

# Metlink performance report

JANUARY 2025



## Contents

<b>Partner performance</b>	<b>2</b>
Bus operators	2
Ferry operator	6
Rail operator	7
Rail network owner	8
<b>Operational performance</b>	<b>11</b>
Patronage	11
Bus emissions	15
Customer contact	16
Complaints	17
<b>Financial performance</b>	<b>20</b>
Fare revenue	20

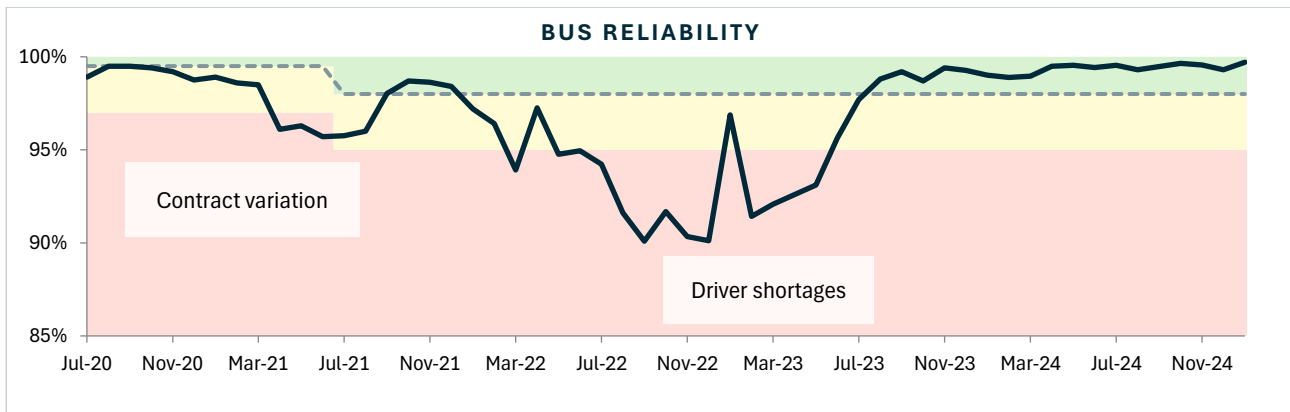
# Partner performance



## Bus operators

### Reliability

The bus reliability measure shows the percentage of scheduled services that ran, as tracked by RTI and Snapper systems. In January, 99.7% 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. We have seen an increase in cancellations due to vehicle availability for some of our operators. Service levels have increased this month due to back to school and we are seeing the usual heavy loadings that come with the start of term one.



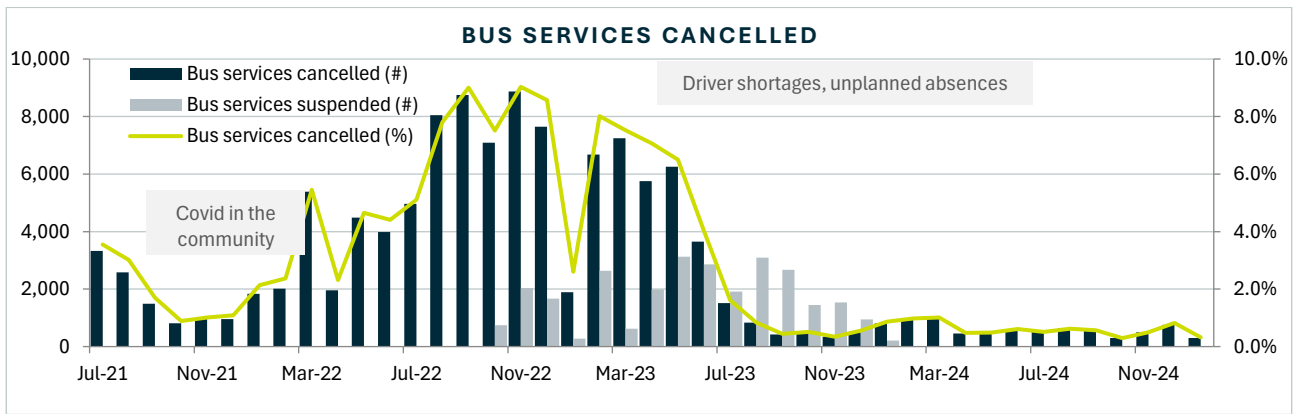
■  $\ge 98\%$ , Meets/exceeds target  
 ■ 98%-95% Needs improvement  
 ■  $< 95\%$  Unsatisfactory

#### Reliability - current month

	Jan-25	Jan-24	Change
Wellington City			
Newlands & Tawa	99.8%	99.5%	0.3%
East, West & City	99.8%	99.8%	0.0%
North, South, Khandallah & Brooklyn	99.4%	97.8%	1.6%
Hutt Valley	99.9%	99.5%	0.4%
Porirua	99.8%	96.5%	3.3%
Kapiti	99.5%	99.8%	-0.3%
Wairarapa	97.5%	97.8%	-0.2%
<b>Total</b>	<b>99.7%</b>	<b>99.0%</b>	<b>0.7%</b>

#### Reliability - year to date (July - January)

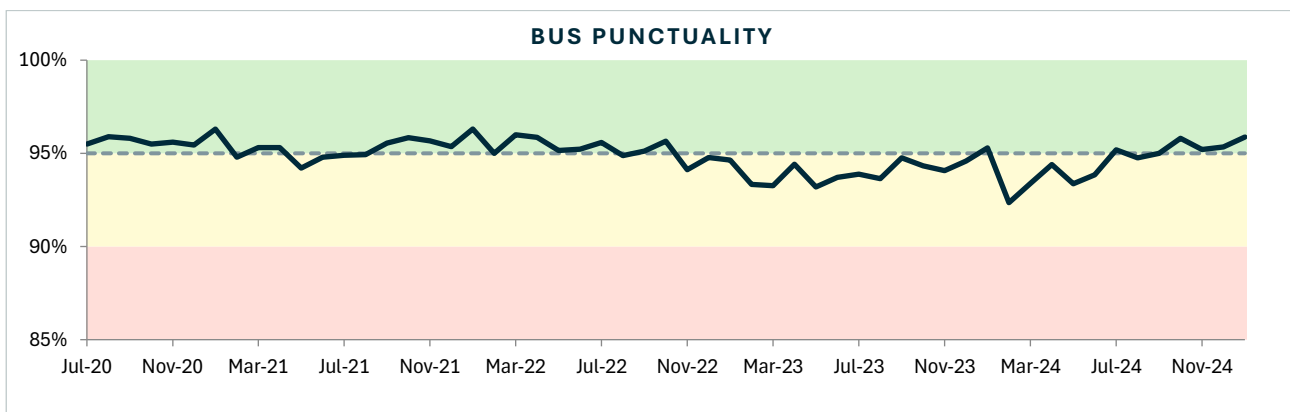
	2024/25	2023/24	Change
Wellington City			
Newlands & Tawa	99.6%	99.3%	0.3%
East, West & City	99.7%	99.8%	-0.1%
North, South, Khandallah & Brooklyn	99.1%	97.5%	1.6%
Hutt Valley	99.8%	99.2%	0.6%
Porirua	99.1%	97.1%	2.0%
Kapiti	99.6%	99.3%	0.3%
Wairarapa	99.2%	98.4%	0.8%
<b>Total</b>	<b>99.5%</b>	<b>98.9%</b>	<b>0.6%</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 95.9% in January and 95.3% 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 Adelaide Road and Thorndon Quay. Rising Main work on Wakefield Street started on the 17<sup>th</sup> January, adding to effects on Punctuality for routes 14 and 24 and this is expected to continue for several months. We have also seen an increase in smaller work sites across the region, which although small, are plentiful so are creating a knock-on affect to some routes. These sites include Baylands Drive Chip sealing, stop/go on Nevay Road, and multiple sites on Singers road to name a few.



