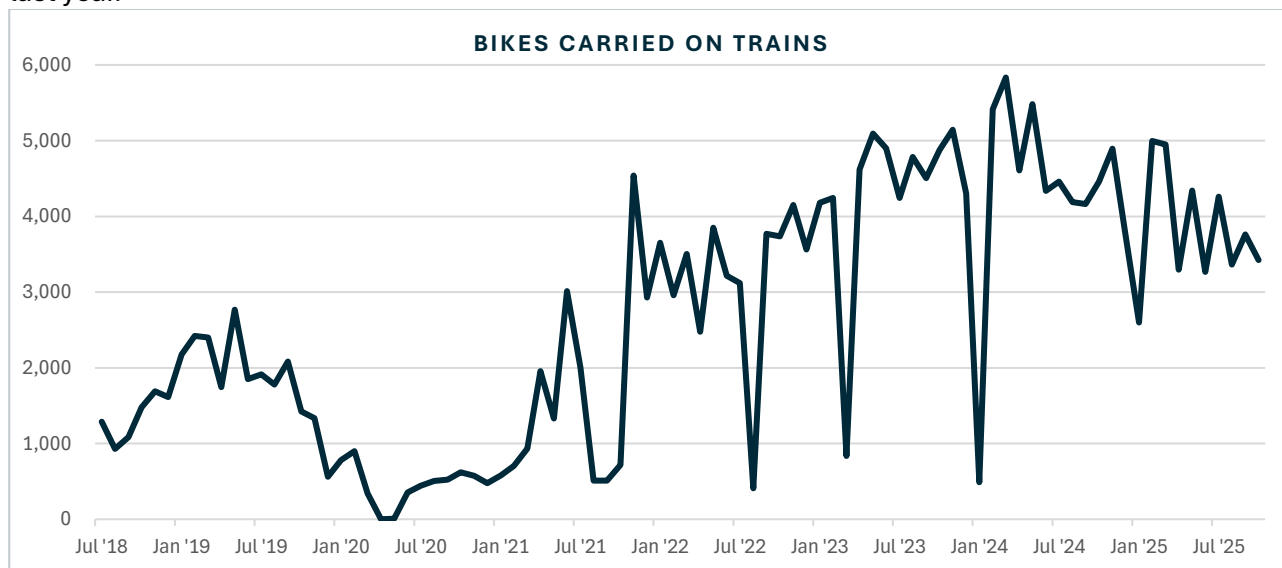
## Te Hunga Whaikaha Total Mobility passenger boardings

In October there were 39,012 Te Hunga Whaikaha Total Mobility trips, a decrease of 1.6% 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

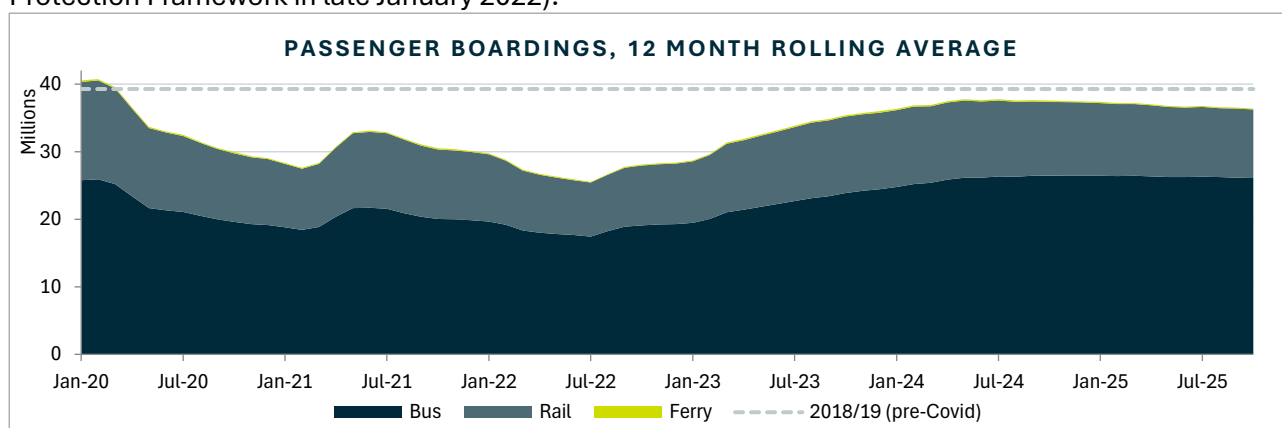
The following graph provides an estimate of the number of bikes carried on rail services, as recorded by onboard staff counts. These results may change over time as we improve data collection processes. In October, 3,423 bikes were counted onboard rail services, vs 4,457 over the same month last year.

