Metlink performance report

SEPTEMBER 2026



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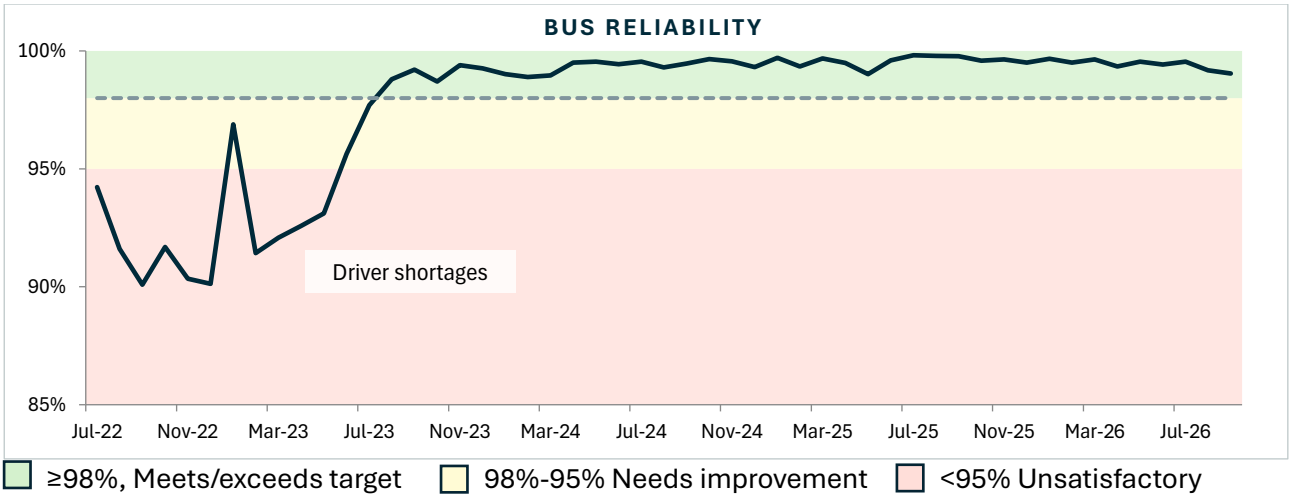
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Partner performance

Bus operators

Reliability

The bus reliability measure shows the percentage of scheduled services that ran, as tracked by RTI and Snapper systems.
In September, 99.0% of bus services were delivered. Reliability performance remains above target; however reliability was impacted in North, South, Khandallah, Brooklyn, and Porirua, largely driven by unplanned staff absenteeism related to winter illness and sickness. Wairarapa reliability also declined marginally (0.1%), caused by roadworks on SH2 in Carterton.

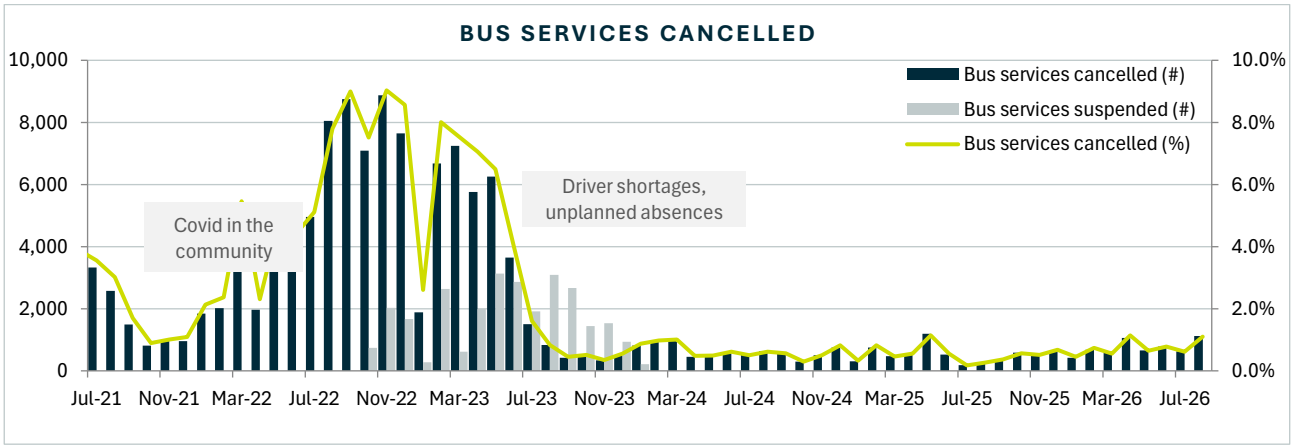


Reliability - current month

	Sep-26	Sep-25	Change
Wellington City			
Newlands & Tawa	99.9%	99.7%	0.2%
East, West & City	99.9%	99.9%	0.0%
North, South, Khandallah & Brooklyn	96.6%	99.5%	-2.9%
Hutt Valley	99.9%	99.8%	0.0%
Porirua	97.9%	99.6%	-1.7%
Kapiti	100.0%	99.9%	0.0%
Wairarapa	99.8%	99.9%	-0.2%
Total	**99.0%**	**99.8%**	**-0.7%**

Reliability - year to date (Jul - Sep)

	2026/27	2025/26	Change
Wellington City			
Newlands & Tawa	99.8%	99.6%	0.2%
East, West & City	99.9%	99.9%	0.0%
North, South, Khandallah & Brooklyn	97.5%	99.6%	-2.1%
Hutt Valley	99.8%	99.9%	-0.1%
Porirua	98.6%	99.6%	-1.0%
Kapiti	99.9%	99.9%	0.0%
Wairarapa	99.6%	99.8%	-0.2%
Total	**99.3%**	**99.8%**	**-0.5%**



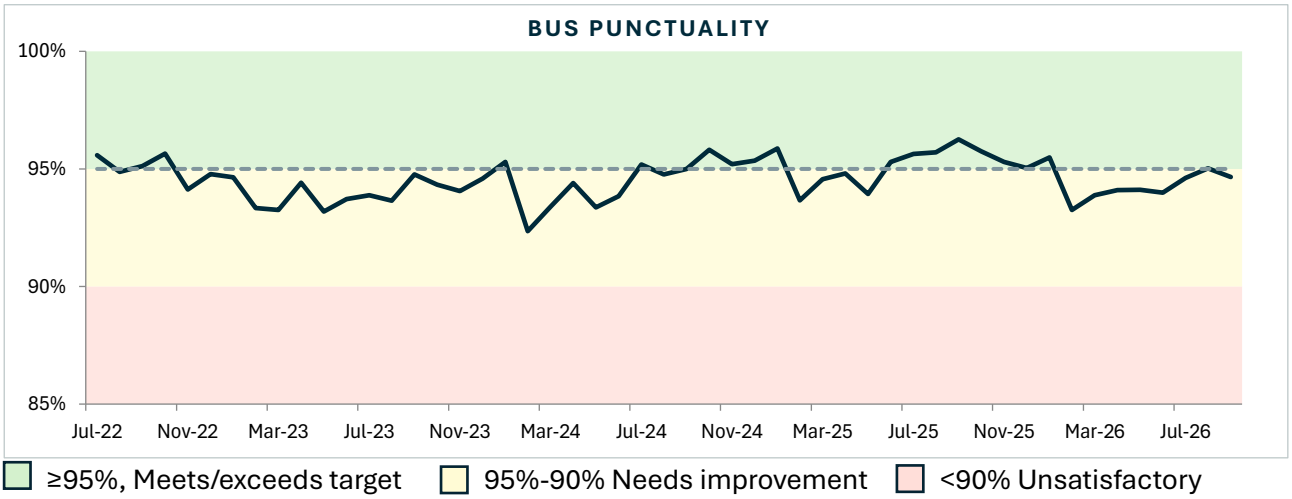
Reliability – Lowest performing 5 routes this month excluding designated school services

Route Number	Route Destination	Reliability	Scheduled Trips
24	Johnsonville - Broadmeadows - Wellington - Miramar Heights	93.2%	1916
1	Johnsonville West/Churton Park/Grenada Village - Island Bay	94.7%	5152
32x	Houghton Bay - Island Bay - Berhampore - Wellington (Express)	95.5%	484
29	Brooklyn - Owhiro Bay - Island Bay - Southgate - Newtown - Wellington	96.2%	1336
25	Khandallah - Wellington - Aro Valley - Highbury	96.2%	2030

Punctuality

We measure bus punctuality by recording the bus departure from origin, leaving between one minute early and five minutes late.
Bus punctuality was 94.7% in September, and the overall percentage of trips that left early was 0.94%.

Punctuality has decreased slightly in this period. This is as a result of pressure on the network with continued driver absenteeism due to illness, combined with road works on significant corridors across the network. There were also some large events in Wellington City which had an impact on Punctuality, such as Te Hīkoi mō te Reo Māori / Te Wiki o te Reo Māori Parade on 14th September and Ngāti Kahungunu Hīkoi on 15th September, both impacting Wellington City Centre.



Punctuality - current month

	Sep-26	Sep-25	Change
Wellington City			
Newlands & Tawa	96.9%	97.4%	-0.6%
East, West & City	95.7%	96.9%	-1.2%
North, South, Khandallah & Brooklyn	92.7%	94.0%	-1.4%
Hutt Valley	93.4%	96.1%	-2.7%
Porirua	93.9%	97.0%	-3.1%
Kapiti	97.6%	98.0%	-0.5%
Wairarapa	94.0%	94.7%	-0.7%
Total	**94.7%**	**96.3%**	**-1.6%**

Punctuality - year to date (Jul - Sep)

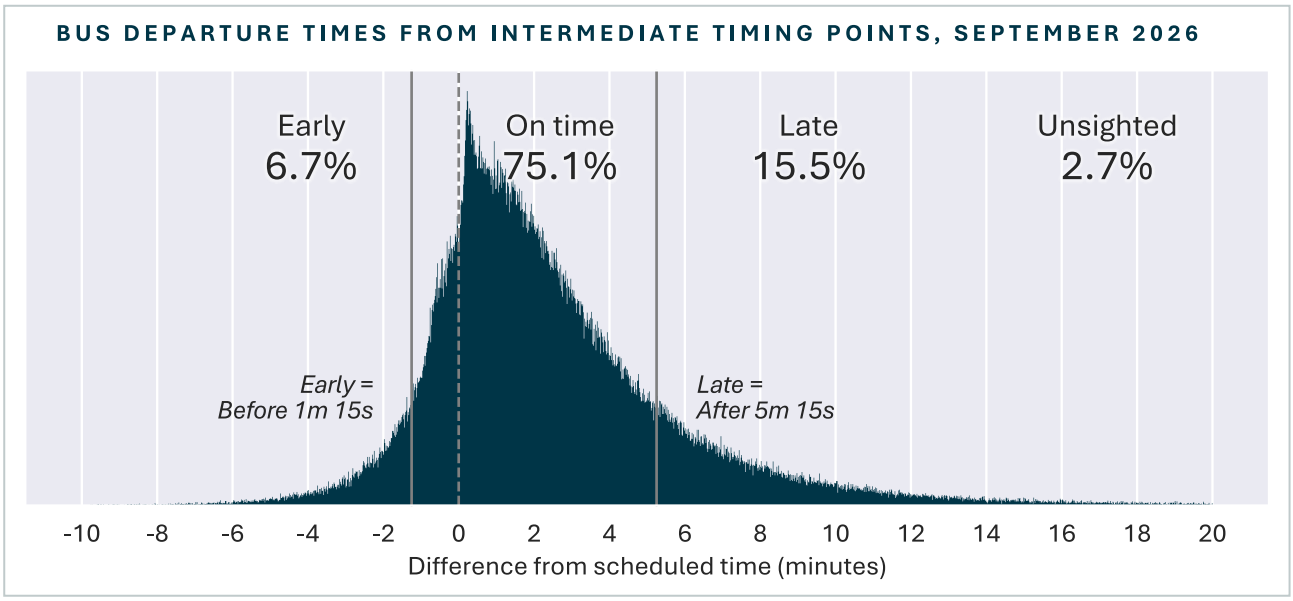
	2026/27	2025/26	Change
Wellington City			
Newlands & Tawa	96.9%	97.4%	-0.5%
East, West & City	96.1%	96.6%	-0.5%
North, South, Khandallah & Brooklyn	92.7%	93.6%	-0.9%
Hutt Valley	93.1%	95.4%	-2.3%
Porirua	94.4%	96.8%	-2.4%
Kapiti	97.3%	97.9%	-0.6%
Wairarapa	95.3%	94.1%	1.2%
Total	**94.8%**	**95.9%**	**-1.1%**

