

# Metlink performance report

DECEMBER 2025



Proudly part of  
**Greater Wellington**  
Te Pane Matua Taiao

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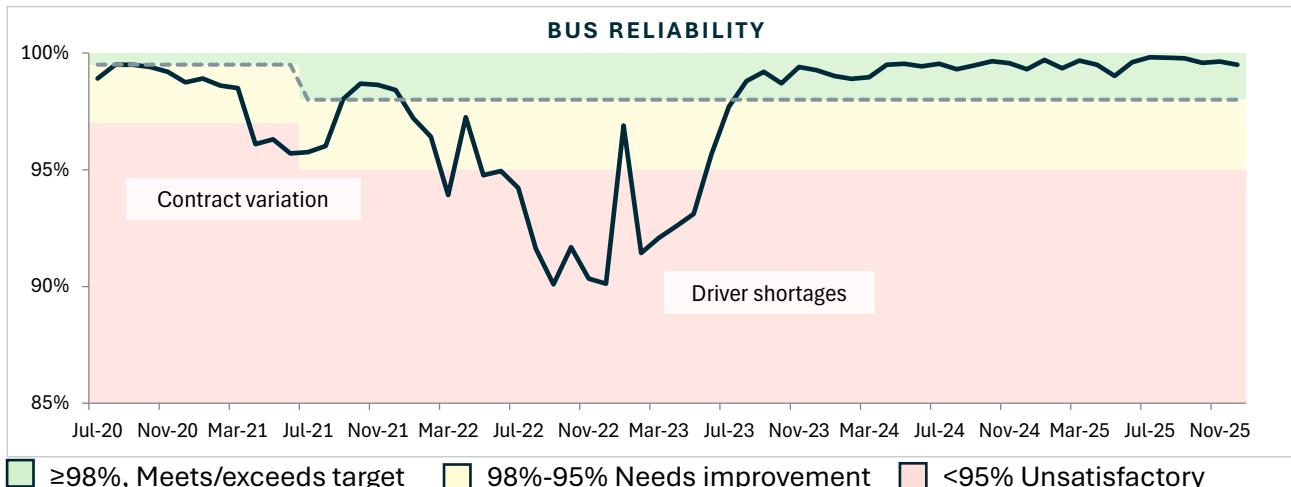
# Partner performance



## Bus operators

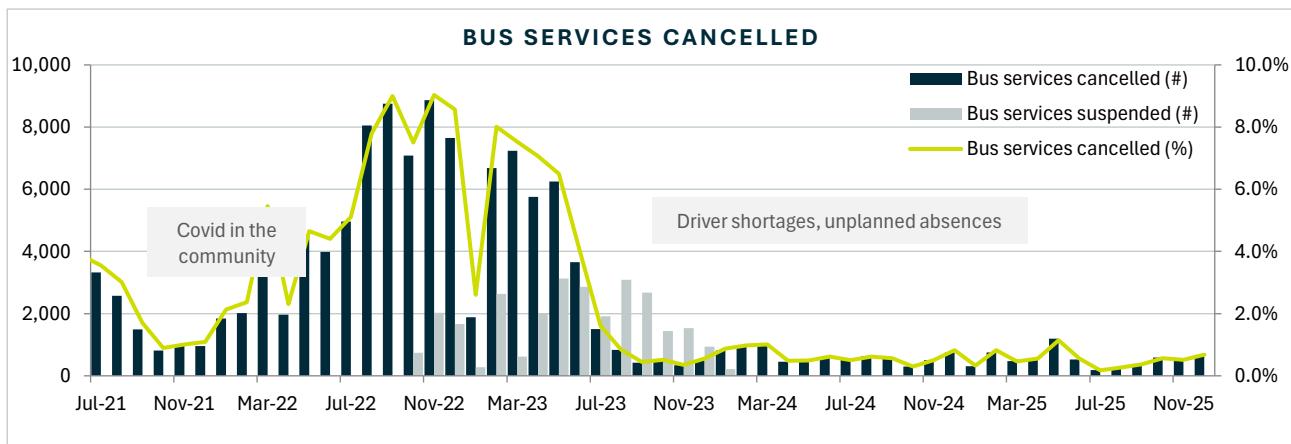
### Reliability

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



	Dec-25	Dec-24	Change
Wellington City			
Newlands & Tawa	99.8%	99.6%	0.2%
East, West & City	99.9%	99.2%	0.7%
North, South, Khandallah & Brooklyn	98.6%	99.4%	-0.9%
Hutt Valley	99.9%	99.7%	0.1%
Porirua	98.7%	99.0%	-0.3%
Kapiti	100.0%	98.4%	1.6%
Wairarapa	99.5%	97.3%	2.2%
<b>Total</b>	<b>99.5%</b>	<b>99.3%</b>	<b>0.2%</b>