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

### Punctuality - current month

	Jan-25	Jan-24	Change
Wellington City			
Newlands & Tawa	95.8%	97.2%	-1.4%
East, West & City	96.4%	95.8%	0.5%
North, South, Khandallah & Brooklyn	93.3%	92.5%	0.9%
Hutt Valley	96.6%	96.5%	0.1%
Porirua	97.3%	96.0%	1.3%
Kapiti	97.6%	94.8%	2.7%
Wairarapa	91.4%	88.8%	2.6%
<b>Total</b>	<b>95.9%</b>	<b>95.3%</b>	<b>0.6%</b>

### Punctuality - year to date (July - January)

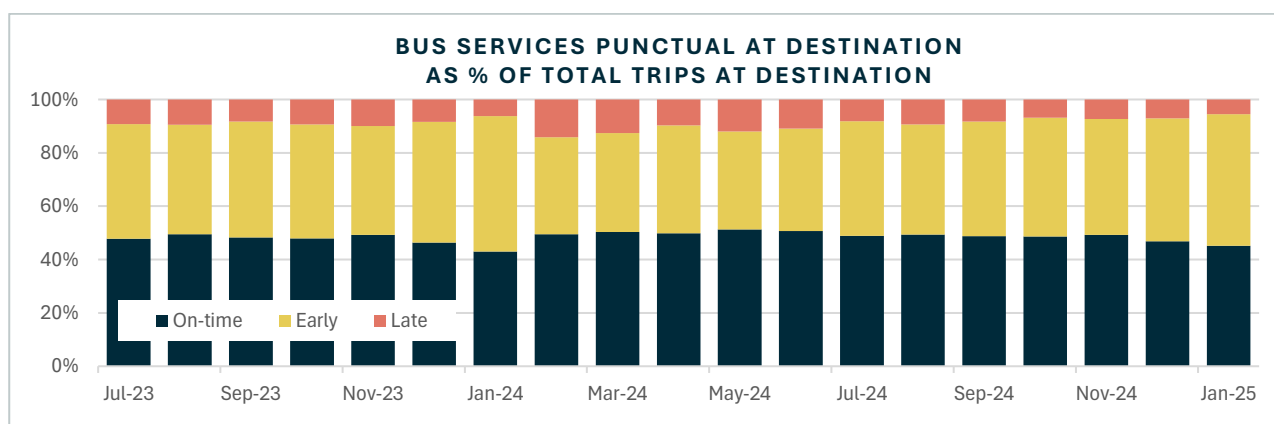
	2024/25	2023/24	Change
Wellington City			
Newlands & Tawa	96.2%	95.6%	0.6%
East, West & City	96.2%	95.9%	0.3%
North, South, Khandallah & Brooklyn	93.4%	91.0%	2.4%
Hutt Valley	94.7%	94.9%	-0.2%
Porirua	97.1%	95.2%	1.9%
Kapiti	96.7%	93.0%	3.7%
Wairarapa	93.4%	91.1%	2.3%
<b>Total</b>	<b>95.3%</b>	<b>94.4%</b>	<b>0.9%</b>

## 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 January, 45.2% of bus services recorded at destination arrived on time, with a further 49.3% arriving more than one minute early, while 5.5% of services arrived more than five minutes late.



### Punctuality at destination - current month

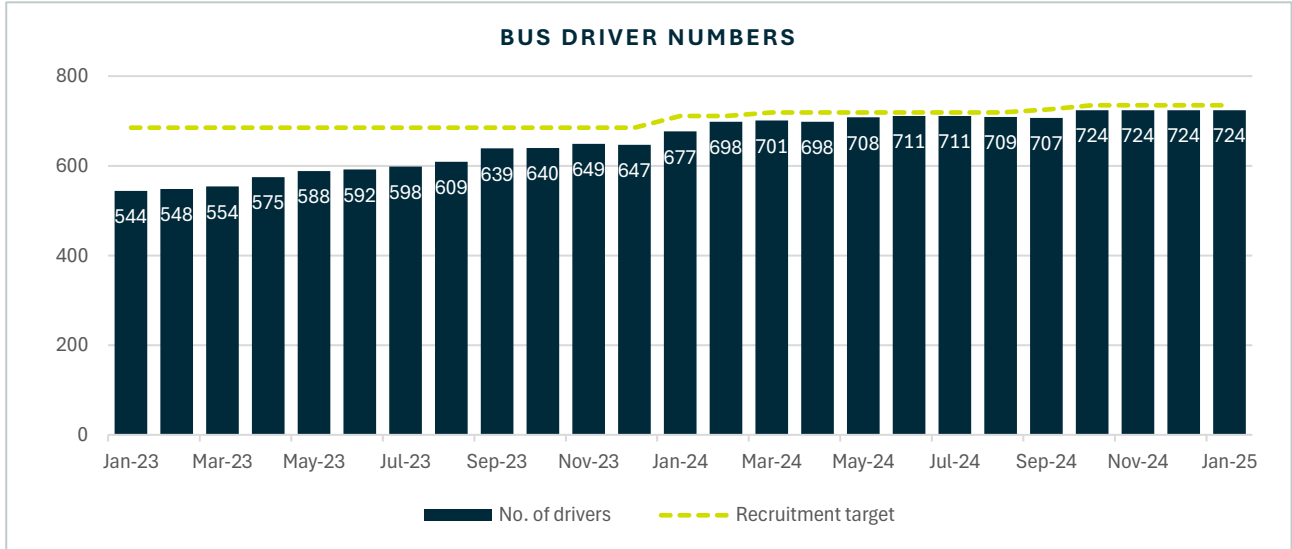
	Jan-25	Jan-24	Change
On-time	45.2%	43.0%	2.2%
Early	49.3%	50.9%	-1.6%
Late	5.5%	6.2%	-0.6%

### Punctuality at destination - year to date (July - January)

	2024/25	2023/24	Change
On-time	48.5%	47.5%	1.0%
Early	42.4%	43.8%	-1.4%
Late	9.1%	8.7%	0.4%

## 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 735 drivers required to run the network.



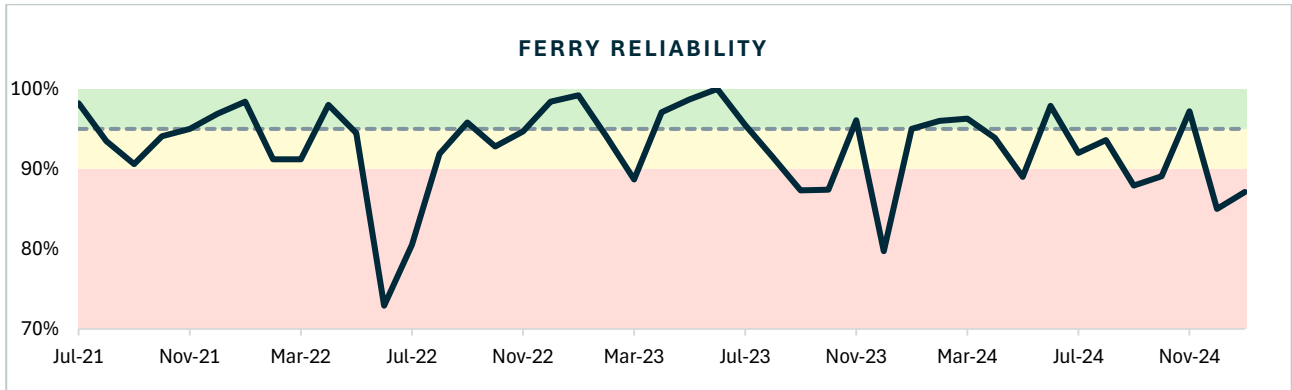


# Ferry operator

## Reliability

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

Reliability for January was 87.1%, compared to 95% for the same month last year. There were 79 weather-related cancellations this month, and 19 non-weather-related cancellations.



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

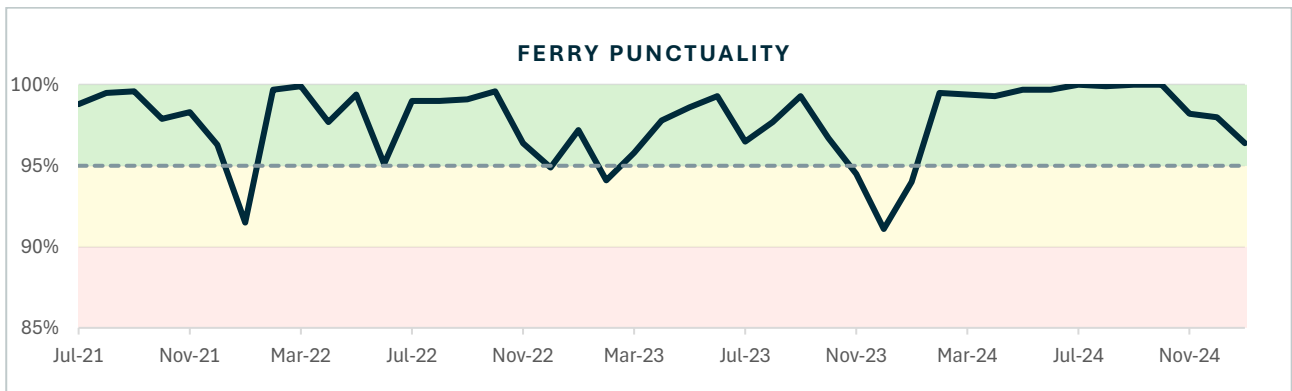
### Reliability - current month

	Jan-25	Jan-24	% Change
Total	87.1%	95.0%	-7.9%

## Punctuality

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

Punctuality for January was 96.4%, compared to 94.0% for the same month last year.