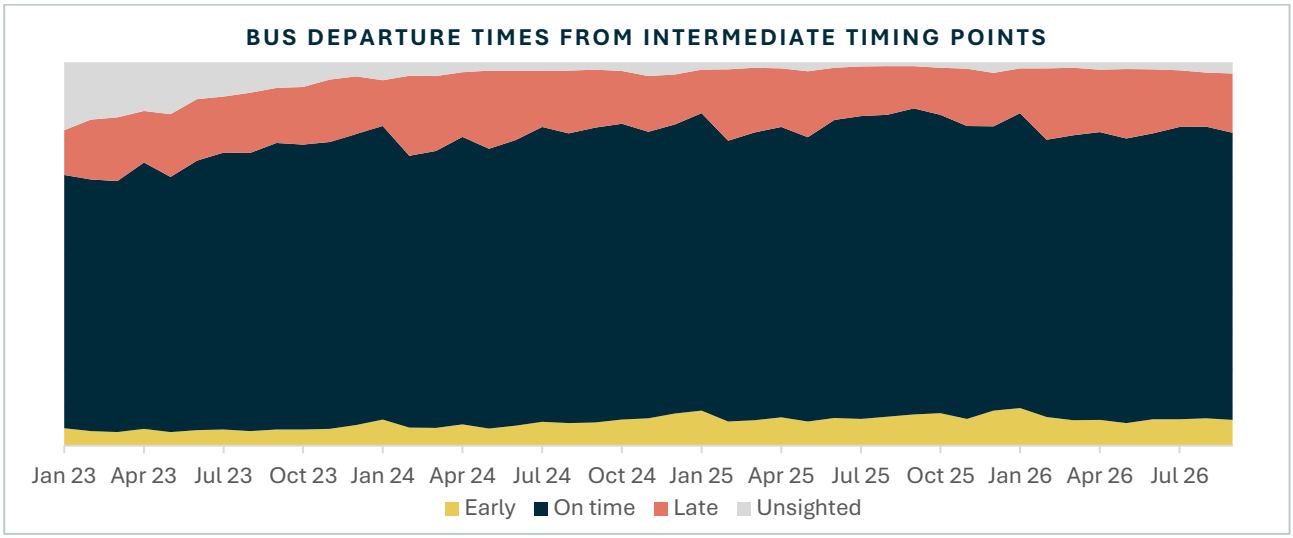
Punctuality – Lowest performing 5 routes this month excluding designated school services

Route Number	Route Destination	Punctuality	Trips Run
N5	After Midnight (Wellington - Newlands - Churton Park - Johnsonville)	81.3%	16
N22	After Midnight (Wellington - Naenae - Stokes Valley - Upper Hutt)	82.6%	23
204	Greytown - Woodside	82.8%	204
121	Stokes Valley Heights - Naenae - Lower Hutt - Seaview	83.9%	803
26	Khandallah - Ngaio - Brandon Street	87.9%	481

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.

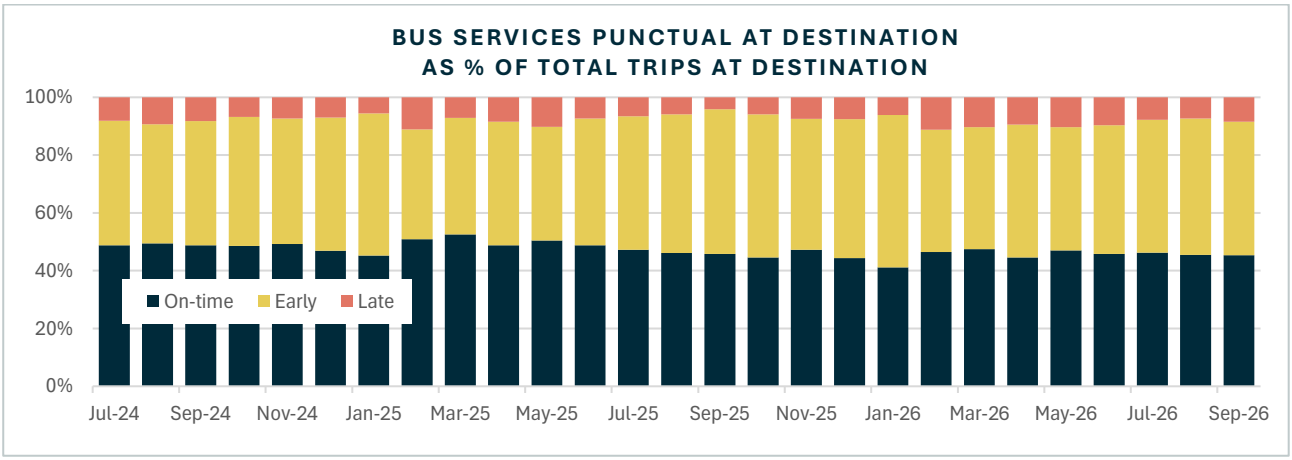




Punctuality at destination

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 September, 45.4% of bus services recorded at destination arrived on time, with a further 46.1% arriving more than one minute early, while 8.5% of services arrived more than five minutes late.



Punctuality at destination - current month

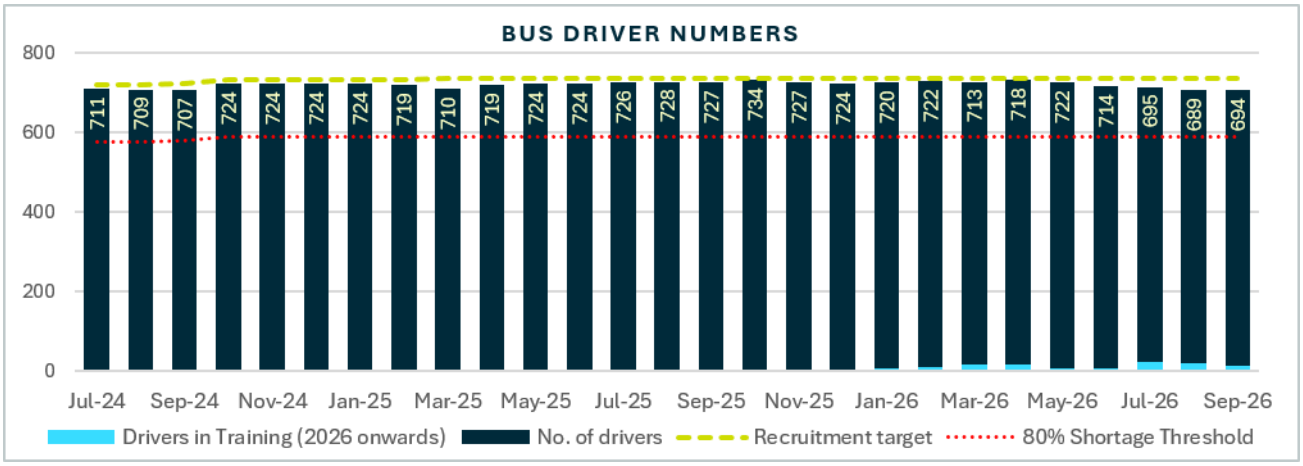
	Sep-26	Sep-25	Change
On-time	45.4%	45.8%	-0.4%
Early	46.1%	50.1%	-4.0%
Late	8.5%	4.1%	4.4%

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

	2026/27	2025/26	Change
On-time	45.7%	46.4%	-0.7%
Early	46.4%	48.0%	-1.6%
Late	7.9%	5.6%	2.3%

Bus Driver Numbers

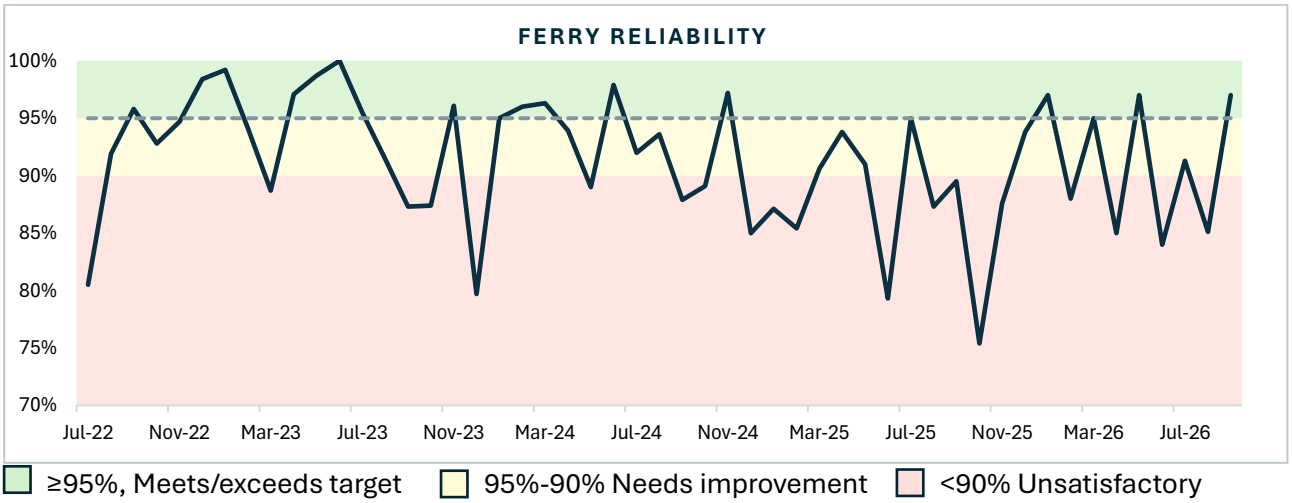
The graph below shows monthly total numbers of bus drivers against the target drivers required to run the network. Data labels quote qualified drivers only, not drivers in training. As of September, there are currently 694 drivers, and an additional 12 in training. Driver numbers have decreased from previous months; however, operators advise that staffing levels remain sufficient to deliver contracted services. Driver training numbers remain stable and will provide additional capacity in the coming months. The red line shows the approximate driver levels recorded during the 2022-23 bus driver shortage.



Ferry operator

Reliability

Ferry reliability is a measure of the number of scheduled services that ran.
Reliability for September was 97.0%, compared to 89.5% for the same month last year. There were 22 uncontrollable cancellations over the course of the month.