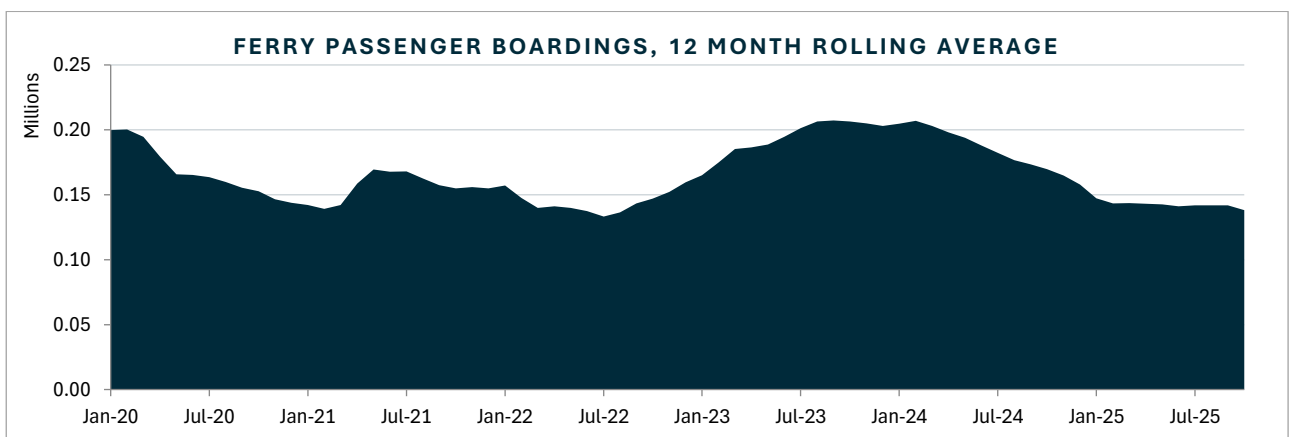
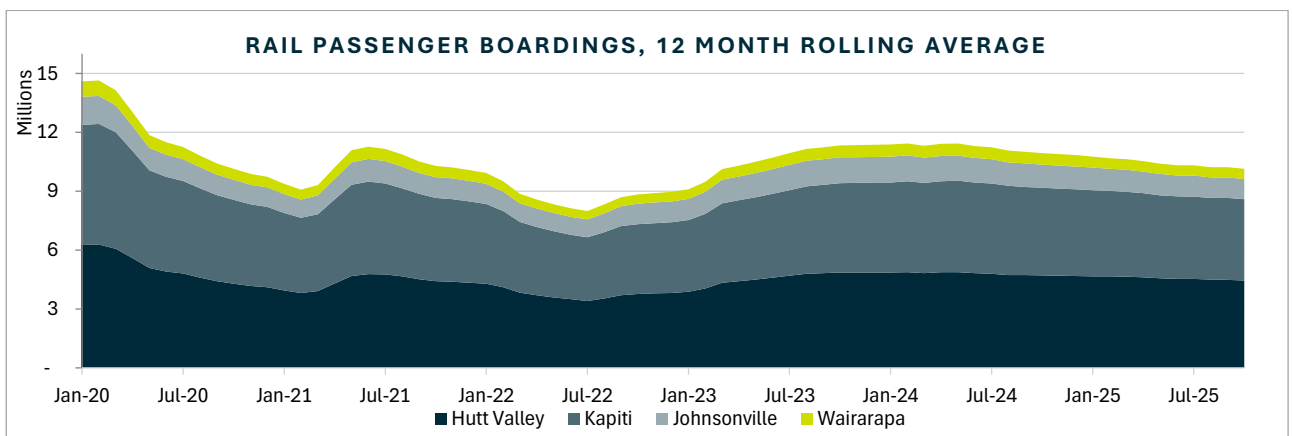
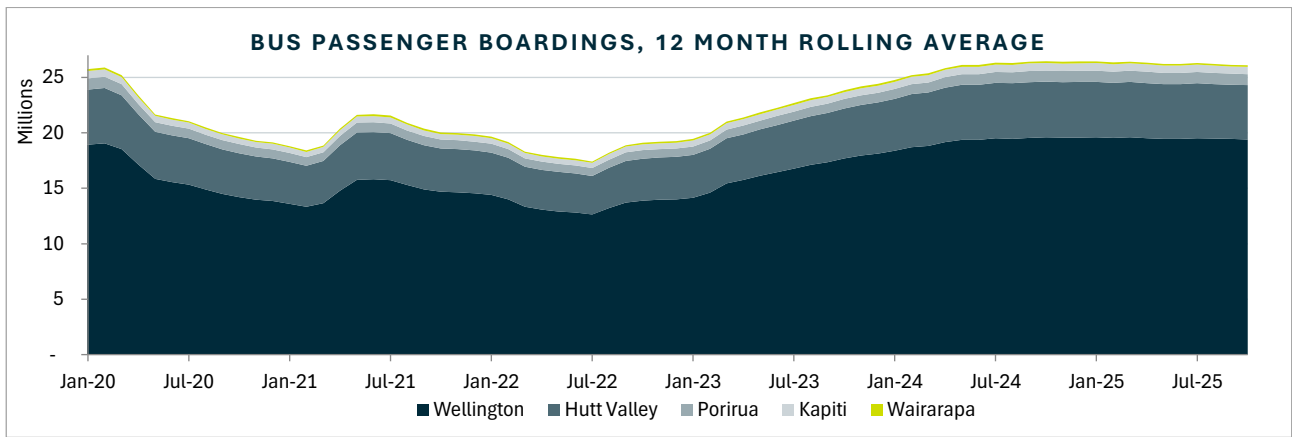