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

### Punctuality - current month

	Jan-25	Jan-24	% Change
Total	96.4%	94.0%	2.4%



# Rail operator

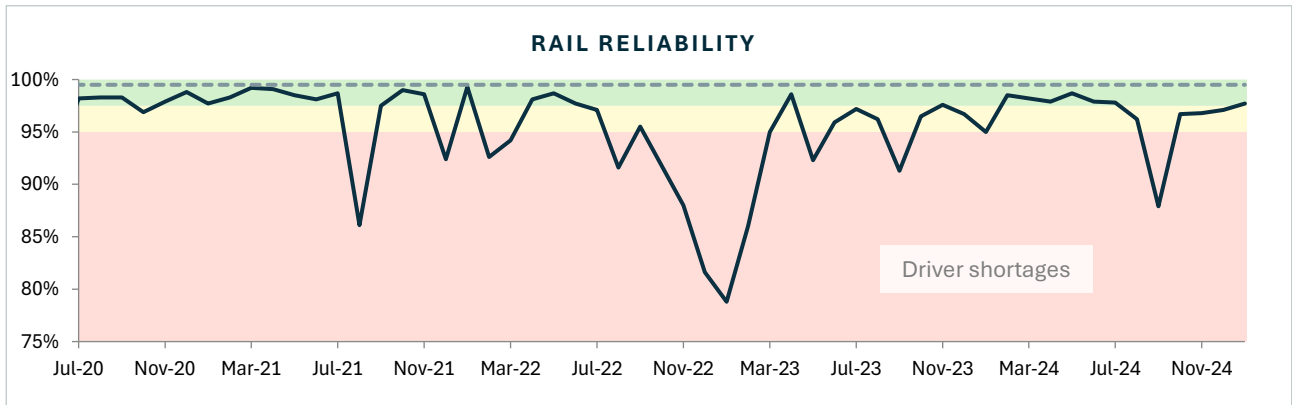
## Reliability

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 97.7% in January, and 95.7% for the year to date.

Services were bus replaced across the network until the 13<sup>th</sup> January due to the commissioning of the new signals at wellington station and Wairarapa services were bus replaced for the whole of January.

Staff sickness impacted 0.8% of services, most services being bus replaced or running with reduced capacity.



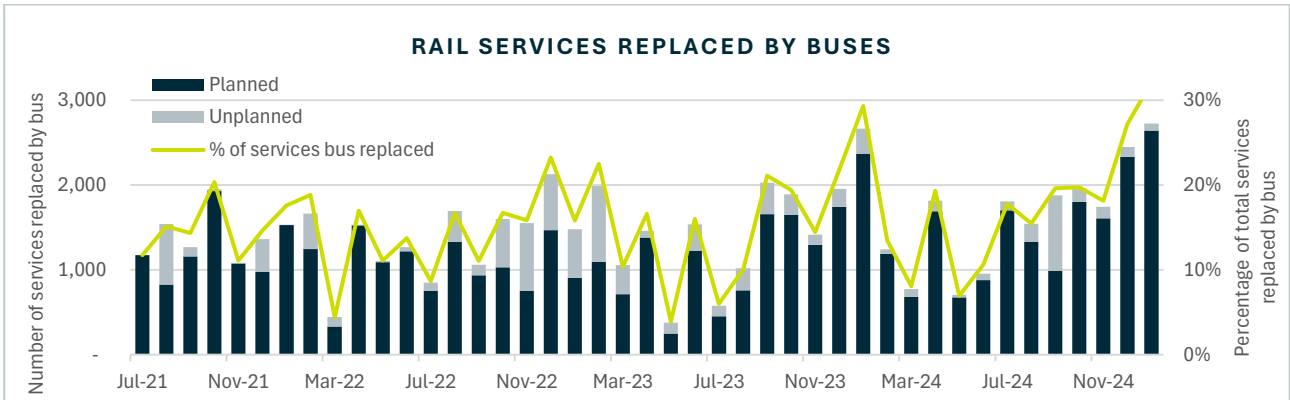
### Reliability - current month

	Jan-25	Jan-24	Change
Hutt Valley	97.1%	95.8%	1.3%
Johnsonville	98.6%	94.4%	4.2%
Kapiti	97.4%	94.5%	2.9%
Wairarapa	100.0%	95.4%	4.6%
<b>Total</b>	<b>97.7%</b>	<b>95.0%</b>	<b>2.7%</b>

### Reliability - year to date (July - January)

	2024/25	2023/24	Change
Hutt Valley	96.2%	97.1%	-0.9%
Johnsonville	97.4%	95.2%	2.2%
Kapiti	94.5%	96.7%	-2.2%
Wairarapa	87.8%	92.3%	-4.5%
<b>Total</b>	<b>95.7%</b>	<b>96.4%</b>	<b>-0.7%</b>

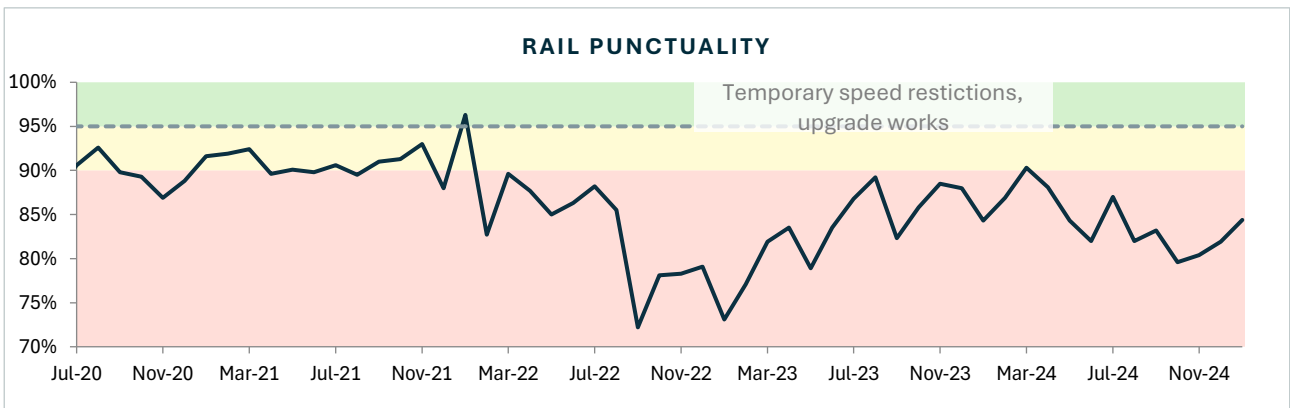
In January, 32.1% of rail services were replaced by buses, compared to 27.2% the previous month.



In January, there were 8473 rail trips run, carrying 596,937 passengers.

## Punctuality

Punctuality was significantly affected by the introduction of the new signalling system. It was expected that the new system would have some implementation issues and services in the first couple of weeks experienced delays of around 10 minutes. This is gradually improving week by week and operational processes are being updated to reflect the new operations.



### Punctuality - current month

	Jan-25	Jan-24	Change
Hutt Valley	86.5%	87.6%	-1.1%
Johnsonville	92.7%	94.5%	-1.8%
Kapiti	73.3%	74.6%	-1.3%
Wairarapa	100.0%	48.3%	51.7%
<b>Total</b>	<b>84.4%</b>	<b>84.3%</b>	<b>0.1%</b>

### Punctuality - year to date (July - January)

	2024/25	2023/24	Change
Hutt Valley	89.5%	87.7%	1.8%
Johnsonville	96.0%	95.5%	0.5%
Kapiti	66.6%	85.6%	-19.0%
Wairarapa	39.9%	32.2%	7.7%
<b>Total</b>	<b>82.6%</b>	<b>87.6%</b>	<b>-5.0%</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.*

### January Commentary

January's Block of Line works were successful with all planned works completed; however several sites still require tamping to remove restrictions. The Hutt Valley, Kapiti and Johnsonville Lines returned to Passenger services on Monday 13th of January. The Wairarapa Line Block of Line continued throughout the month for the Remutaka Tunnel relay works.