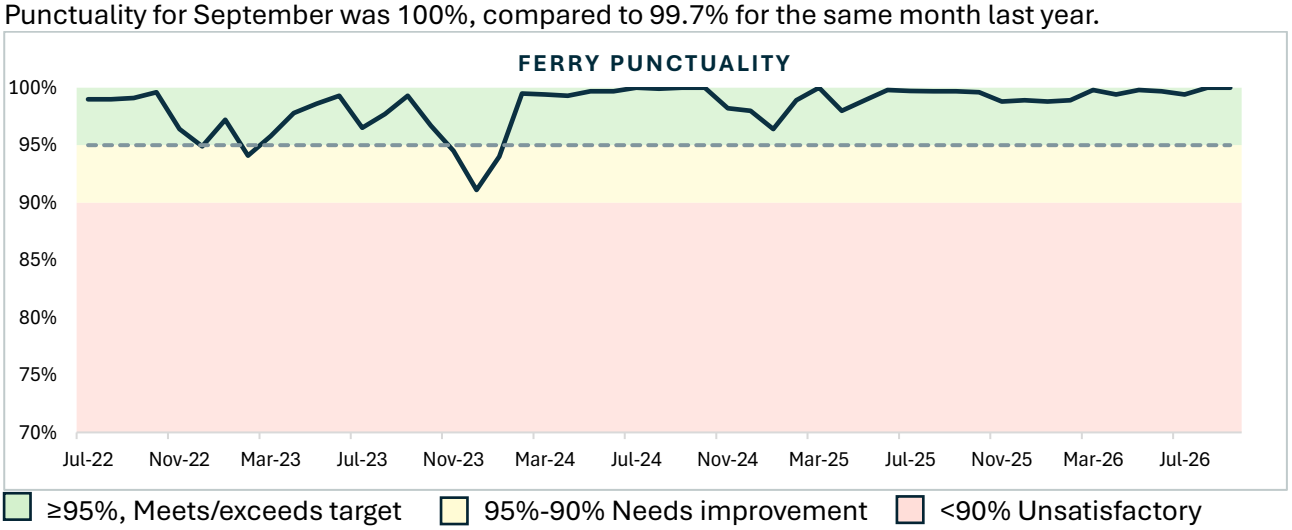


Reliability - current month

	Sep-26	Sep-25	% Change
Total	97.0%	89.5%	7.5%

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 September was 100%, compared to 99.7% for the same month last year.



Punctuality - current month

	Sep-26	Sep-25	% Change
Total	100.0%	99.7%	0.3%

Ferry Staffing

As of September, ferry staffing (skippers + deckhands) is 16 out of a target 16.

Rail operator

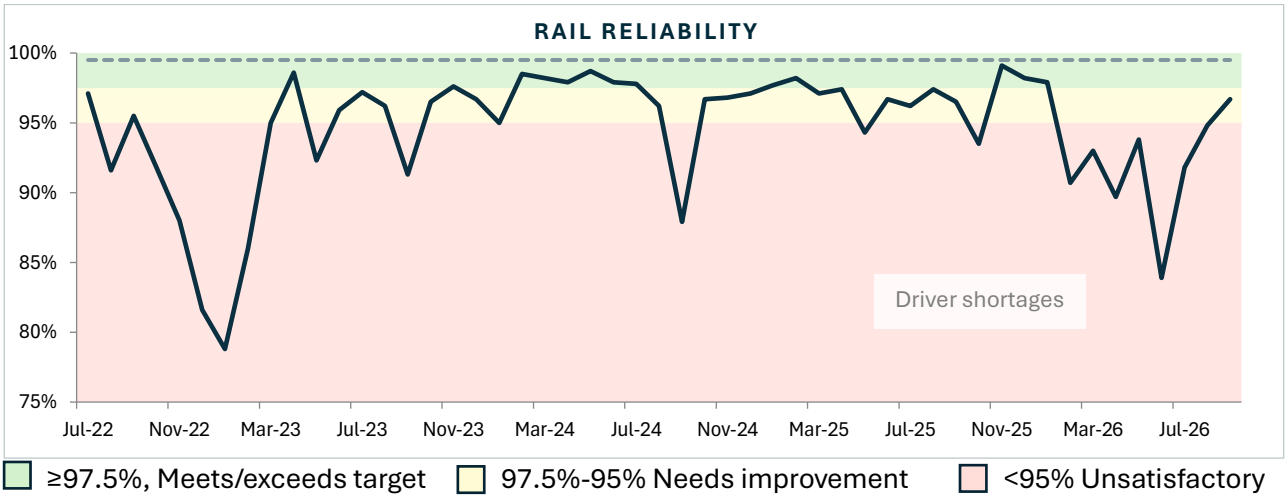
Reliability

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

Rail service reliability was 96.7% in September and 96.5% for the same month last year.

Reliability was affected by a high number of unplanned mechanical issues leading to a number of low patronage services run with less capacity than planned affecting 1.2% of services. A SPAD at Plimmerton on the 1st caused delays and cancellations for a period of 2 hours.

Network issues also affected services, including a points fault at Upper Hutt on the 2nd, cable theft on the Johnsonville line on the 10th and points fault at Khandallah on the 18th and broken rail that was discovered on the HVL on Wednesday 23 September, which saw services bus replaced between 10am-2pm on this day.



Reliability - current month

	Sep-26	Sep-25	Change
Hutt Valley	96.6%	97.4%	-0.8%
Johnsonville	97.5%	94.9%	2.6%
Kapiti	96.4%	96.5%	-0.1%
Wairarapa	95.8%	98.1%	-2.3%
Total	**96.7%**	**96.5%**	**0.2%**

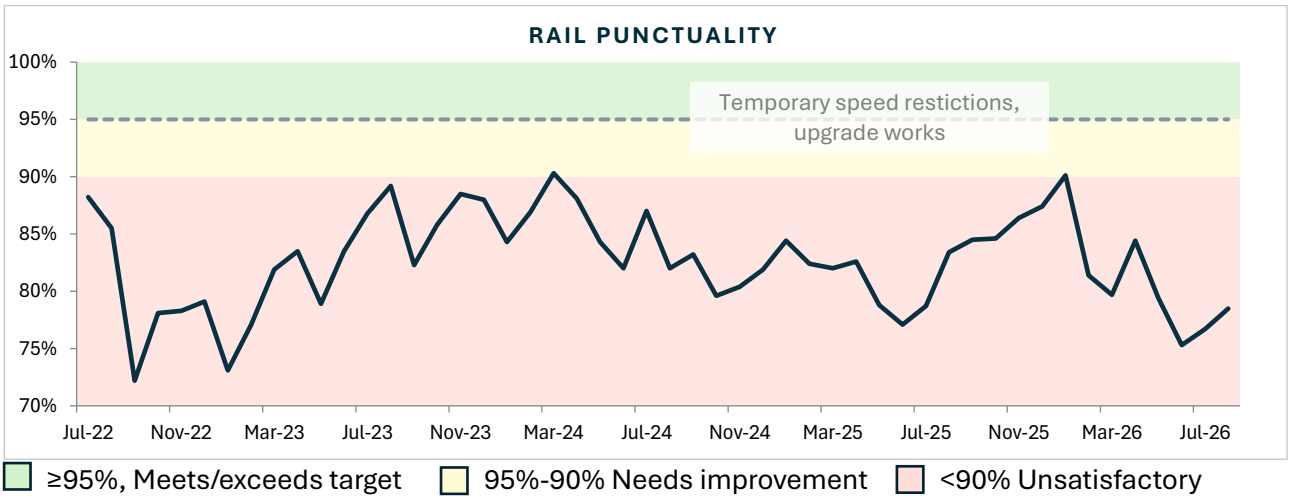
Reliability - year to date (Jul - Sep)

	2026/27	2025/26	Change
Hutt Valley	93.7%	96.7%	-3.0%
Johnsonville	95.8%	97.5%	-1.7%
Kapiti	94.1%	96.7%	-2.6%
Wairarapa	95.8%	89.4%	6.4%
Total	**94.4%**	**96.7%**	**-2.3%**

Punctuality

Rail punctuality was 77.1% in September and 84.5% for the same month last year.

Wairarapa Line performance has been affected by increased speed restrictions on the line which are in place as work increases before the summer shutdown – speed restrictions were over 9 minutes in September. Kāpiti Line performance has been affected by a high level of speed restrictions, nearly 3 minutes during september. The network issues also had an impact on punctuality as services were returning to timetable



Punctuality - current month

	Sep-26	Sep-25	Change
Hutt Valley	78.1%	82.4%	-4.3%
Johnsonville	93.8%	93.6%	0.2%
Kapiti	65.7%	82.9%	-17.2%
Wairarapa	37.9%	47.0%	-9.1%
Total	**77.1%**	**84.5%**	**-7.4%**

Punctuality - year to date (Jul - Sep)

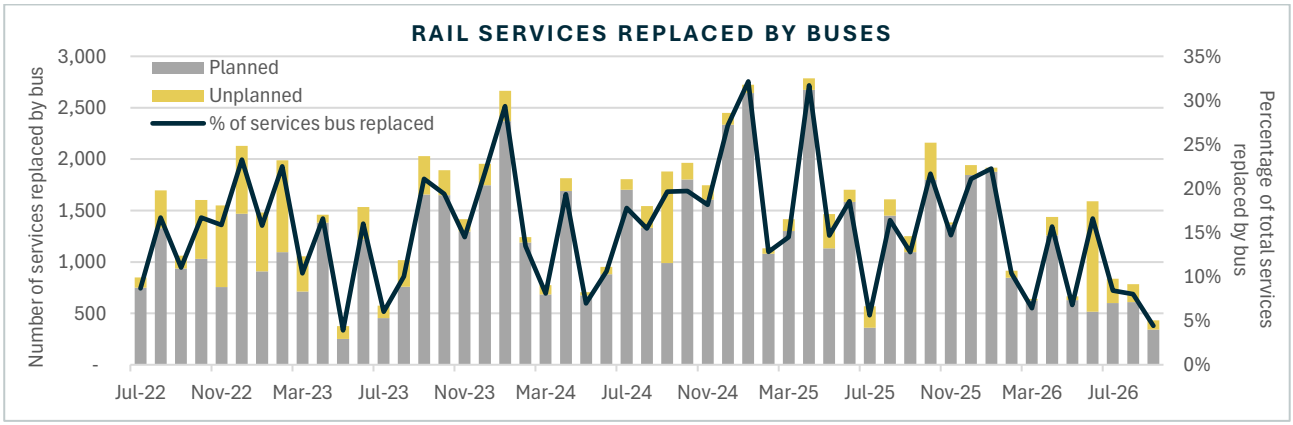
	2026/27	2025/26	Change
Hutt Valley	77.4%	81.6%	-4.2%
Johnsonville	87.5%	85.6%	1.9%
Kapiti	72.8%	83.1%	-10.3%
Wairarapa	37.1%	47.7%	-10.6%
Total	**77.4%**	**82.2%**	**-4.8%**

Rail Replacement Services

In September 2026, 4.4% (432) of rail services were replaced by buses (planned and unplanned). 3.5% (343) of the rail services that were replaced by buses were planned and 0.9% (89) of the rail services that were replaced by buses were unplanned.

Of the 3.5% (343) of planned rail services that were replaced by buses: 96.0% of the services were awarded to Metlink bus operators (Tranzurban and Kinetic); and 4.0% 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 0.9% (89) of unplanned rail services that were replaced by buses: 62.3% of the vehicles used were provided by Metlink bus operators (Mana, and Kinetic); 13.1% were provided by NCS; 21.3% 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). 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
Staff availability	30
Cable theft on JVL	22
Melling replacement	16
Track closure	11
Vandalism	4
Points Fault	2
Police incident	2
Overspeed	2

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: 20** **Electronic Ticketing: -** **Bike racks: -**	
Kinetic	**Vehicles: 36** **Electronic Ticketing: 27** **Bike racks: 36**		
Mana	**Vehicles: 2** **Electronic Ticketing: 2** **Bike racks: 2**		
NCS Taita	**Vehicles: 8** **Electronic Ticketing: 5** **Bike racks: 8**		
Rambler	**Vehicles: 2** **Electronic Ticketing: -** **Bike racks: -**		
Tranzit	**Vehicles: 13** **Electronic Ticketing: -** **Bike racks: -**		
Total	**Vehicles: 61** **Electronic Ticketing: 34** **Bike racks: 46**	**Vehicles: 20** **Electronic Ticketing: -** **Bike racks: -**	

Rail Staffing

As of September, available rail staffing (locomotive engineers, train managers and passenger operators) is 280 out of a target 319. There are currently an additional 16 in training and a further 8 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.