## Passenger boardings trend – 12 month rolling totals

The following graphs show the number of passengers boardings using a 12-month rolling total. Each column in the graphs below represents the total boardings for the 12 months prior (e.g., for January 2024, the column is total boardings for February 2023 to January 2024). Rolling totals smooth out any seasonal differences (e.g., school and public holidays) and are a better indication of growth trends overall. For month-on-month totals refer to the graphs in the section above.

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

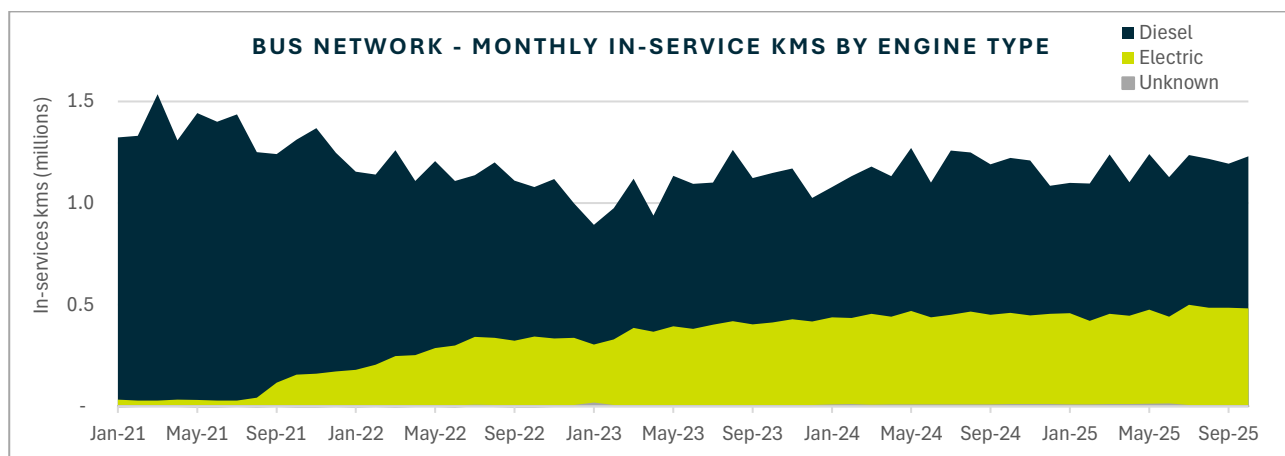




## Bus emissions

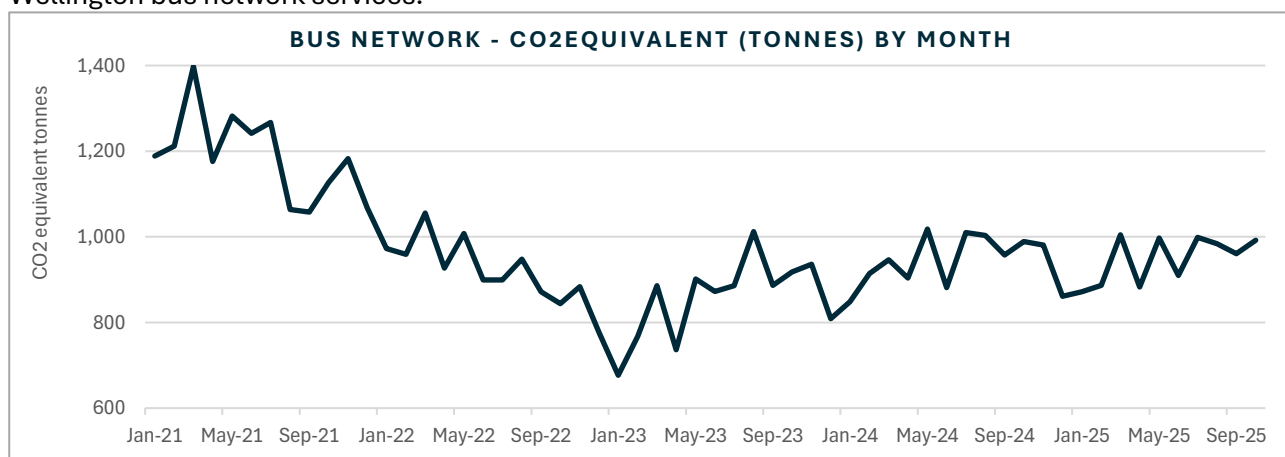
### In-service kilometres by engine type

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



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

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



## Bus vehicles by engine type

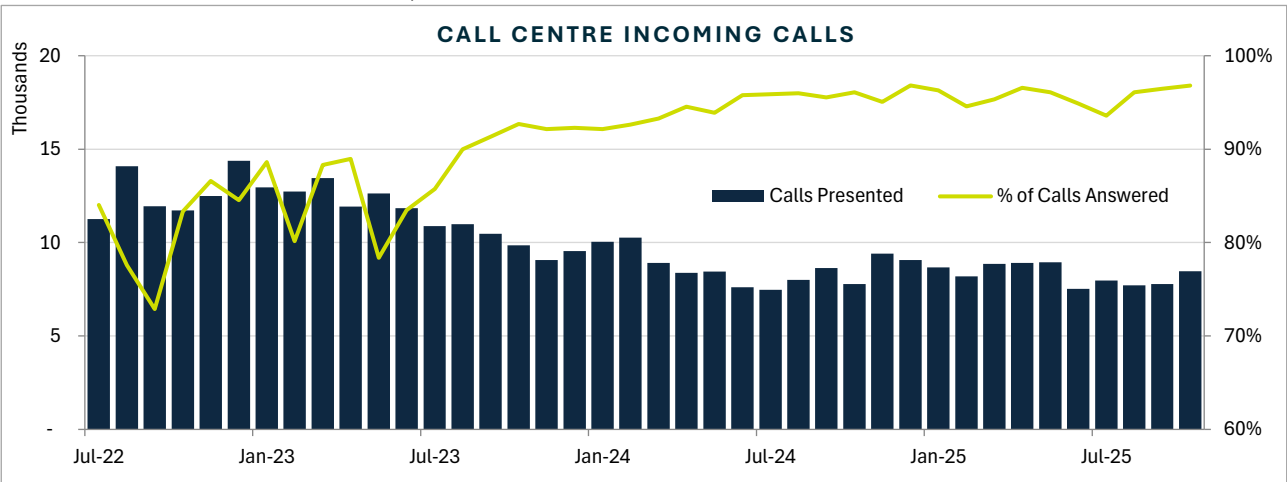
The table below shows the number of vehicles by engine type that ran bus network services in the Greater Wellington region in October.