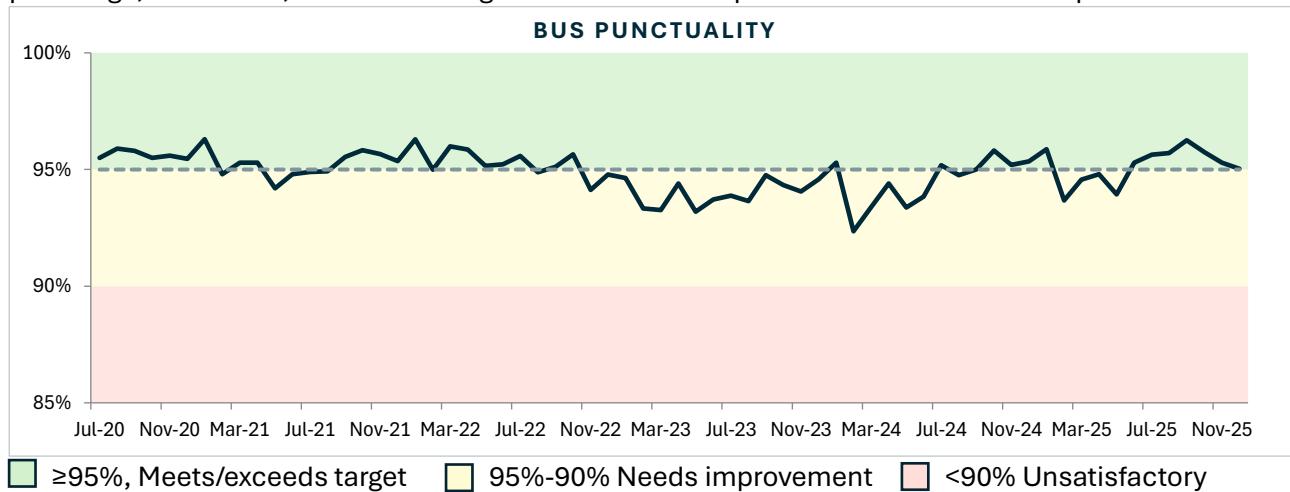
	2025/26	2024/25	Change
Wellington City			
Newlands & Tawa	99.6%	99.6%	0.0%
East, West & City	99.9%	99.7%	0.2%
North, South, Khandallah & Brooklyn	99.3%	99.0%	0.3%
Hutt Valley	99.9%	99.7%	0.2%
Porirua	99.3%	99.0%	0.3%
Kapiti	99.9%	99.7%	0.2%
Wairarapa	99.2%	99.4%	-0.2%
<b>Total</b>	<b>99.7%</b>	<b>99.5%</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 95.0% in December, and the overall percentage of trips that left early was 0.87%. Punctuality has remained stable over the summer holiday period with trips impacted by holiday traffic. Other factors which normally have a higher impact on Punctuality, such as, high patronage, roadworks, and traffic congestion were less impactful over the December period.