Both Punctuality and Reliability increased on Decembers' figures. Punctuality rose to 94.87% and Reliability 99.52%. The main reason for improvement on both Punctuality and Reliability is the Kapiti Line returning to Below KPI during the last week of January with the removal of three TSR's post Block of Line.

Works completed during the Block of Line were Bridge 3 NIMT Relay, Tunnel Lining Upgrade Tunnel 1 NIMT (Backlog work), Track Relays Kenepuru to Linden, Linden Platform resurfacing and drainage renewal, Porirua Relay and Turnout renewal, Pukerua Bay Resleeper works and Johnsonville Line Rerail sites.

The main disruption during the month was on the 30th of January with 694 Signal blacked out in Tunnel 2 on the NIMT. This occurred around 3pm at the beginning of the afternoon Peak. Signal Technicians were ready to enter the tunnel to undertake an assessment, however they were not granted access until 10pm that night, leading to delays as services stopped and waited for permission to proceed past the blacked-out Signal. Once in the tunnel, it took 45 minutes to assess and replace the LED bulb.

## KPI summary

---

### Network Availability

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

### Maintenance Compliance

Maintenance is 100% compliant across both Track and STTE.

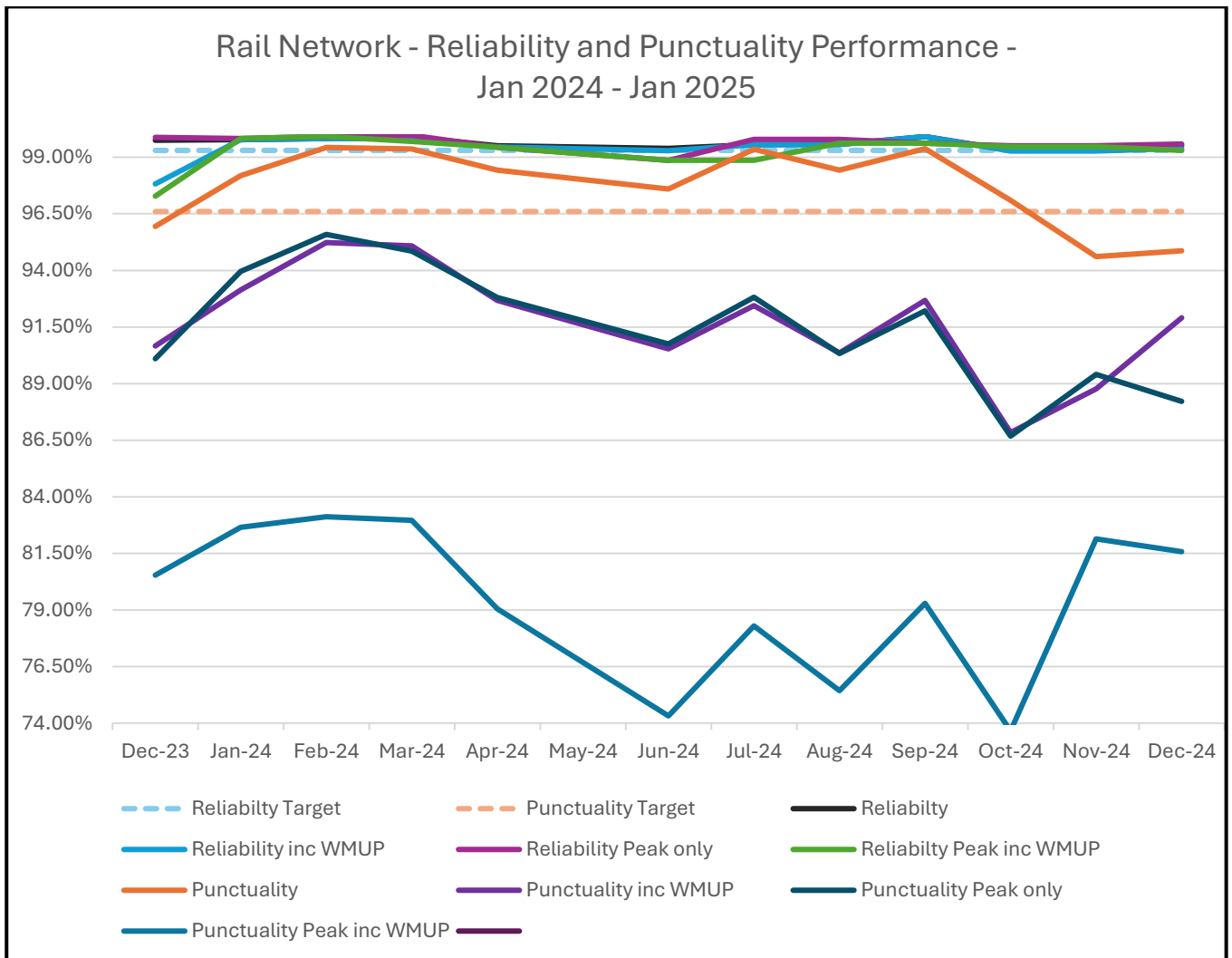
### Maintenance Backlog

TBA

### HSE

30 Harm Free days in January.

Graph showing Network Punctuality and reliability performance trends



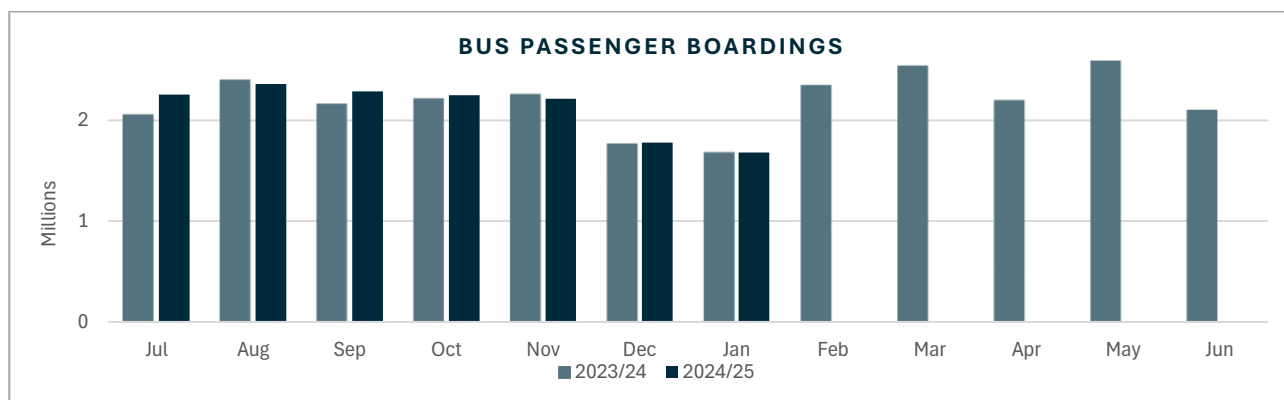
# Operational performance

## 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

January bus passenger boardings were 0.6% higher than the same month last year, and 2.2% higher for the year to date.