Engine type	Count
Electric	118
EURO3	45
EURO4	19
EURO5	71
EURO6	211
Unknown	4
<b>Total</b>	<b>468</b>

# Customer contact

## Call centre incoming calls

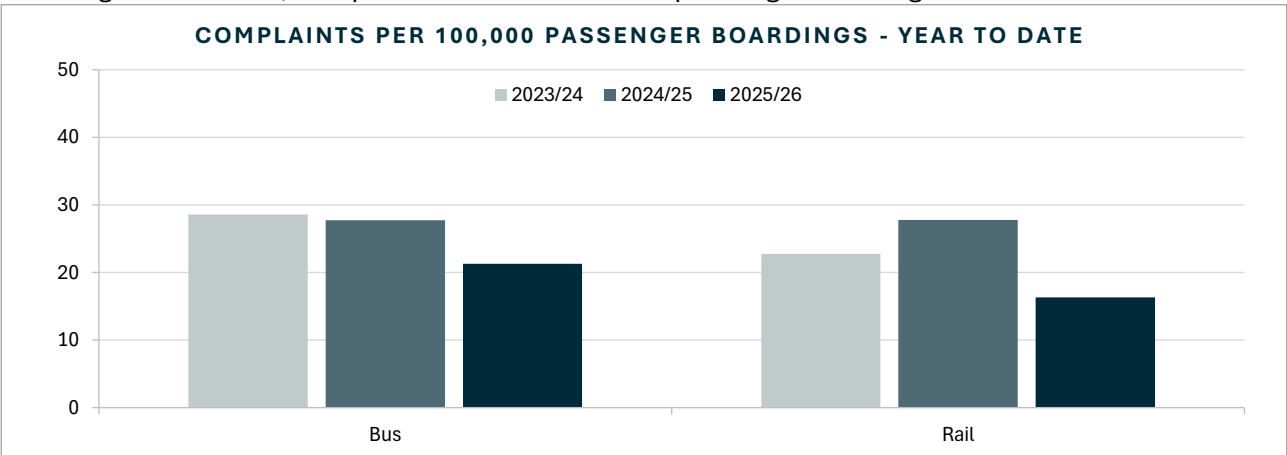
Metlink answered 96.8% of the 8,460 calls received in October.