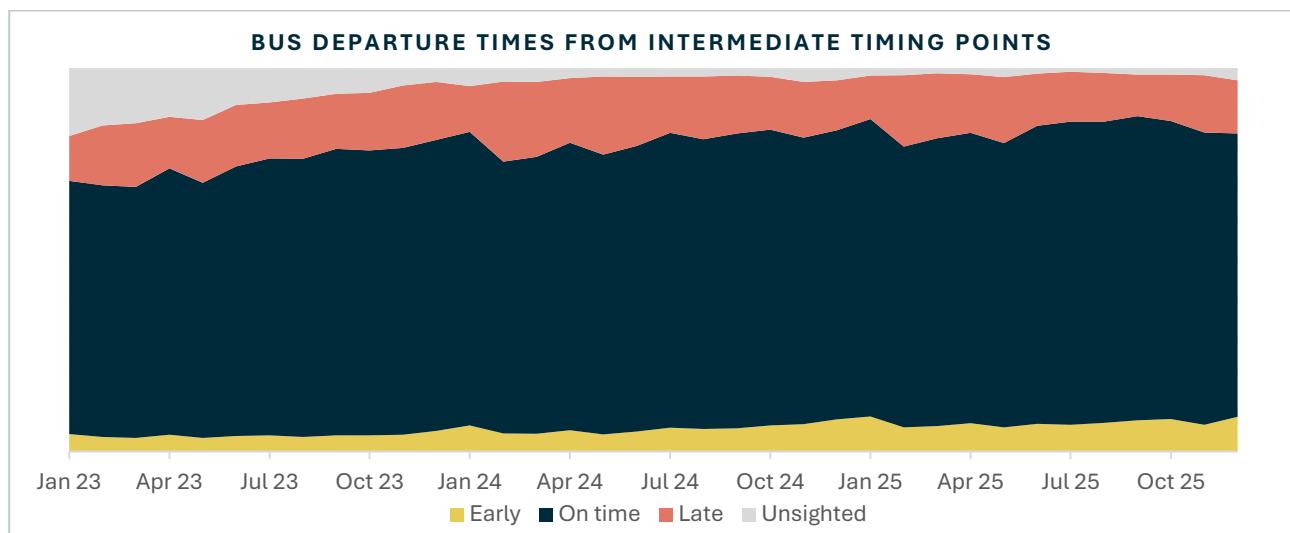
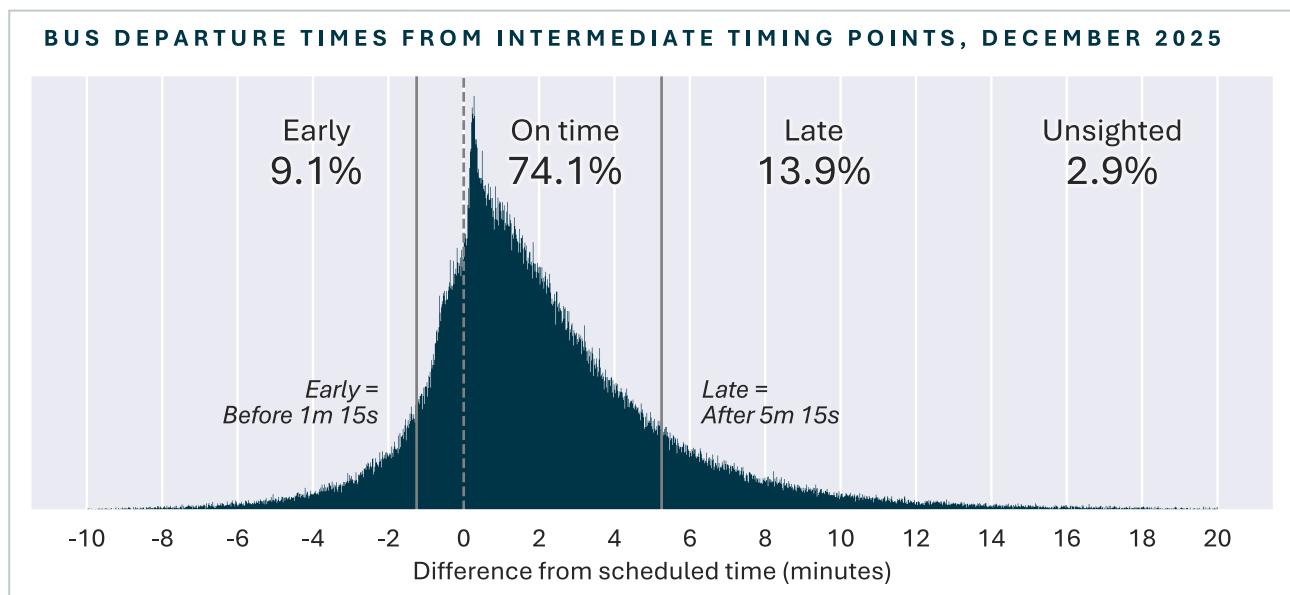