#### Boardings by area - current month

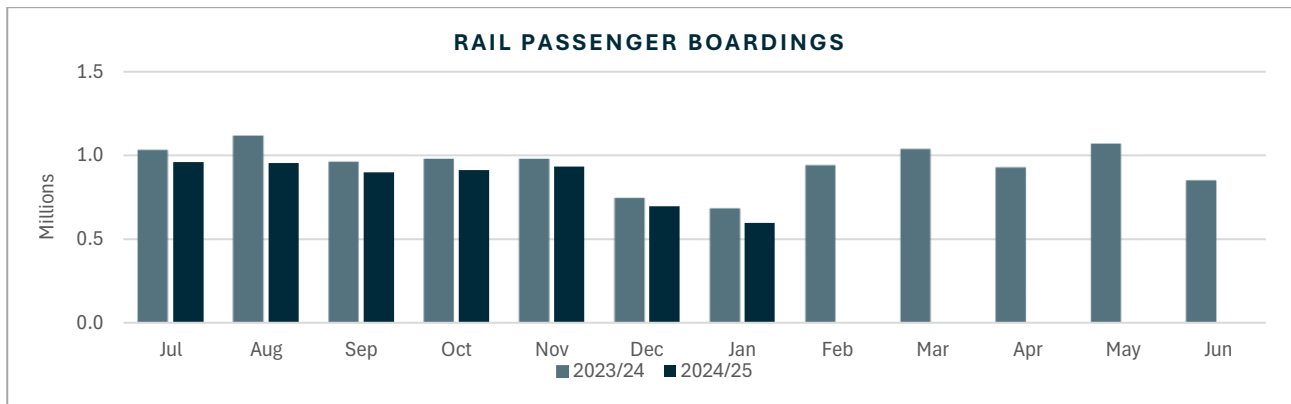
	Jan-25	Jan-24	% Change
Wellington	1,268,089	1,256,568	0.9%
Hutt Valley	314,295	320,799	-2.0%
Porirua	55,155	51,585	6.9%
Kapiti	36,906	35,213	4.8%
Wairarapa	6,938	7,967	-12.9%
<b>Total</b>	<b>1,681,383</b>	<b>1,672,132</b>	<b>0.6%</b>

#### Boardings by area - year to date (July - January)

	2024/25	2023/24	% Change
Wellington	10,973,325	10,754,902	2.0%
Hutt Valley	2,795,024	2,746,525	1.8%
Porirua	552,347	500,108	10.4%
Kapiti	357,729	354,141	1.0%
Wairarapa	83,625	90,056	-7.1%
<b>Total</b>	<b>14,762,050</b>	<b>14,445,732</b>	<b>2.2%</b>

## Rail passenger boardings

January rail passenger boardings were 12.4% lower than the same month last year, and 8.4% lower for the year to date.



### Boardings by line - current month

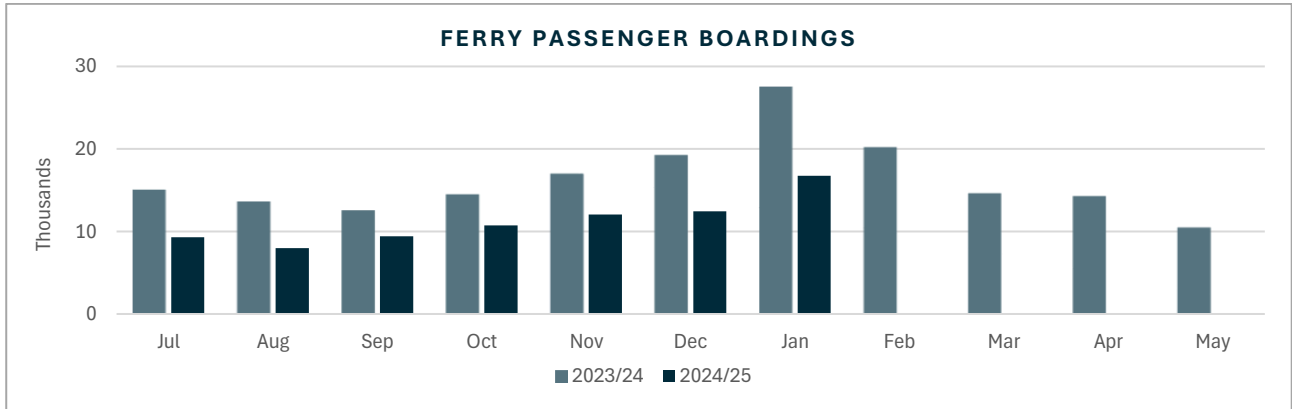
	Jan-25	Jan-24	% Change
Hutt Valley	275,453	279,362	-1.4%
Kapiti	247,036	285,202	-13.4%
Johnsonville	61,948	82,212	-24.6%
Wairarapa	12,500	34,829	-64.1%
<b>Total</b>	<b>596,937</b>	<b>681,605</b>	<b>-12.4%</b>

### Boardings by line - year to date (July - January)

	2024/25	2023/24	% Change
Hutt Valley	2,605,294	2,761,598	-5.7%
Kapiti	2,410,337	2,643,128	-8.8%
Johnsonville	622,643	730,557	-14.8%
Wairarapa	303,457	349,363	-13.1%
<b>Total</b>	<b>5,941,731</b>	<b>6,484,646</b>	<b>-8.4%</b>

## Ferry passenger boardings

Ferry boardings show a decrease of 38.9% on the same month last year, and a decrease of 34% for the year to date. Boardings are often affected by weather. There were additional cancellations this month due to a mechanical issue with City Cat which affected 22 trips.



### Boardings - current month

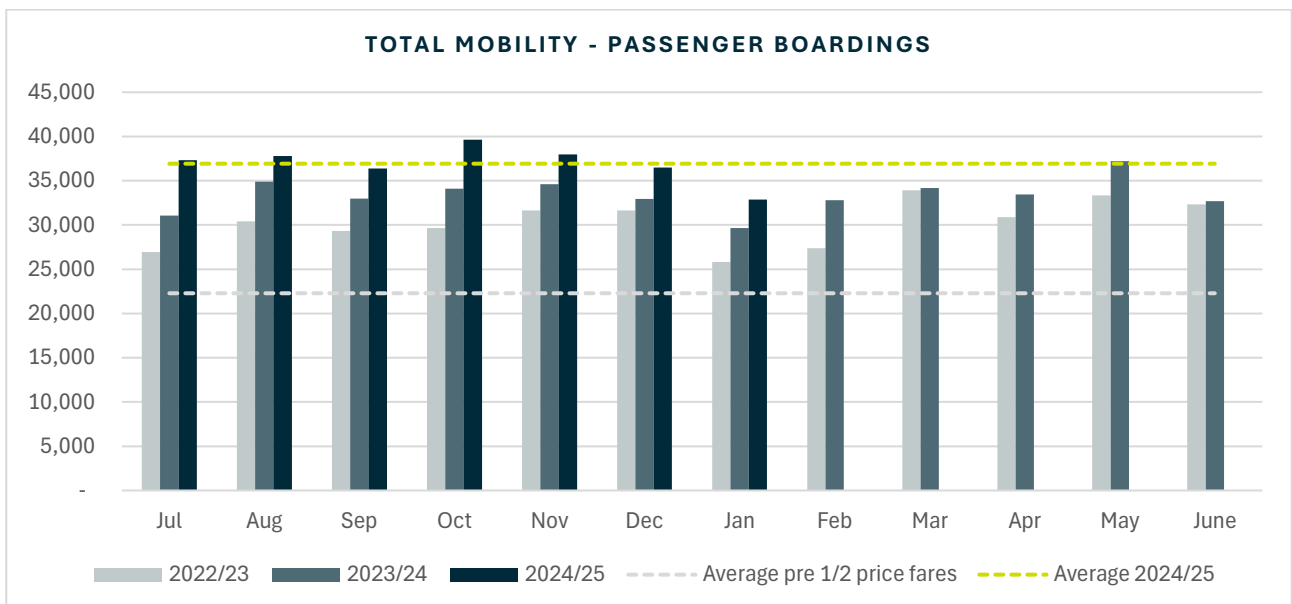
	Jan-25	Jan-24	% Change
<b>Total</b>	<b>16,759</b>	<b>27,444</b>	<b>-38.9%</b>

### Boardings - year to date (July - January)

	2024/25	2023/24	% Change
<b>Total</b>	<b>78,742</b>	<b>119,388</b>	<b>-34.0%</b>

## Te Hunga Whaikaha Total Mobility passenger boardings

In January there were 32881 Te Hunga Whaikaha Total Mobility trips, an increase of 10.91% 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.