September performance declined compared with August, with both punctuality and reliability adversely impacted by a number of disruptions throughout the month.

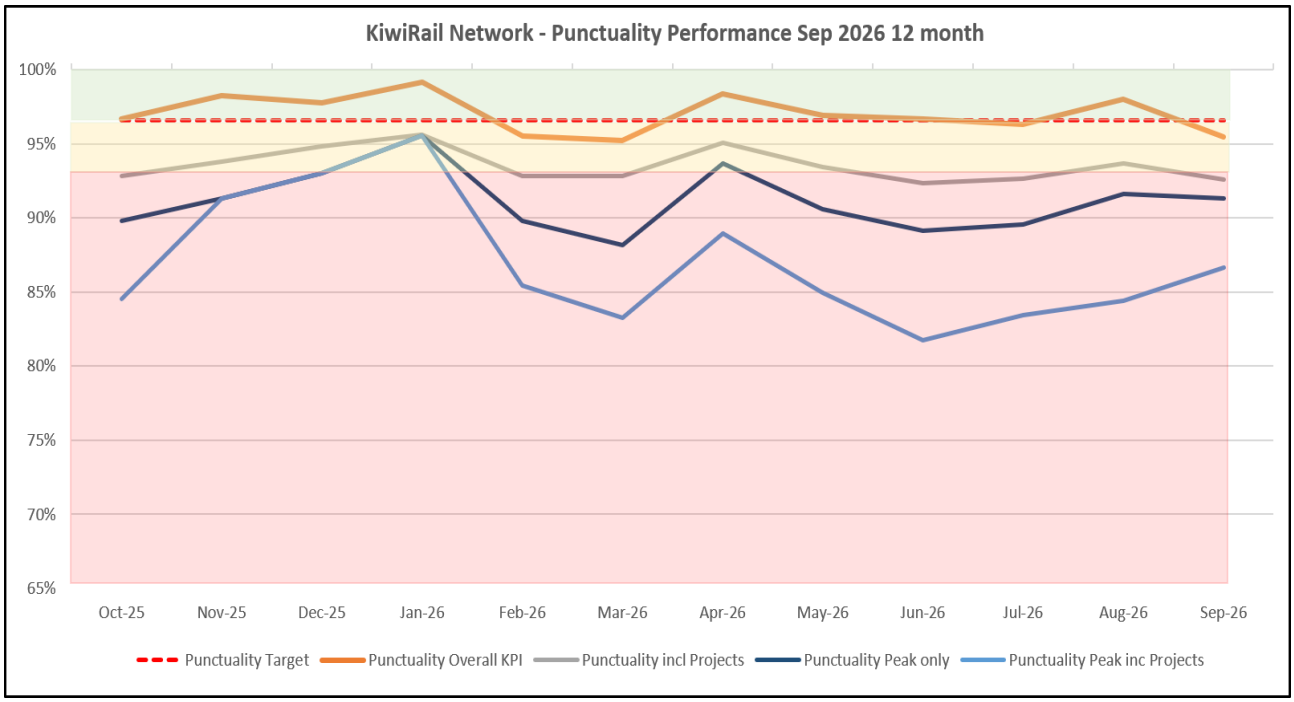
Punctuality of rail network (i.e. tracks, signals etc)

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%.

Overall network delay minutes increased compared with the previous month. TSRs (including below KPI TSRs) continued to be over KPI on the Kapiti Line throughout the month. This resulted in TSRs accounting for 75% of the total delay minutes.

On 21 September, following re-sleepering work in Tunnel 2 on the NIMT, a TSR was established for settlement between Kaiwharawhara and Takupu Road. Due to the type of signage board installed within the tunnel, the restriction extended over a longer distance than intended. To rectify the issue, 10 rail services were bus replaced between Porirua and Wellington during the afternoon to allow track staff to access the tunnel to replace the signage and reduce the extent of the TSR.

On 23 September, a rail fault occurred on the Hutt Valley Line at the 6.73km Up Main between Petone and Wellington. While repairs were undertaken, eight rail services were cancelled and a further 50 services were bus replaced.

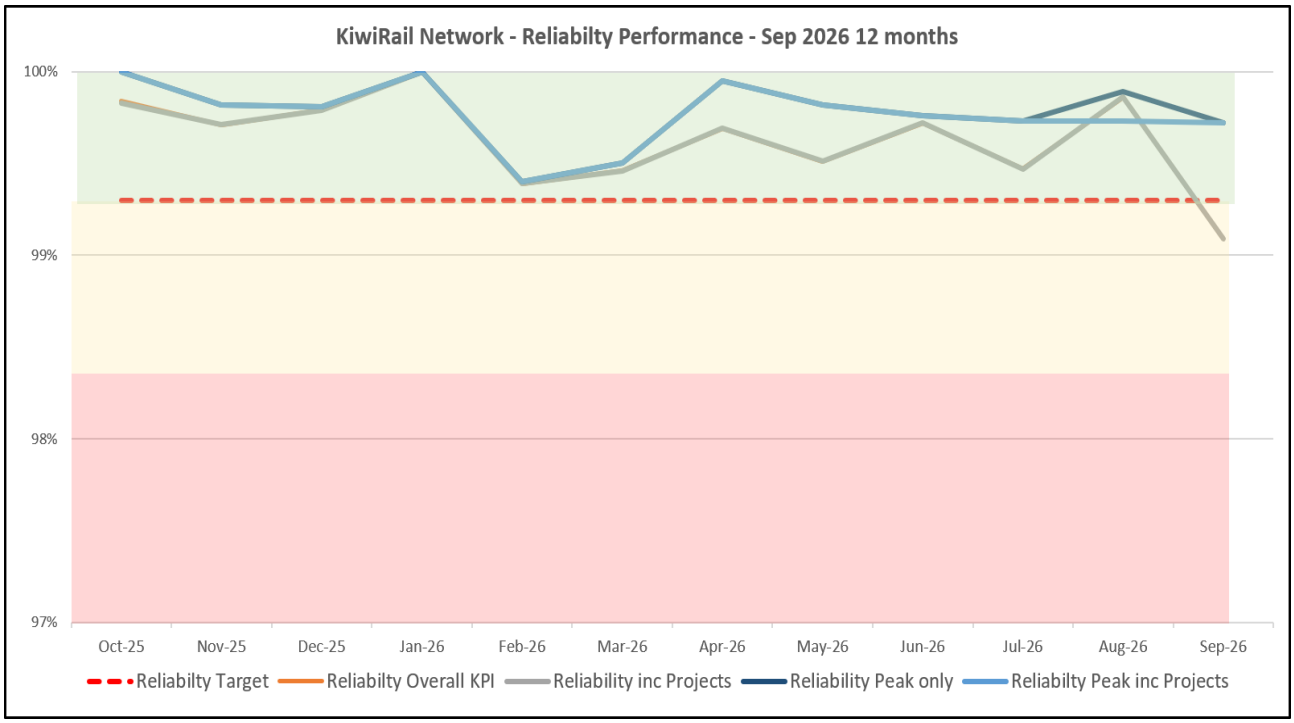


Reliability of rail network (i.e. tracks, signals etc)

This metric is a measure of Metlink services that achieve completed planned trips. The reliability of rail network target is 99.30%.

During September, four services were short terminated at Trentham due to a points fault at Upper Hutt on 2 September. A further four services were short terminated at Paraparaumu following a points failure at North South Junction on 8 September.

A high number of TSRs on the Kapiti Line resulted in four service cancellations during the month. In addition, a points failure south of Khandallah on 18 September led to four service cancellations and three bus replacements.



Temporary Speed Restrictions (TSRs)

During the month on the NIMT, a new TSR was established on Bridge 20 requiring a joint repair. The restriction was lifted mid-October. A track fault on the Up Main at the 1.280km was lifted.

There was no change in TSR levels on the HVL Line throughout the month.

On the Wairarapa Line, a TSR on Bridge 72 (Waingawa River – Carterton/Masterton boarder) was lifted following a joint repair.

The Johnsonville Line remained below KPI throughout the month.

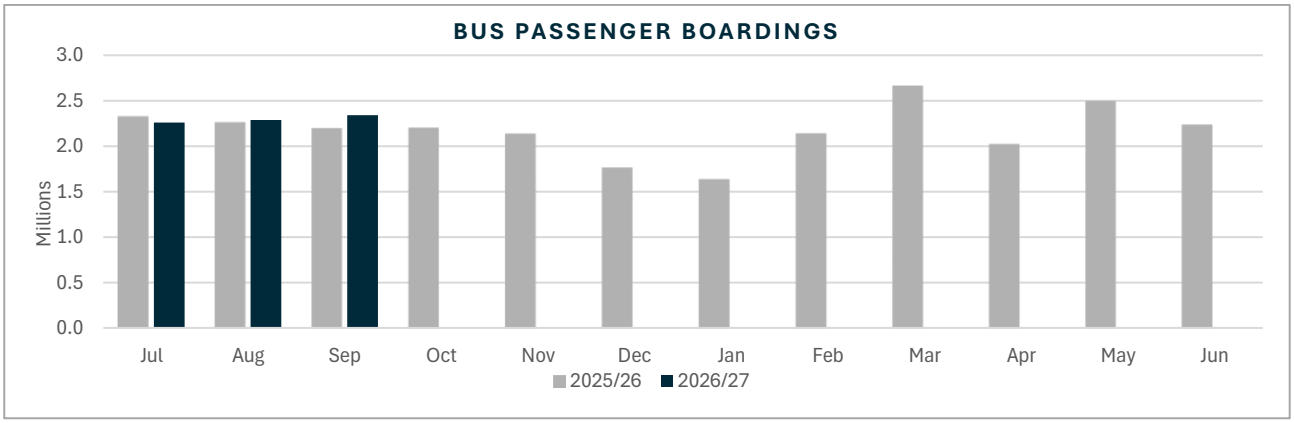
Operational performance

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

September bus passenger boardings were 6.5% higher than the same month last year.