	Dec-25	Dec-24	Change
Wellington City			
Newlands & Tawa	96.0%	96.6%	-0.6%
East, West & City	96.5%	96.7%	-0.2%
North, South, Khandallah & Brooklyn	93.0%	93.6%	-0.6%
Hutt Valley	93.4%	93.5%	-0.1%
Porirua	96.7%	97.0%	-0.3%
Kapiti	97.3%	97.6%	-0.3%
Wairarapa	93.6%	94.0%	-0.4%
<b>Total</b>	<b>95.0%</b>	<b>95.3%</b>	<b>-0.3%</b>

	2025/26	2024/25	Change
Wellington City			
Newlands & Tawa	97.1%	96.2%	0.9%
East, West & City	96.6%	96.2%	0.4%
North, South, Khandallah & Brooklyn	93.4%	93.4%	0.0%
Hutt Valley	94.8%	94.4%	0.4%
Porirua	96.6%	97.0%	-0.4%
Kapiti	97.6%	96.5%	1.1%
Wairarapa	93.9%	93.6%	0.3%
<b>Total</b>	<b>95.6%</b>	<b>95.2%</b>	<b>0.4%</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 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.

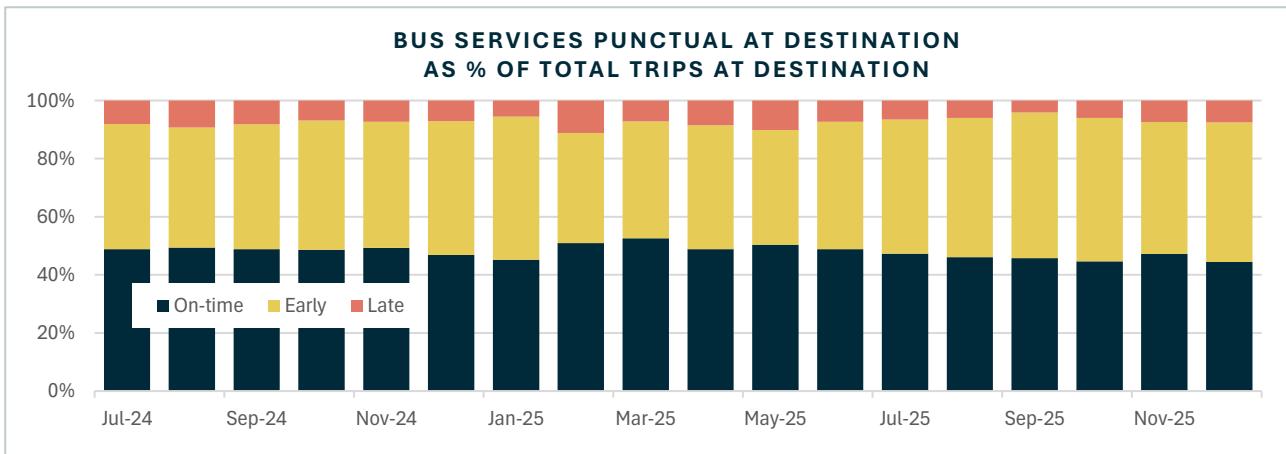


## Punctuality at destination

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 December, 44.4% of bus services recorded at destination arrived on time, with a further 48.1% arriving more than one minute early, while 7.5% of services arrived more than five minutes late.



### Punctuality at destination - current month

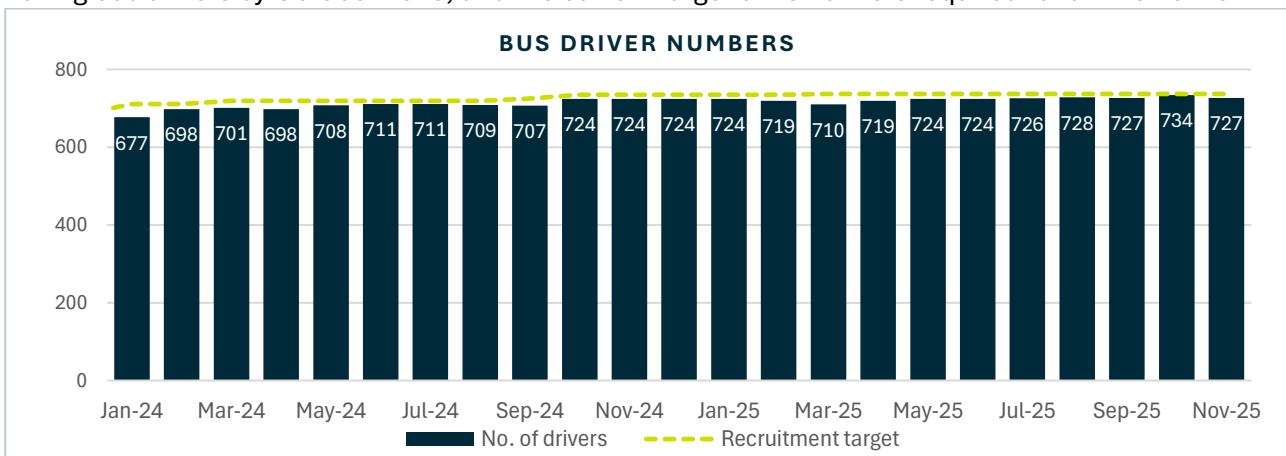
	Dec-25	Dec-24	Change
On-time	44.4%	46.9%	-2.5%
Early	48.1%	46.1%	2.0%
Late	7.5%	7.0%	0.5%