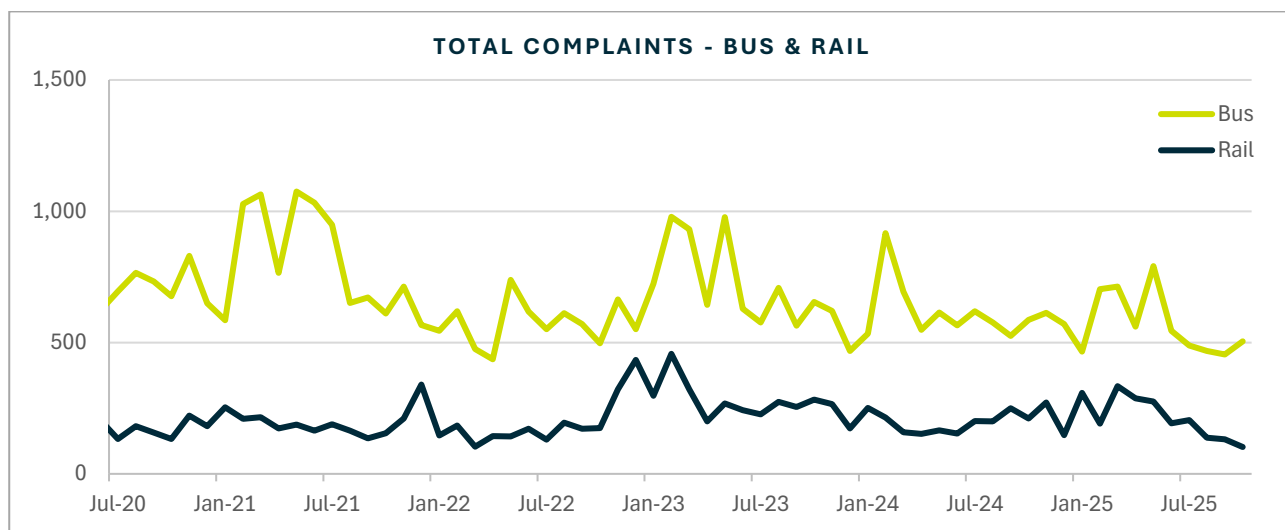
# Complaints

## 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.

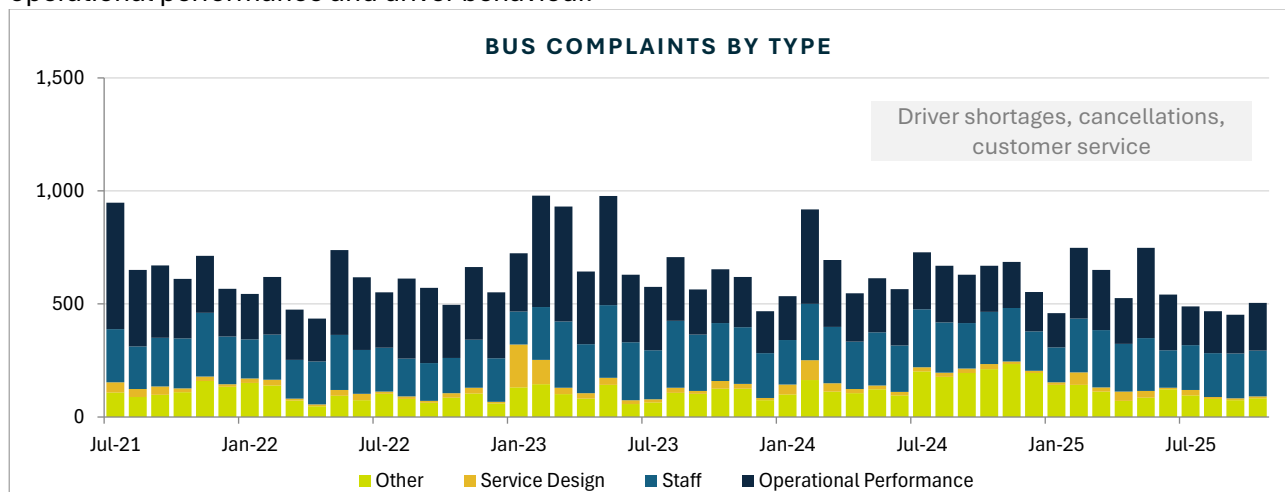






## Bus complaints

Bus complaints for the month were 13.8% lower than October last year. They relate mostly to operational performance and driver behaviour.