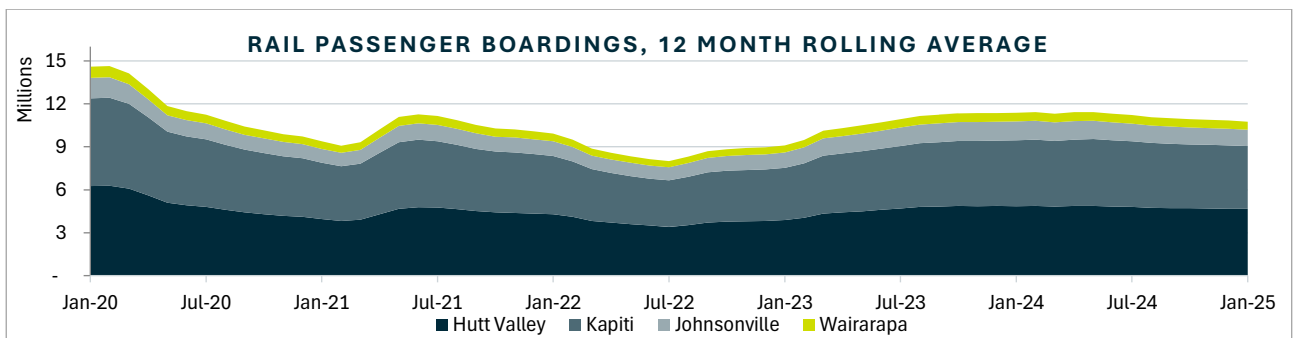
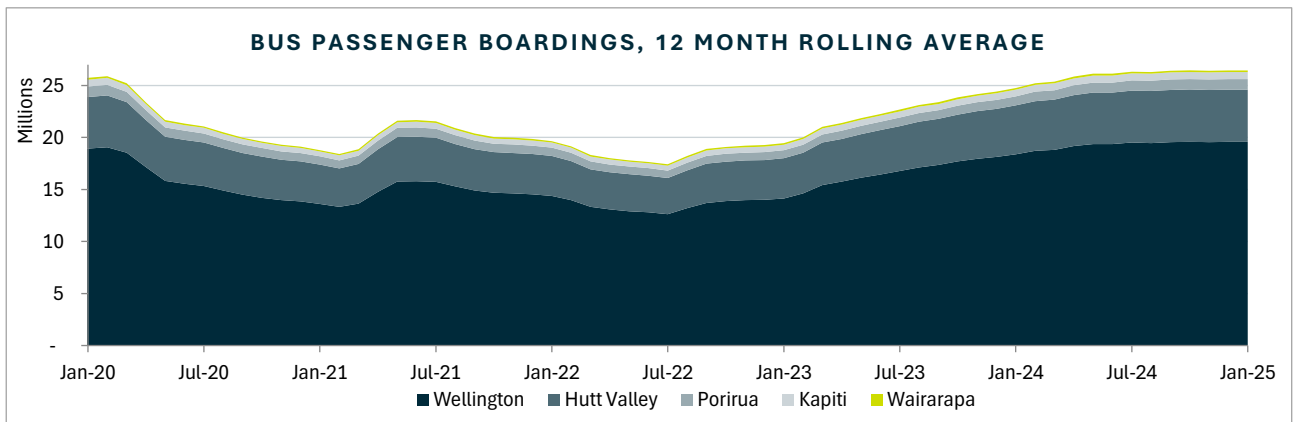
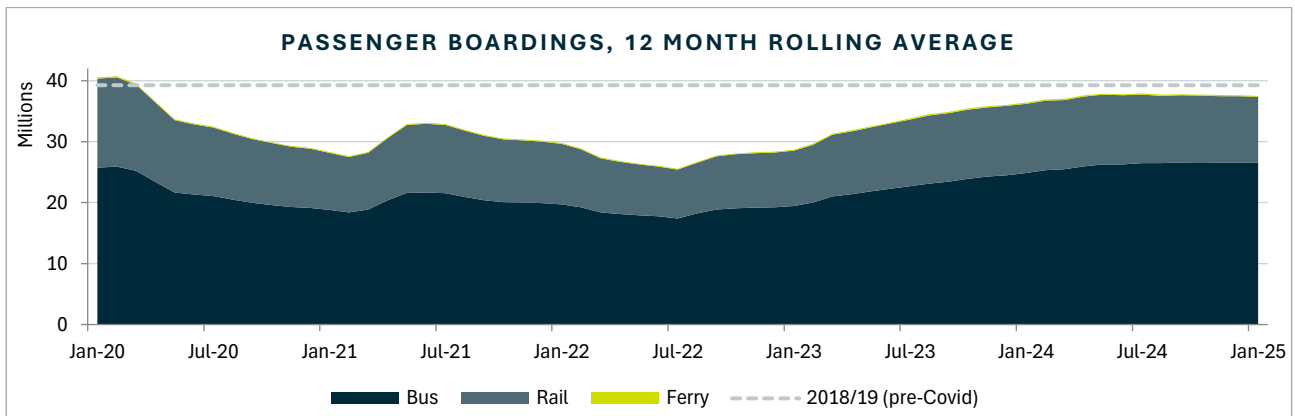


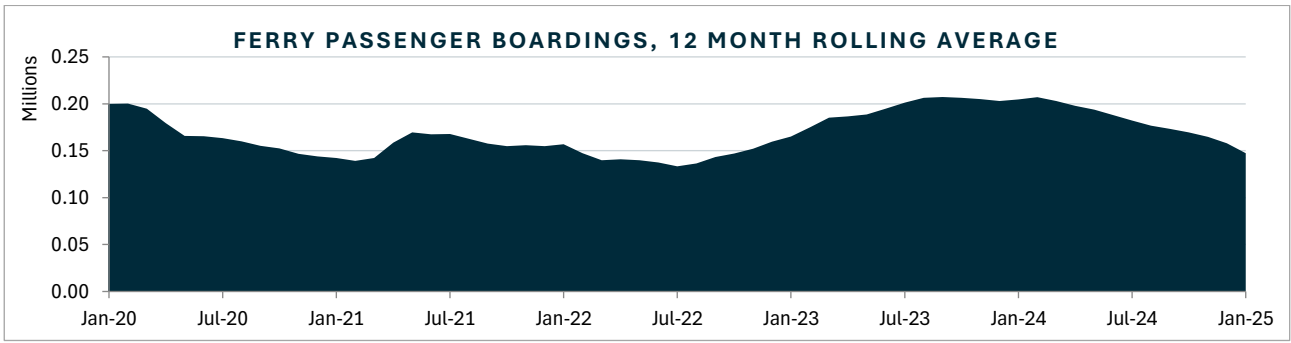
## Passenger boardings trend – 12 month rolling totals

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.

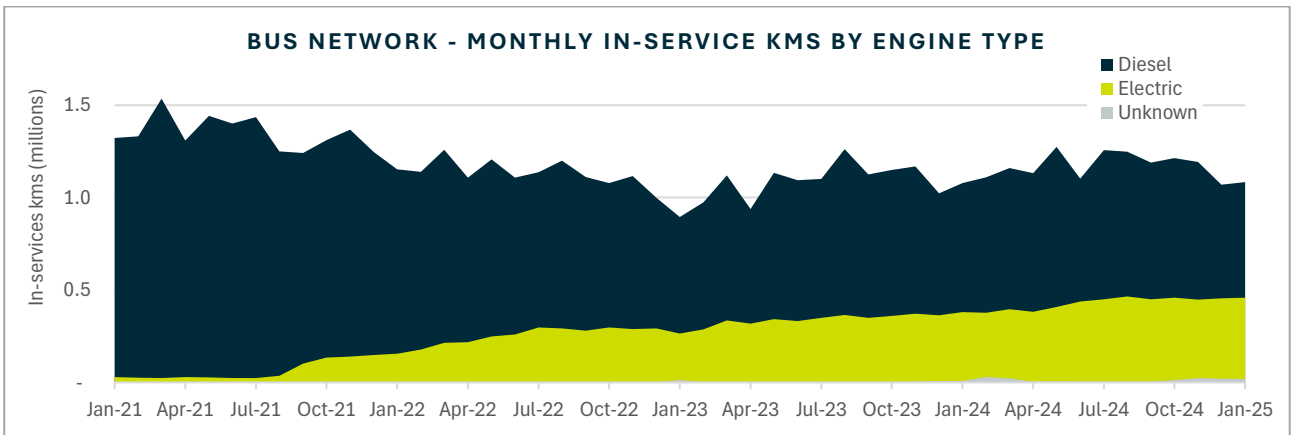




## Bus emissions

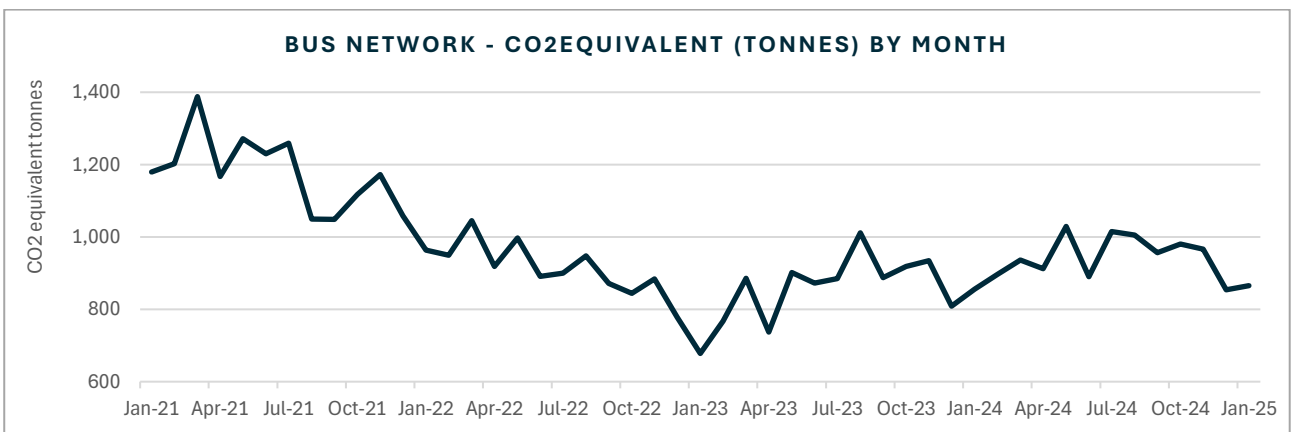
### In-service kilometres by engine type