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

	2025/26	2024/25	Change
On-time	45.9%	48.7%	-2.8%
Early	47.8%	42.0%	5.8%
Late	6.2%	9.3%	-3.1%

## Bus Driver Numbers

The graph below shows monthly total numbers of bus drivers against the original recruitment target of having 685 drivers by October 2023, and the current target of 737 drivers required to run the network.



*Awaiting Tranzurban operator report for Dec staffing*

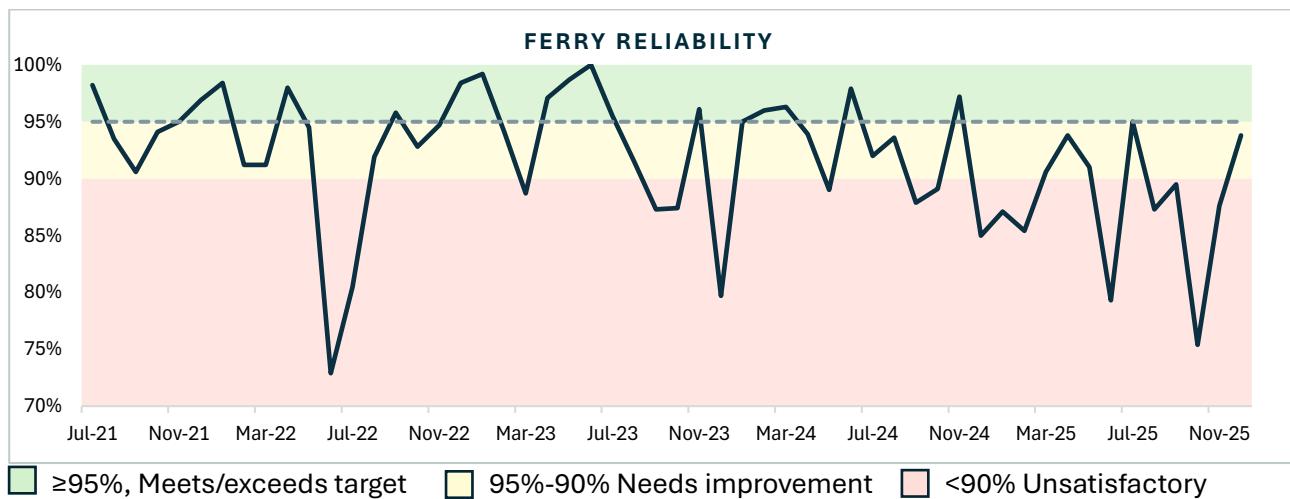


## Ferry operator

### Reliability

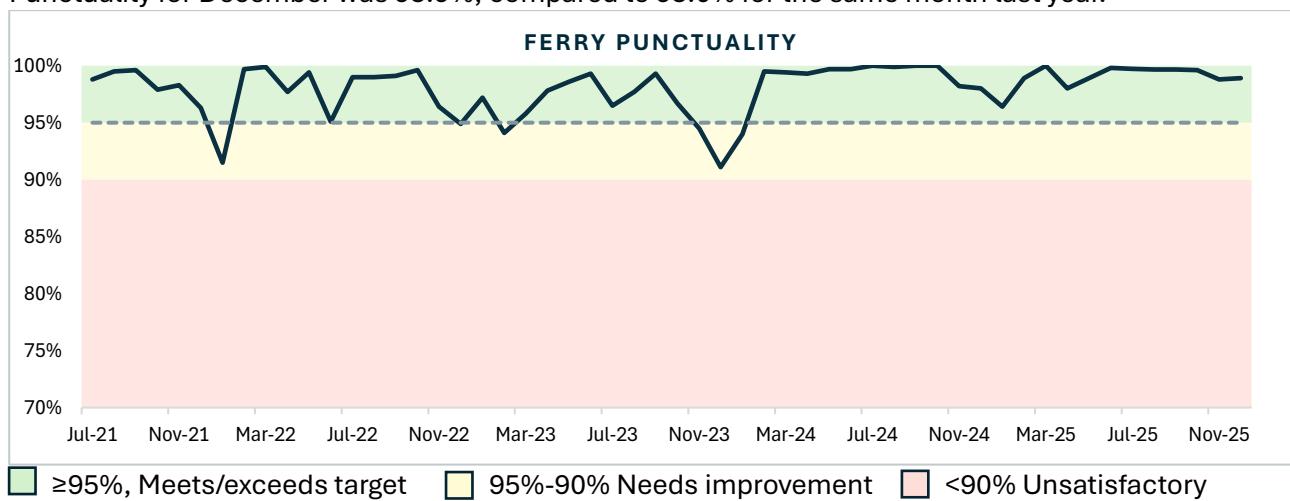
Ferry reliability is a measure of the number of scheduled services that ran.