Boardings by area - current month

	Sep-26	Sep-25	% Change
Wellington	1,729,251	1,646,043	5.1%
Hutt Valley	445,441	404,802	10.0%
Porirua	86,360	81,080	6.5%
Kapiti	63,936	52,037	22.9%
Wairarapa	16,400	13,644	20.2%
Total	**2,341,388**	**2,197,606**	**6.5%**

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

	2026/27	2025/26	% Change
Wellington	5,103,492	5,083,276	0.4%
Hutt Valley	1,301,698	1,245,953	4.5%
Porirua	251,790	252,759	-0.4%
Kapiti	184,520	164,791	12.0%
Wairarapa	48,211	42,234	14.2%
Total	**6,889,711**	**6,789,013**	**1.5%**

Highest Patronage 5 routes this month excluding designated school routes - Sep

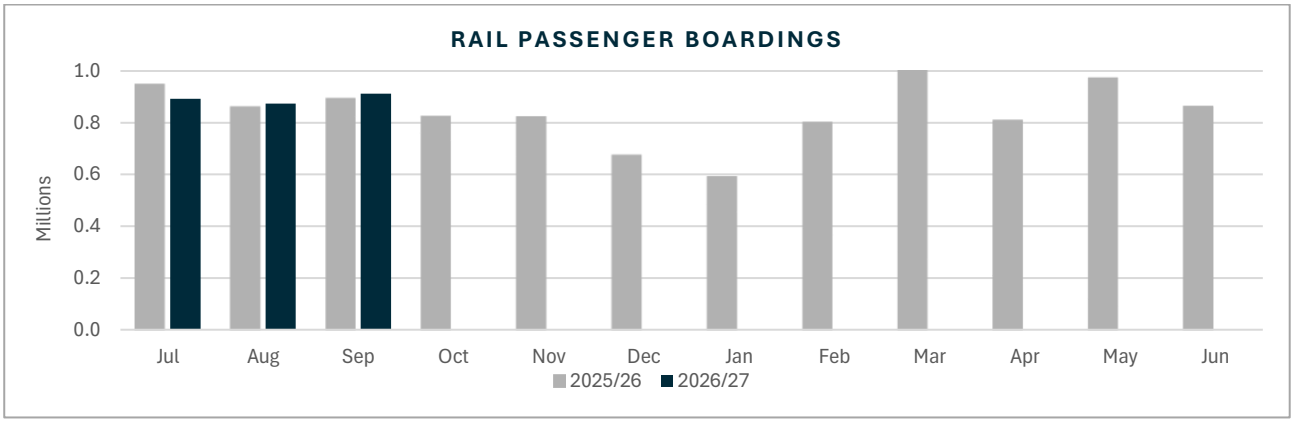
Route Number	Unit Area	Route Destination	Patronage	Scheduled Trips	Seated Capacity
2	Wellington	Karori - Wellington - Hataitai - Miramar/Seatoun	284,848	7,208	268,426
1	Wellington	Johnsonville West/Churton Park/Grenada Village - Island Bay	246,305	5,152	327,461
3	Wellington	Lyall Bay/Rongotai - Kilbirnie - Newtown - Wellington	169,947	4,892	251,449
4	Wellington	Strathmore - Newtown - Wellington - University - Mairangi	141,225	3,280	130,314
110	Hutt Valley	Emerald Hill - Upper Hutt - Lower Hutt - Petone	92,553	2,916	114,657

Lowest Patronage 5 routes this month excluding designated school routes - Sep

Route Number	Unit Area	Route Destination	Patronage	Scheduled Trips	Seated Capacity
300	Porirua	Whenua Tapu Cemetery - Porirua - Titahi Bay	0	2	58
264	Kapiti	Paraparaumu East - Paraparaumu - Kāpiti Health Centre	1	18	509
N8	Hutt Valley	After Midnight (Lower Hutt - Petone - Wellington)	13	16	634
251	Kapiti	Paekākāriki - Paraparaumu - Kāpiti Health Centre	52	26	737
206	Wairarapa	Masterton - Masterton East - Masterton	55	66	2,034

Rail passenger boardings

September rail passenger boardings were 2.1% higher than the same month last year.



Boardings by line - current month

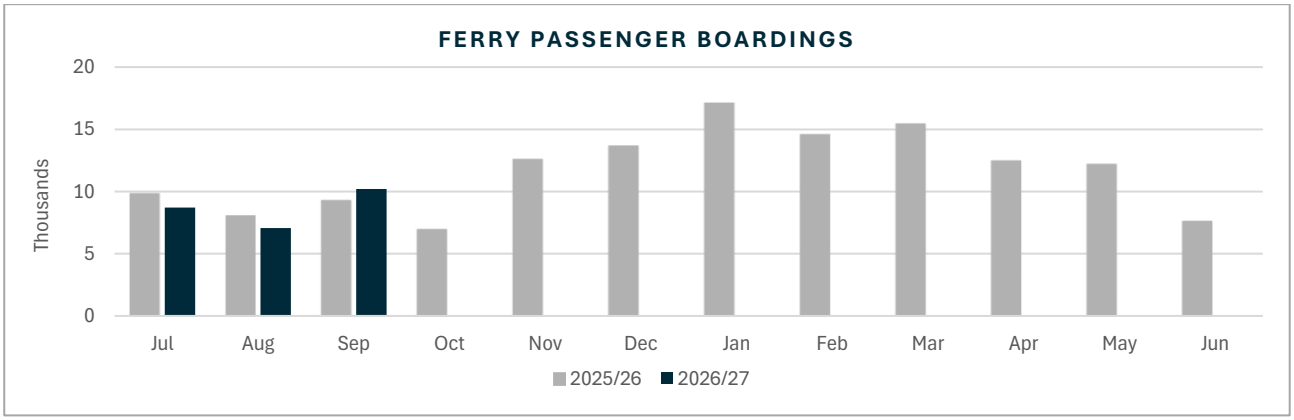
	Sep-26	Sep-25	% Change
Hutt Valley	397,287	389,764	1.9%
Kapiti	376,716	366,637	2.7%
Johnsonville	85,579	86,379	-0.9%
Wairarapa	53,017	51,038	3.9%
Total	**912,599**	**893,818**	**2.1%**

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

	2026/27	2025/26	% Change
Hutt Valley	1,161,535	1,178,763	-1.5%
Kapiti	1,113,688	1,107,126	0.6%
Johnsonville	246,577	268,008	-8.0%
Wairarapa	156,999	149,658	4.9%
Total	**2,678,799**	**2,703,555**	**-0.9%**

Ferry passenger boardings

Ferry boardings show an increase of 9.2% on the same month last year.



Boardings - current month

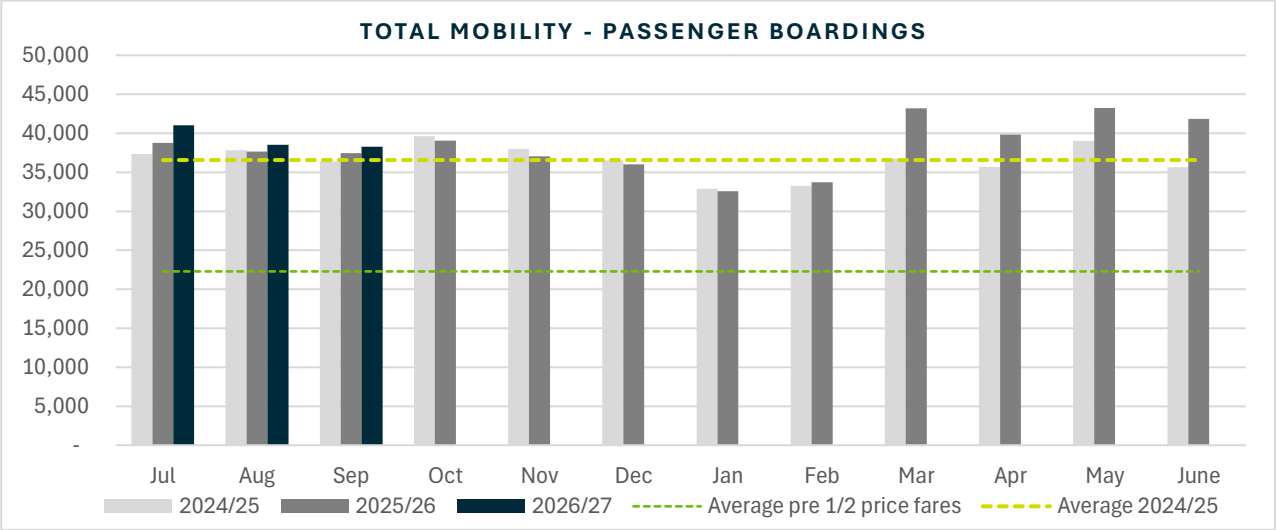
	Sep-26	Sep-25	% Change
Total	**10,199**	**9,336**	**9.2%**

Boardings - year to date (Jul - Sep)

	2026/27	2025/26	% Change
Total	**25,983**	**27,304**	**-4.8%**

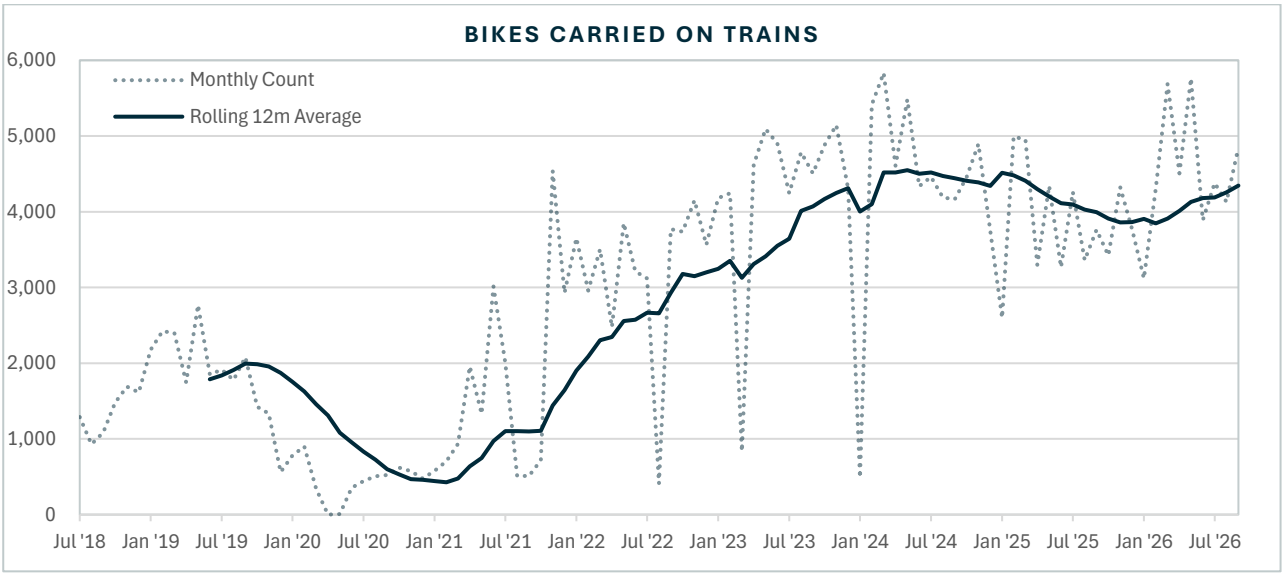
Te Hunga Whaikaha Total Mobility passenger boardings

In September, there were 38,262 Te Hunga Whaikaha Total Mobility trips, an increase of 2.2% compared to the same month last year. This shows continuing strong levels of usage of Te Hunga Whaikaha Total Mobility. From 1 July, 2026 the subsidy level has changed from 75% to 65%.