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

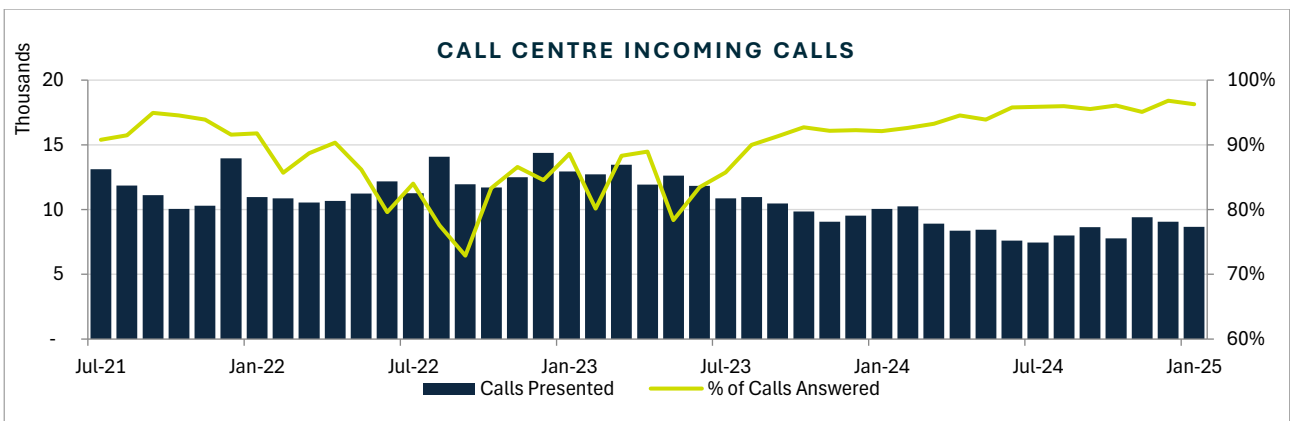
The table below shows the number of vehicles by engine type that ran bus network services in the Greater Wellington region in January 2025.

Engine type	Count
Electric	101
EURO3	46
EURO4	19
EURO5	69
EURO6	208
Unknown	12
<b>Total</b>	<b>455</b>

## Customer contact

### Call centre incoming calls

Metlink answered 96.3% of the 8670 calls received in January.

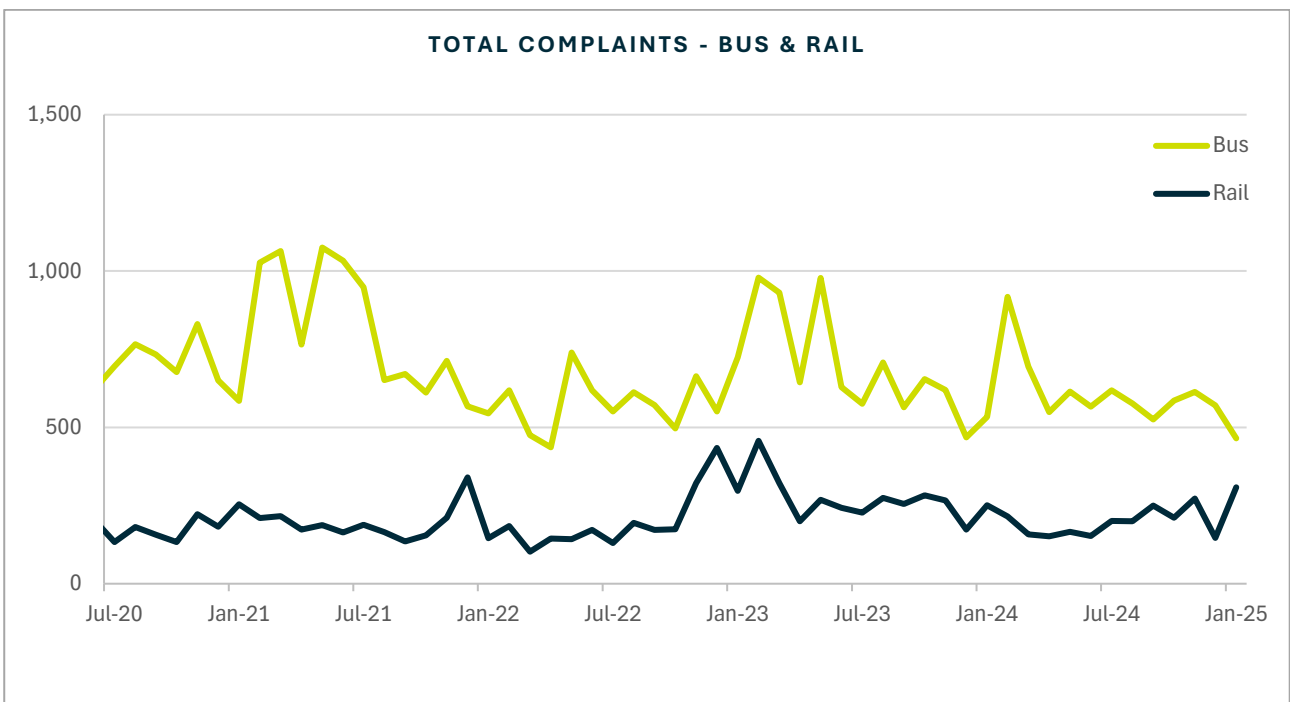
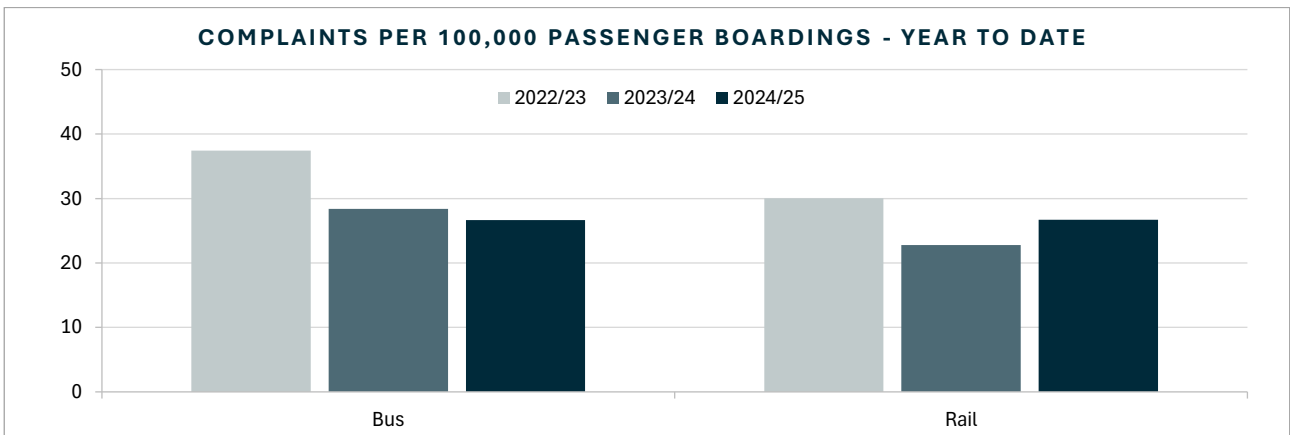