Reliability for December was 93.8%, compared to 85.0% for the same month last year. There were 48 cancelled trips this month, with 46 of those due to weather and the remaining 2 cancellations due to maintenance.



## 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 December was 98.9%, compared to 98.0% for the same month last year.



## Ferry Staffing

As of December, ferry staffing (skippers + deckhands) is 13 out of a target 13.



## Rail operator

### Reliability

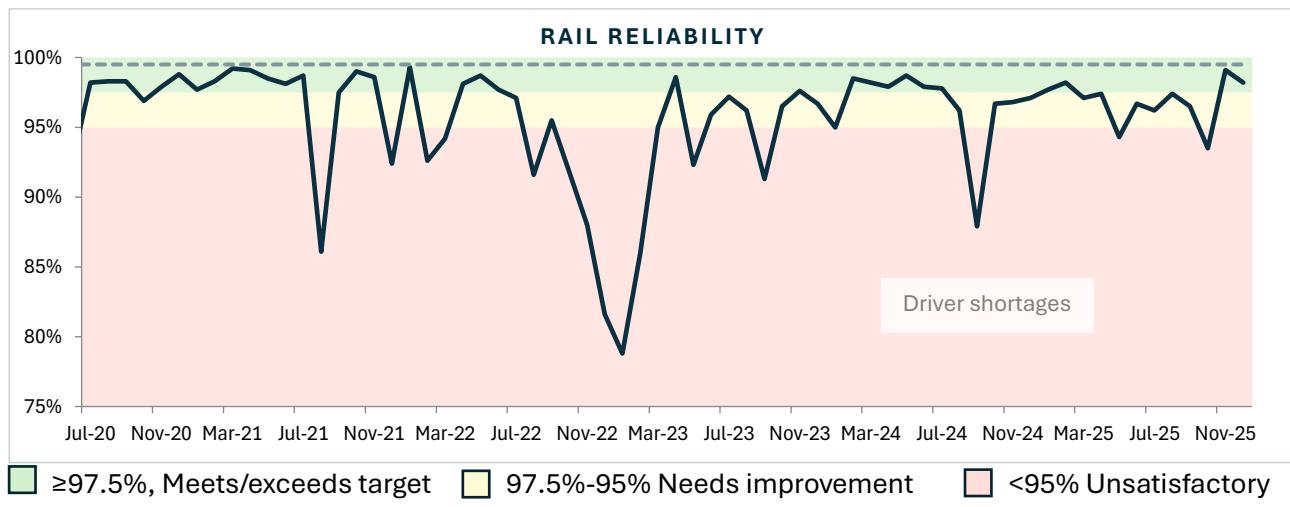
The rail reliability measure shows the percentage of scheduled services that depart from origin and key stations no earlier than 30 seconds before the scheduled time, meet the consist size for the scheduled service, and stop at all stations timetabled for the service.