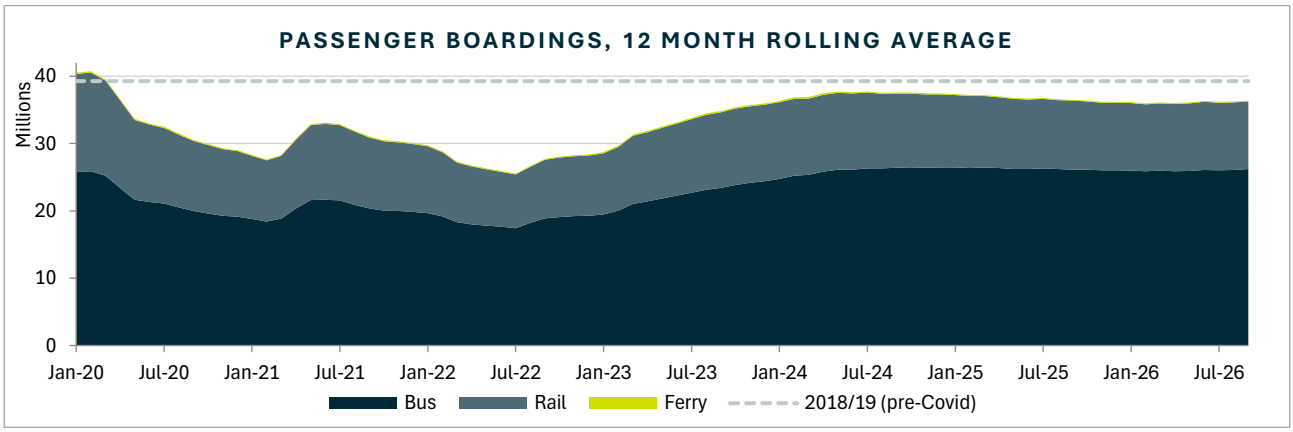
Bikes carried on rail services

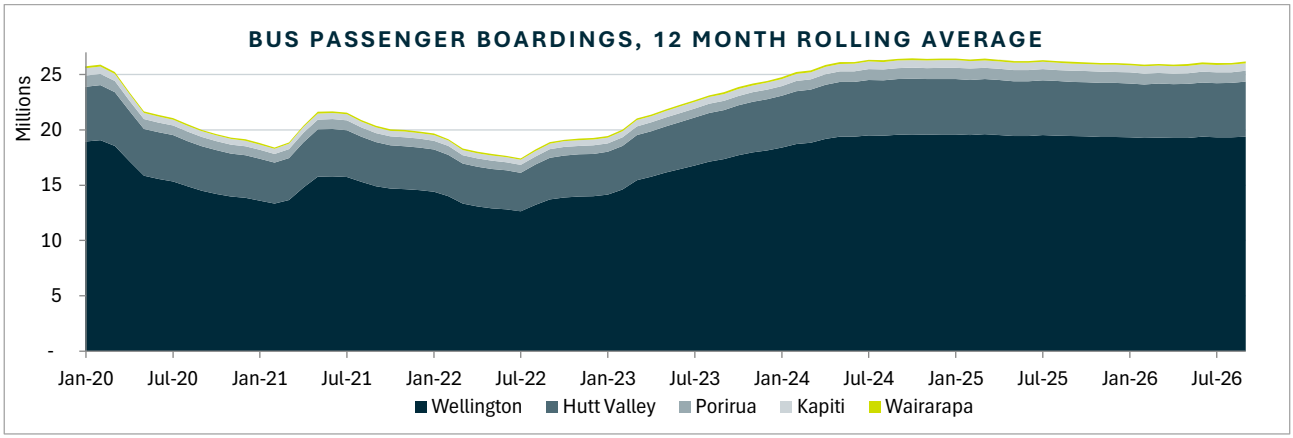
The following graph provides an estimate of the number of bikes carried on rail services, as recorded by onboard staff counts. These results may change over time as we improve data collection processes. In August, 4,128 bikes were counted onboard rail services, vs 3,362 over the same month last year.

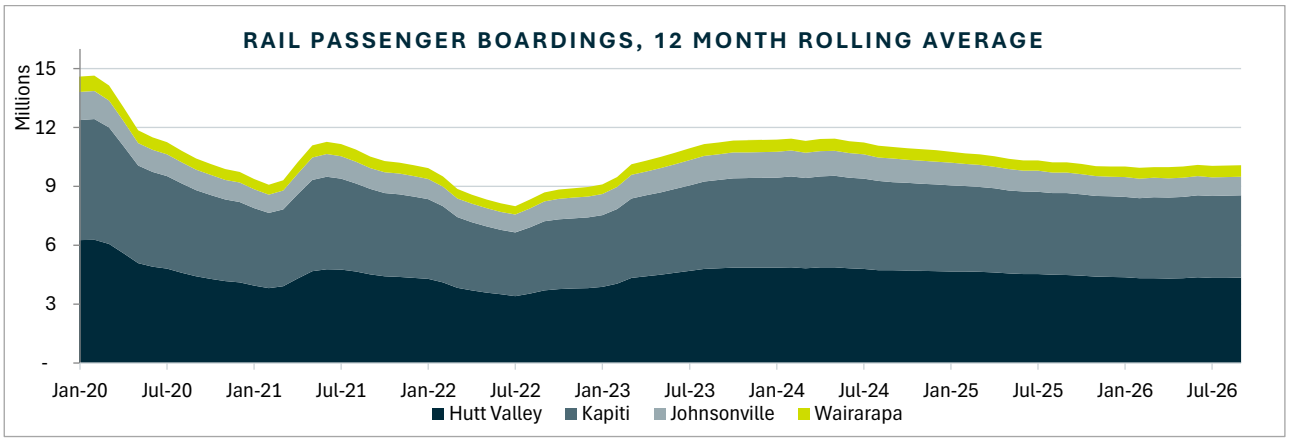


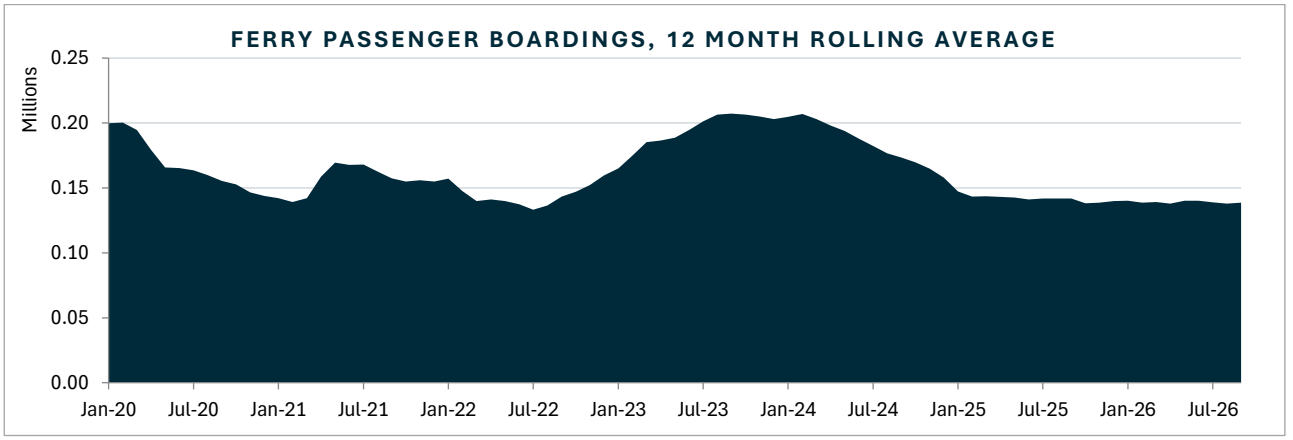
Passenger boardings trend – 12 month rolling totals

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).


PASSENGER BOARDINGS, 12 MONTH ROLLING AVERAGE
Millions
40
30
20
10
0
Jan-20
Jul-20
Jan-21
Jul-21
Jan-22
Jul-22
Jan-23
Jul-23
Jan-24
Jul-24
Jan-25
Jul-25
Jan-26
Jul-26
Bus
Rail
Ferry
2018/19 (pre-Covid)


BUS PASSENGER BOARDINGS, 12 MONTH ROLLING AVERAGE
Millions
25
20
15
10
5
-
Jan-20
Jul-20
Jan-21
Jul-21
Jan-22
Jul-22
Jan-23
Jul-23
Jan-24
Jul-24
Jan-25
Jul-25
Jan-26
Jul-26
Wellington
Hutt Valley
Porirua
Kapiti
Wairarapa

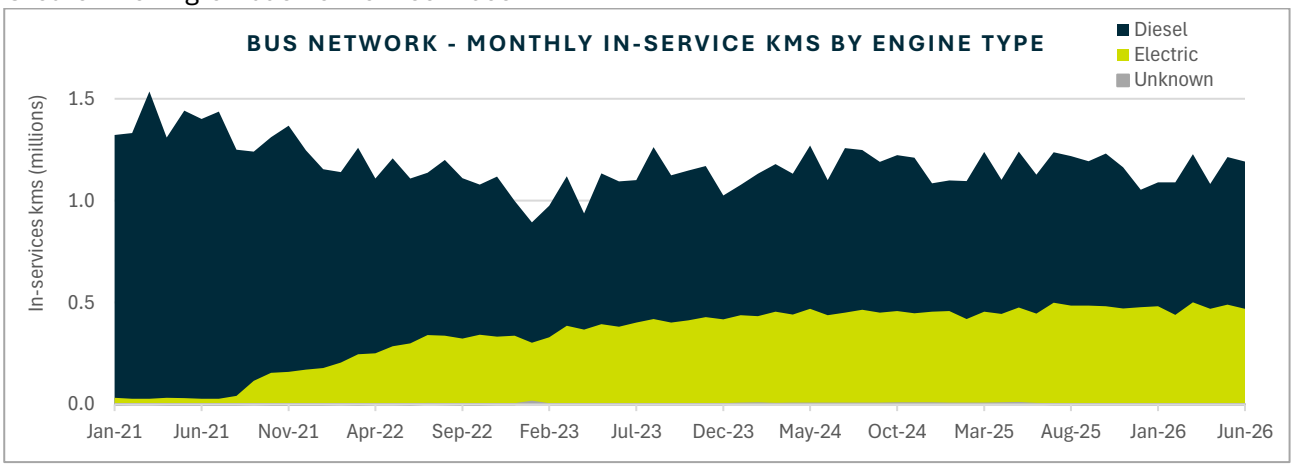

RAIL PASSENGER BOARDINGS, 12 MONTH ROLLING AVERAGE
Millions
15
12
9
6
3
-
Jan-20
Jul-20
Jan-21
Jul-21
Jan-22
Jul-22
Jan-23
Jul-23
Jan-24
Jul-24
Jan-25
Jul-25
Jan-26
Jul-26
Hutt Valley
Kapiti
Johnsonville
Wairarapa


FERRY PASSENGER BOARDINGS, 12 MONTH ROLLING AVERAGE
Millions
0.25
0.20
0.15
0.10
0.05
0.00
Jan-20
Jul-20
Jan-21
Jul-21
Jan-22
Jul-22
Jan-23
Jul-23
Jan-24
Jul-24
Jan-25
Jul-25
Jan-26
Jul-26

Bus emissions

In-service kilometres by engine type

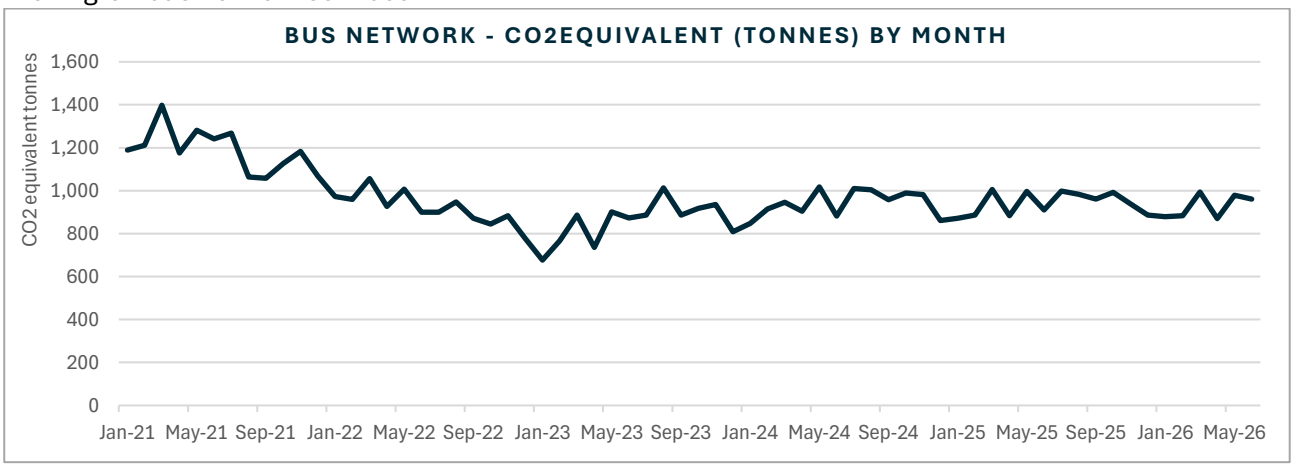
The graph below shows the monthly in-service kilometres by engine type for vehicles that have run Greater Wellington bus network services.