# Complaints

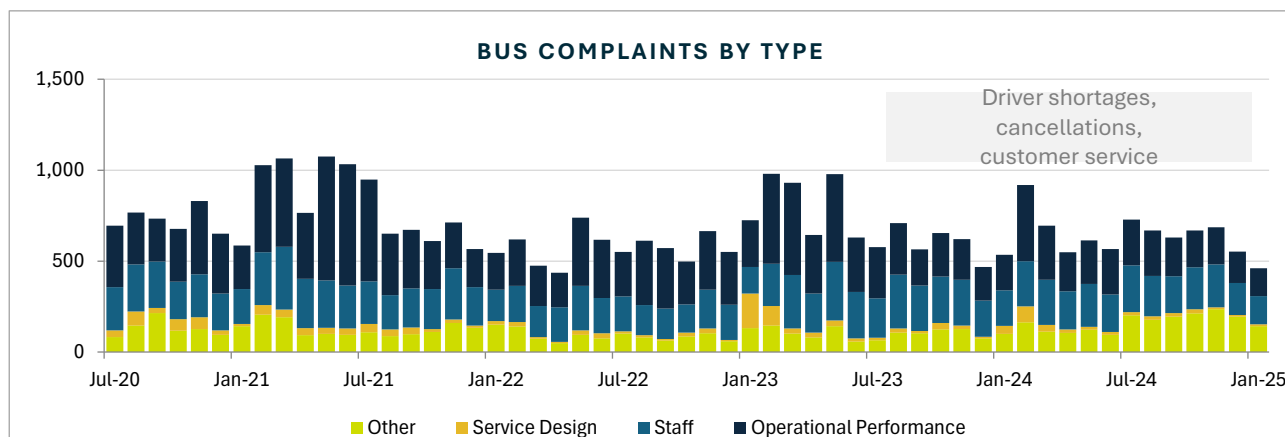
## Complaints volume

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 in the years 2022/23 and 2023/24, but are slightly higher for rail than bus in the year 2024/25.



## Bus complaints

Bus complaints for the month were 12.9% lower than January last year, and 4.1% lower for the year to date. Complaint levels remain consistent. They relate mostly to customer service and driver behaviour.



### Bus complaints - current month

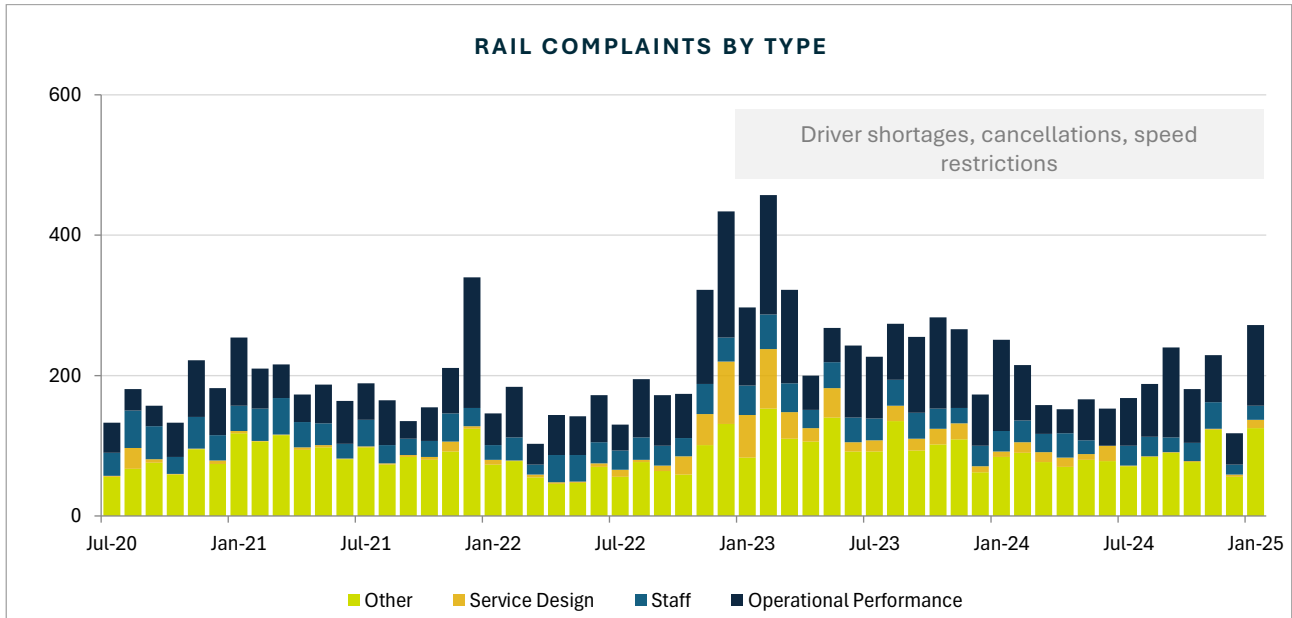
	Jan-25	Jan-24	Change
Wellington			
Newlands, Tawa	33	24	37.5%
East-West, City	171	192	-10.9%
North-south, Khandallah, Brooklyn	121	131	-7.6%
Hutt Valley	118	129	-8.5%
Porirua	11	33	-66.7%
Kapiti	6	16	-62.5%
Wairarapa	5	9	-44.4%
<b>Total</b>	<b>465</b>	<b>534</b>	<b>-12.9%</b>

### Bus complaints year-to date (July -January)

	2024/25	2023/24	Change
Wellington			
Newlands, Tawa	332	243	36.6%
East-West, City	1,336	1,256	6.4%
North-south, Khandallah, Brooklyn	1,113	1,234	-9.8%
Hutt Valley	865	1,006	-14.0%
Porirua	151	207	-27.1%
Kapiti	120	134	-10.4%
Wairarapa	38	44	-13.6%
<b>Total</b>	<b>3,955</b>	<b>4,124</b>	<b>-4.1%</b>

## Rail complaints

Rail complaints increased in January mainly due to the high number of bus replacements during the month. A large number of complaints was received on the morning of the 13<sup>th</sup> January due to capacity issues on the Hutt Valley line – capacity was increased and the issues were rectified by the afternoon peak of the 13<sup>th</sup>.



### Rail complaints - current month

	Jan-25	Jan-24	Change
Hutt Valley	166	83	100.0%
Kapiti	71	63	12.7%
Johnsonville	14	5	180.0%
Wairarapa	20	76	-73.7%
General	37	24	54.2%
<b>Total</b>	<b>308</b>	<b>251</b>	<b>22.7%</b>

### Rail complaints year-to date (July – January)

	2024/25	2023/24	Change
Hutt Valley	571	601	-5.0%
Kapiti	504	540	-6.7%
Johnsonville	75	93	-19.4%
Wairarapa	145	236	-38.6%
General	294	259	13.5%
<b>Total</b>	<b>1,589</b>	<b>1,729</b>	<b>-8.1%</b>

# Financial performance

## Fare revenue

### Bus and rail fare revenue

In January, there was a budget shortfall of \$3.21 million for the month across bus and rail services. The year-to-date budget shortfall is \$11.20 million.

The assumptions behind the fare revenue budget have been reassessed and the 2024/25 full year forecast (based on October 2024 estimations) is now expected to be \$10 million less than originally budgeted. Note the October 2024 estimations are currently being reassessed, which may result in a subsequent amendment 2024/25 full year forecast

The budgeted fare revenue includes expected Crown funding allocations for Community Connect. However, the actual revenue received for the month and year to date does not include Crown funding for Community Connect. The allocation of Crown funding for Community Connect is in the process of being agreed with NZ Transport Agency Waka Kotahi for the 2024/25 year. Allocated Crown funding for Community Connect will be included as part of fare revenue in future reports.

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 fare revenues collection and lower average fare payments for the network overall.

The budget does not include ferry fare revenue as harbour ferry services 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

	Jan-25	Budget	Excess/Shortfall
Bus	2,821,388	3,861,872	- 1,040,484
Rail	2,016,441	4,186,172	- 2,169,731
<b>Total</b>	<b>\$ 4,837,829</b>	<b>\$ 8,048,044</b>	<b>-\$ 3,210,215</b>

#### Fare revenue - year to date (July - January)

	2024/25	Budget	Excess/Shortfall
Bus	24,136,136	27,033,101	- 2,896,965
Rail	21,000,145	29,303,206	- 8,303,061
<b>Total</b>	<b>\$ 45,136,281</b>	<b>\$ 56,336,307</b>	<b>-\$ 11,200,026</b>