### Bus complaints - current month

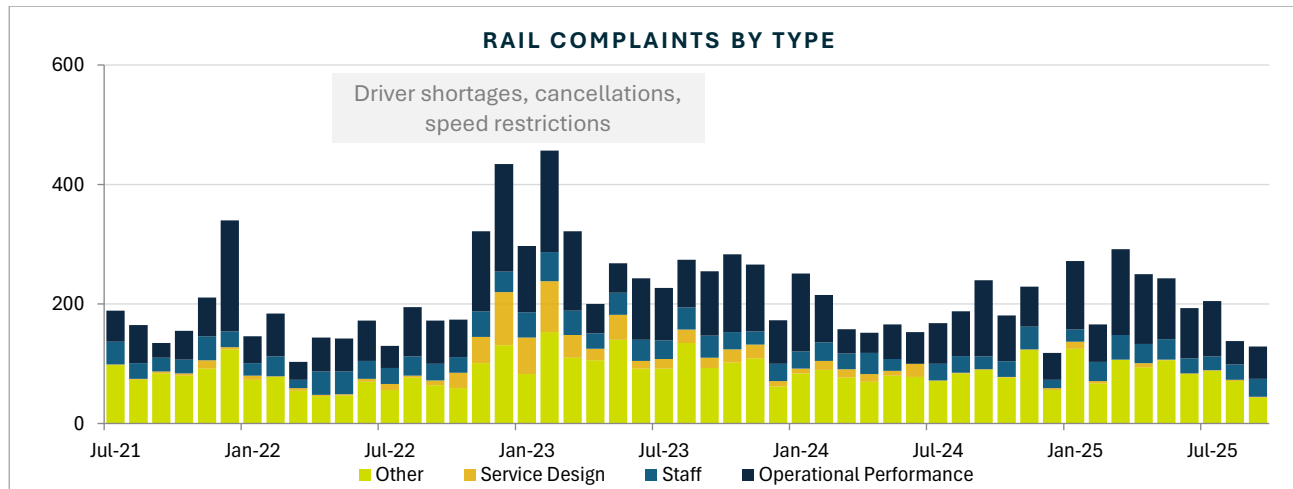
	Oct-25	Oct-24	Change
Wellington			
Newlands, Tawa	23	31	-25.8%
East-West, City	166	217	-23.5%
North-south, Khandallah, Brooklyn	166	178	-6.7%
Hutt Valley	96	116	-17.2%
Porirua	12	21	-42.9%
Kapiti	18	20	-10.0%
Wairarapa	12	3	300.0%
General	12	-	0.0%
<b>Total</b>	<b>505</b>	<b>586</b>	<b>-13.8%</b>

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

	2025/26	2024/25	Change
Wellington			
Newlands, Tawa	122	155	-21.3%
East-West, City	571	770	-25.8%
North-south, Khandallah, Brooklyn	606	669	-9.4%
Hutt Valley	378	510	-25.9%
Porirua	69	104	-33.7%
Kapiti	60	80	-25.0%
Wairarapa	31	19	63.2%
General	79	-	
<b>Total</b>	<b>1,916</b>	<b>2,307</b>	<b>-16.9%</b>

## Rail complaints

Rail complaints for the month were 51.7% lower than October last year. They relate mostly to operational performance and staff.



### Rail complaints - current month

	Oct-25	Oct-24	Change
Hutt Valley	51	59	-13.6%
Kapiti	25	89	-71.9%
Johnsonville	7	10	-30.0%
Wairarapa	16	24	-33.3%
General	3	29	-89.7%
<b>Total</b>	<b>102</b>	<b>211</b>	<b>-51.7%</b>

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

	2025/26	2024/25	Change
Hutt Valley	238	268	-11.2%
Kapiti	141	310	-54.5%
Johnsonville	81	42	92.9%
Wairarapa	75	85	-11.8%
General	41	157	-73.9%
<b>Total</b>	<b>576</b>	<b>862</b>	<b>-33.2%</b>

# Financial performance

## Fare revenue

### Bus and rail fare revenue

In October 2025, there was a budget shortfall of \$786,569 for the month across bus and rail services. The year-to-date budget shortfall for bus and rail fare revenue is \$1,078,502.

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 October was \$73,082.

#### Fare revenue - current month

	Oct-25	Budget	Excess/Shortfall
Bus	3,790,111	3,982,533	-192,422
Rail	3,135,551	3,729,698	-594,147
<b>Total</b>	<b>\$6,925,662</b>	<b>\$7,712,231</b>	<b>-\$786,569</b>

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

	2025/26	Budget	Excess/Shortfall
Bus	16,179,751	15,930,133	249,618
Rail	13,590,671	14,918,791	-1,328,120
<b>Total</b>	<b>\$29,770,422</b>	<b>\$30,848,925</b>	<b>-\$1,078,502</b>