Please note – this is the graph as of June, and will be updated upon the implementation of our new bus emissions calculation system

CO_2 equivalent tonnes

The graph below shows the monthly CO_2 equivalent tonnes emitted by vehicles that have run Greater Wellington bus network services.



Please note – this is the graph as of June, and will be updated upon the implementation of our new bus emissions calculation system

Bus vehicles by engine type

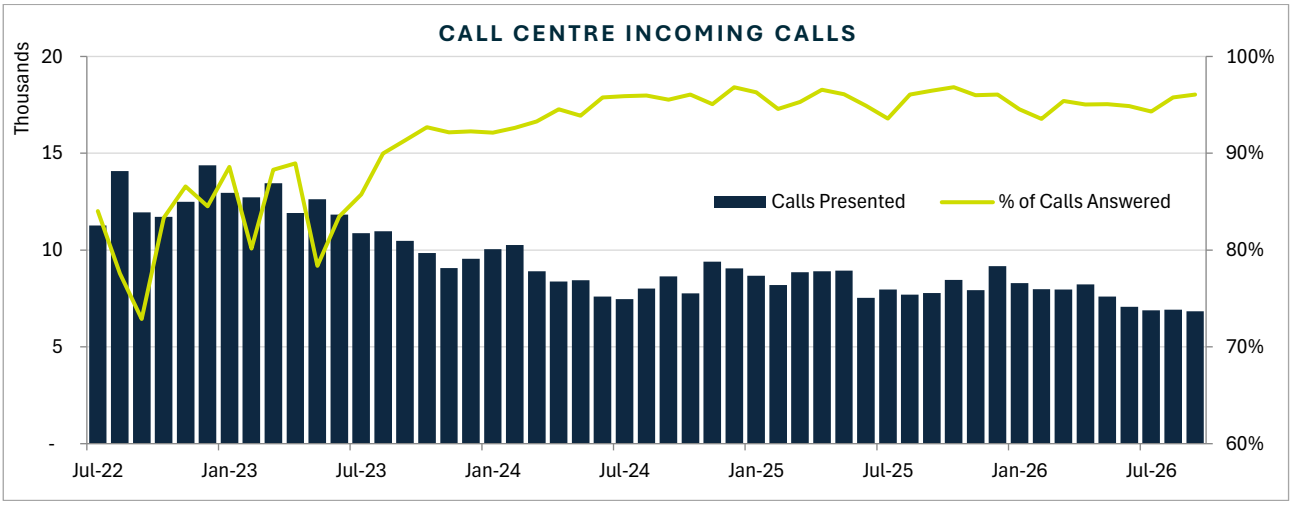
The table below shows the number of vehicles by engine type that ran bus network services in the Greater Wellington region in September.

	Electric	EURO3	EURO4	EURO5	EURO6	Unknown	Total
Count	117	47	19	74	212	5	**474**

Customer contact

Call centre incoming calls

Metlink answered 96.1% of the 6,840 calls received in September.



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.

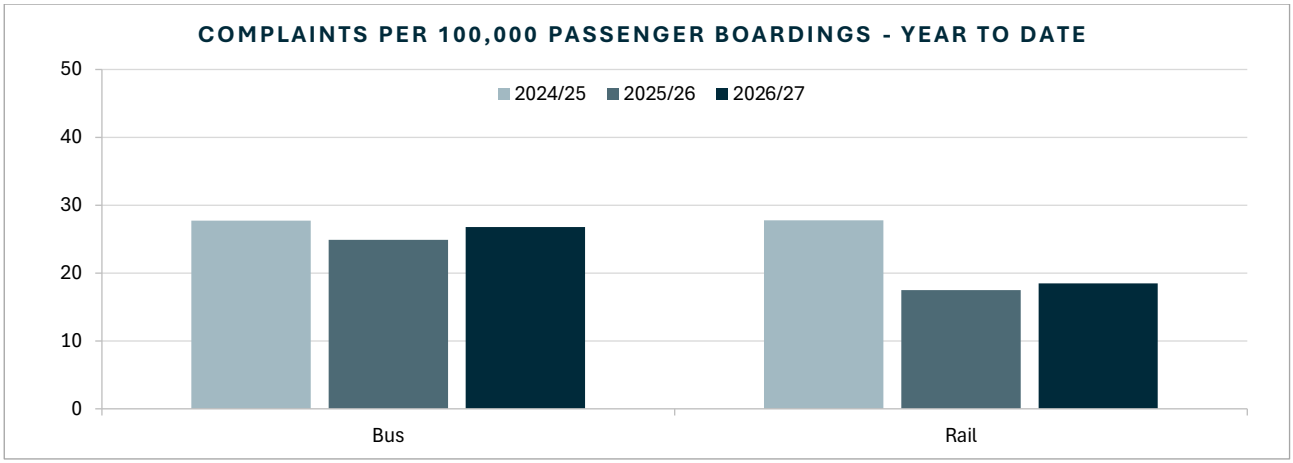
Metlink's Transport Officers undertook 3384 Snapper and 358 EMV payment validations on board rail services in September 2026. The table below reports on the number of times Transport Officers sought customer details in relation to their non-payment of the correct fare in the September 2026 period.

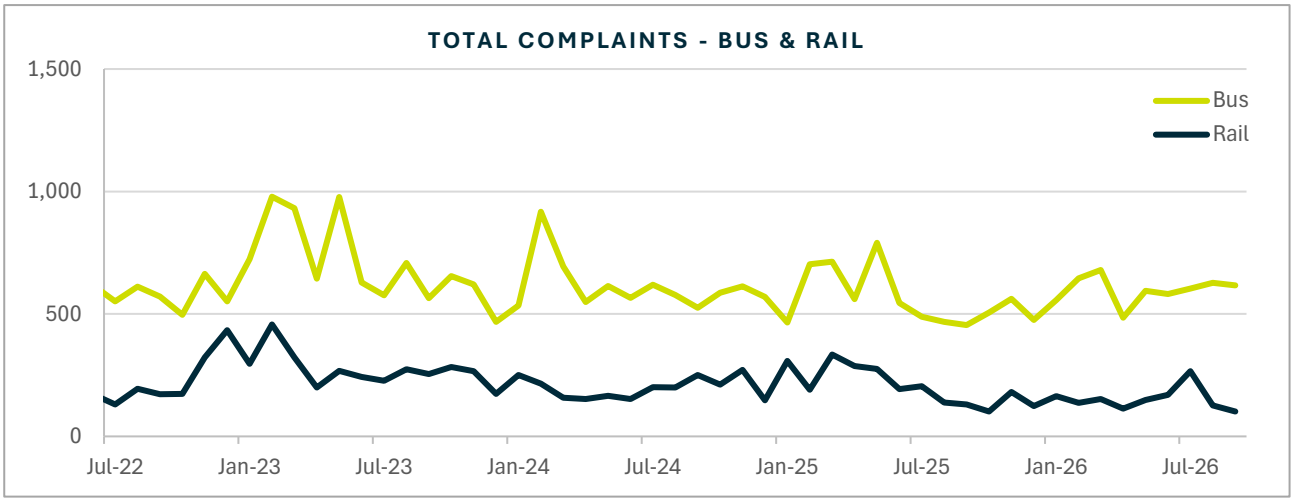
Mode	Rail - HVL	Rail - KPL	Rail - JVL	Rail - MEL	Rail - WRL	Bus	Ferry	Platform / Roadside	TOTAL
Details sought	32	34	1	0	1	6	0	7	**81**

Complaints

Complaints volume

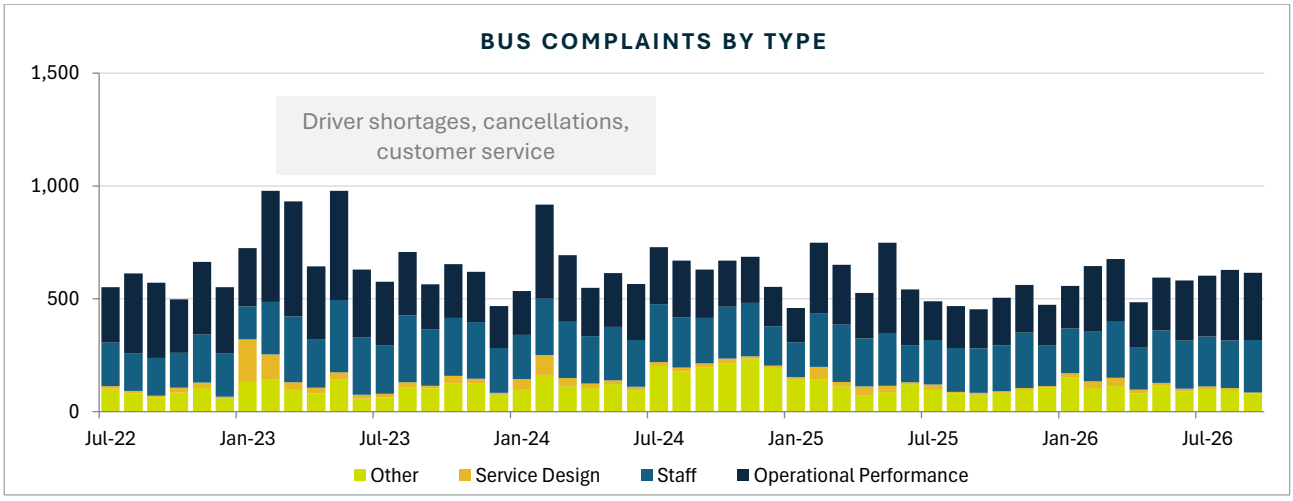
To compare complaint volumes, Metlink reports the number of complaints per 100,000 passenger boardings. So far this year, complaint volumes relative to passenger boardings are lower for rail than bus.





Bus complaints

Bus complaints for the month were 35.7% higher than September last year. They relate mostly to operational performance and staff.



Bus complaints - current month

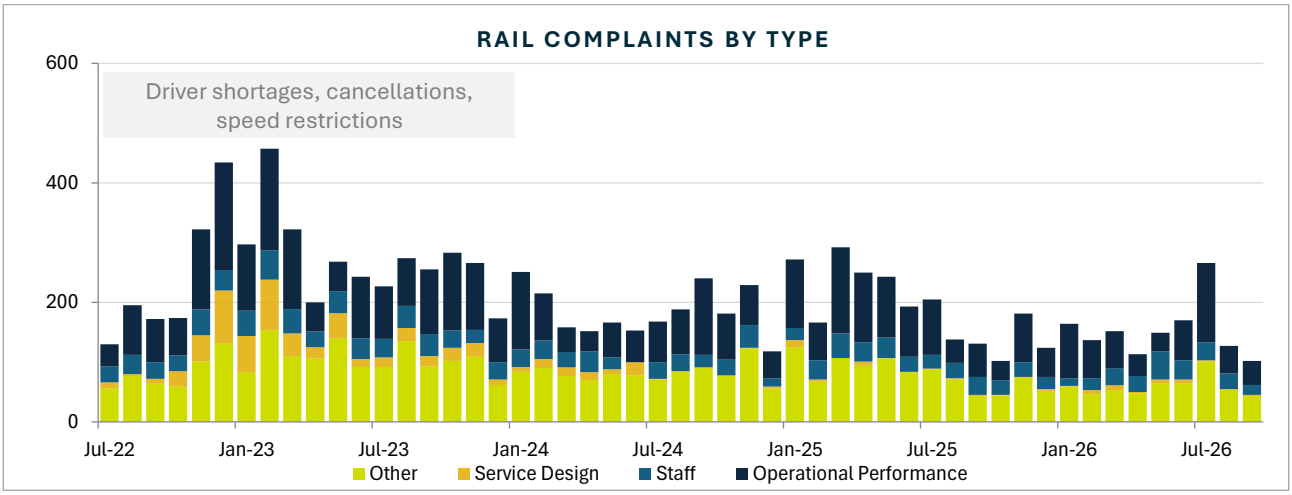
	Sep-26	Sep-25	Change
Wellington			
Newlands, Tawa	28	27	3.7%
East-West, City	173	145	19.3%
North-South, Khandallah, Brooklyn	225	122	84.4%
Hutt Valley	116	86	34.9%
Porirua	44	24	83.3%
Kapiti	14	16	-12.5%
Wairarapa	16	8	100.0%
General	-	26	-100.0%
Total	**616**	**454**	**35.7%**

Bus complaints - year to date (Jul - Sep)

	2026/27	2025/26	Change
Wellington			
Newlands, Tawa	96	99	-3.0%
East-West, City	488	405	20.5%
North-South, Khandallah, Brooklyn	703	440	59.8%
Hutt Valley	363	282	28.7%
Porirua	106	57	86.0%
Kapiti	56	42	33.3%
Wairarapa	35	19	84.2%
General	-	67	
Total	**1,847**	**1,411**	**30.9%**

Rail complaints

Rail complaints for the month were 22.1% lower than September last year. They relate mostly to operational performance and staff.



Rail complaints - current month

	Sep-26	Sep-25	Change
Hutt Valley	39	46	-15.2%
Kapiti	53	43	23.3%
Johnsonville	5	5	0.0%
Wairarapa	5	30	-83.3%
General	0	7	-100.0%
Total	**102**	**131**	**-22.1%**

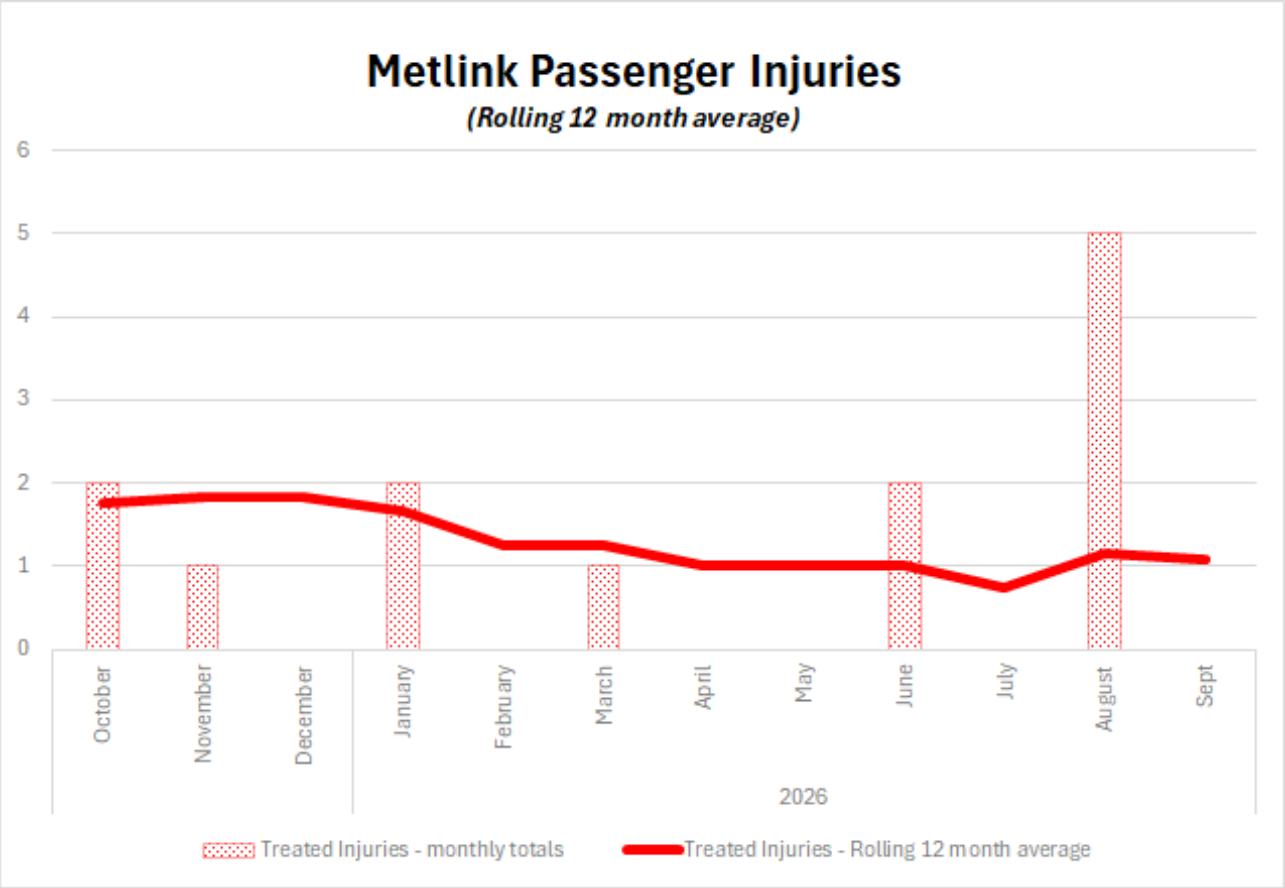
Rail complaints - year to date (Jul - Sep)

	2026/27	2025/26	Change
Hutt Valley	198	187	5.9%
Kapiti	185	159	16.4%
Johnsonville	45	31	45.2%
Wairarapa	67	68	-1.5%
General	0	29	-100.0%
Total	**495**	**474**	**4.4%**

Health, Safety and Wellbeing

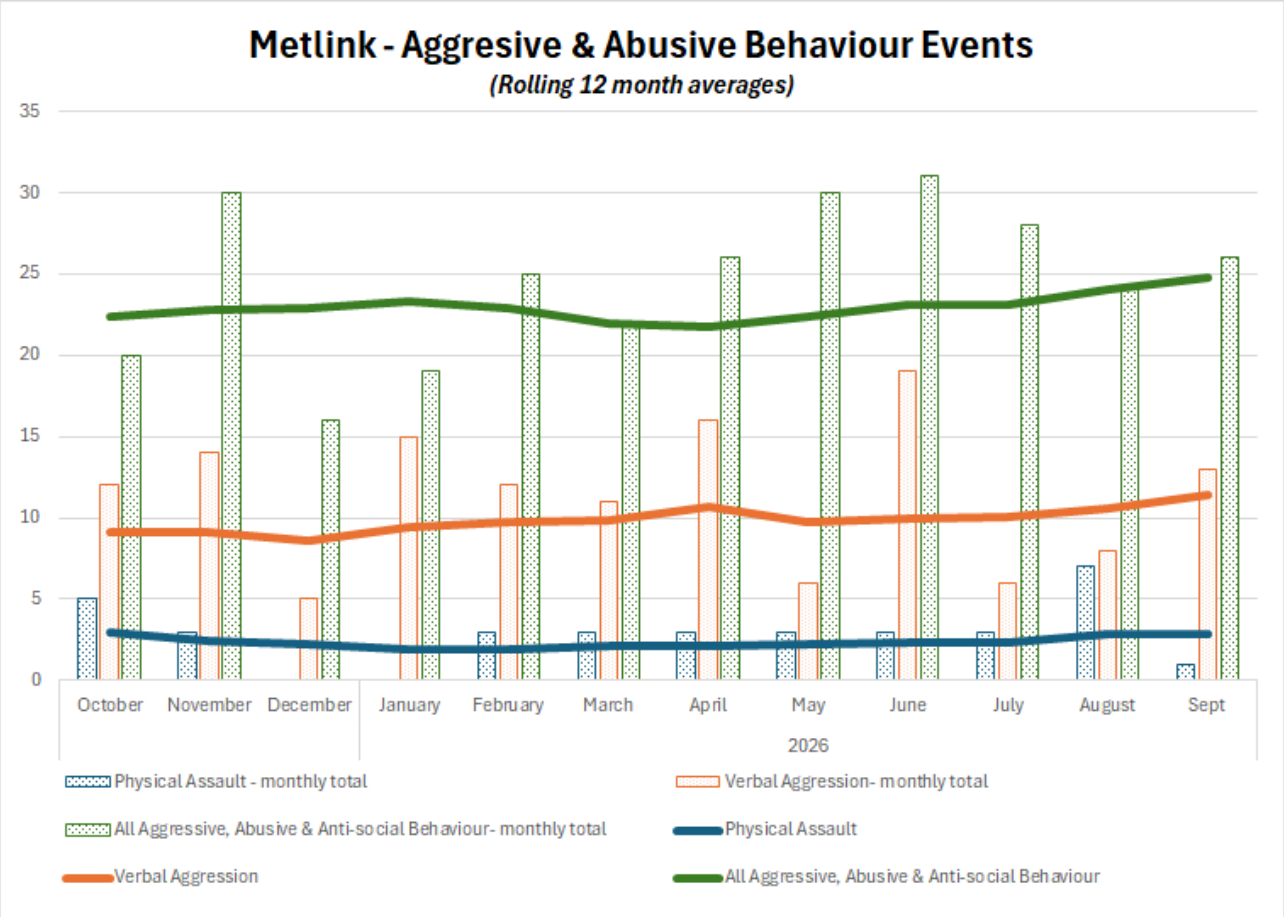
Passenger Injuries

The monthly passenger injuries since for the last 12 months is shown below, as well as the rolling 12-month average.



Aggressive & Abusive Behaviour

The graph below shows the aggressive and abusive behaviour events since September 2025, and the 12-month rolling total.


Metlink - Aggresive & Abusive Behaviour Events
(Rolling 12 month averages)
35
30
25
20
15
10
5
0
October
November
December
January
February
March
April
May
June
July
August
Sept
2026
Physical Assault - monthly total
Verbal Aggression- monthly total
All Aggressive, Abusive & Anti-social Behaviour- monthly total
Physical Assault
Verbal Aggression
All Aggressive, Abusive & Anti-social Behaviour

Financial performance

Fare revenue

Bus and rail fare revenue

In September 2026, there was a budget surplus of $754,450 across bus, rail and ferry services. In the year to date, there has been a budget surplus of $528,290.

Fare revenue - current month

	Sep-26	Budget	Excess/Shortfall
Bus	4,143,197	4,454,432	-311,235
Rail	4,477,382	3,395,774	1,081,608
Ferry	96,905	112,828	-15,924
Total	**$ 8,717,484**	**$ 7,963,034**	**$ 754,450**

Fare revenue - year to date (Jul - Sep)

	2026/27	Budget	Excess/Shortfall
Bus	12,578,275	13,363,297	-785,021
Rail	11,576,285	10,187,321	1,388,965
Ferry	262,831	338,485	-75,654
Total	**$ 24,417,392**	**$ 23,889,102**	**$ 528,290**