Rail service reliability was 98.2% in December and 97.1% for the same month last year.

Reliability this month was affected by three signal issues at Porirua that led to a few cancellations on the KPL, a broken down freight train, also affecting services on the KPL and 2 reported trespass incidents where the Police shut the line.

All services were bus replaced from the 26<sup>th</sup> December to enable KiwiRail maintenance and renewals to take place.

0.95% of services were affected by staff sickness and 0.24% by vehicle mechanical issues



#### Reliability - current month

	Dec-25	Dec-24	Change
Hutt Valley	98.0%	98.0%	0.0%
Johnsonville	99.2%	98.9%	0.3%
Kapiti	97.7%	95.9%	1.8%
Wairarapa	98.3%	81.0%	17.3%
<b>Total</b>	<b>98.2%</b>	<b>97.1%</b>	<b>1.1%</b>

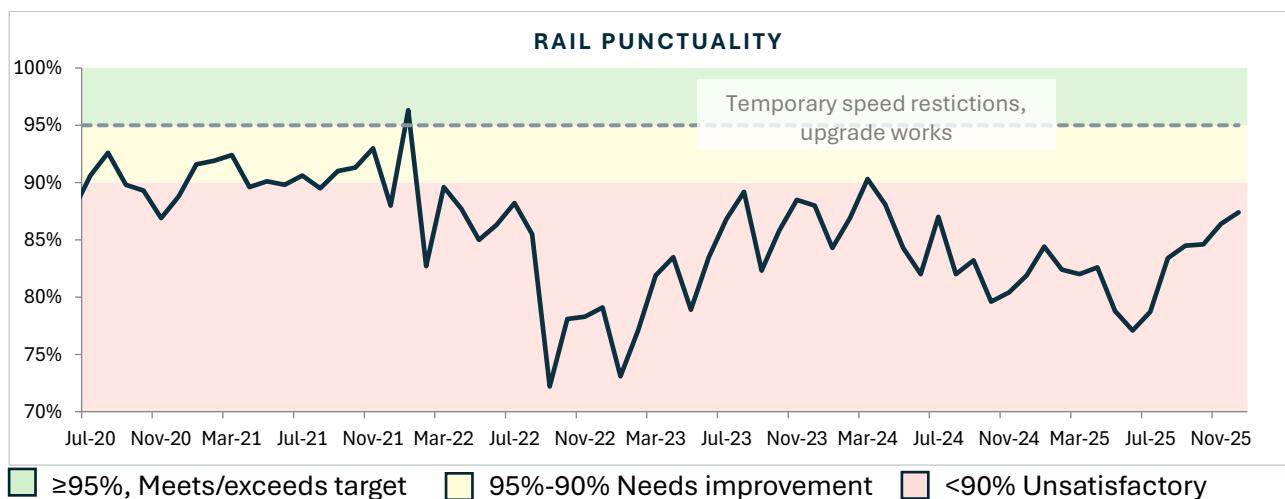
#### Reliability - year to date (Jul - Dec)

	2025/26	2024/25	Change
Hutt Valley	97.0%	96.0%	1.0%
Johnsonville	97.1%	97.2%	-0.1%
Kapiti	96.5%	94.1%	2.4%
Wairarapa	92.5%	86.1%	6.4%
<b>Total</b>	<b>96.8%</b>	<b>95.4%</b>	<b>1.4%</b>

## Punctuality

Rail punctuality was 87.4% in December and 81.9% for the same month last year.

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. Speed restrictions on the HVL and KPL are due to be reduced following the KiwiRail works over the summer shutdown. Interpeak services on the Wairarapa Line continue to experience delays due to network speed restrictions and active worksites.



### Punctuality - current month

	Dec-25	Dec-24	Change
Hutt Valley	81.1%	90.3%	-9.2%
Johnsonville	98.3%	97.4%	0.9%
Kapiti	89.9%	60.5%	29.4%
Wairarapa	42.4%	57.0%	-14.6%

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

	2025/26	2024/25	Change
Hutt Valley	81.3%	89.9%	-8.6%
Johnsonville	91.6%	96.5%	-4.9%
Kapiti	84.5%	65.6%	18.9%
Wairarapa	43.5%	31.6%	11.9%

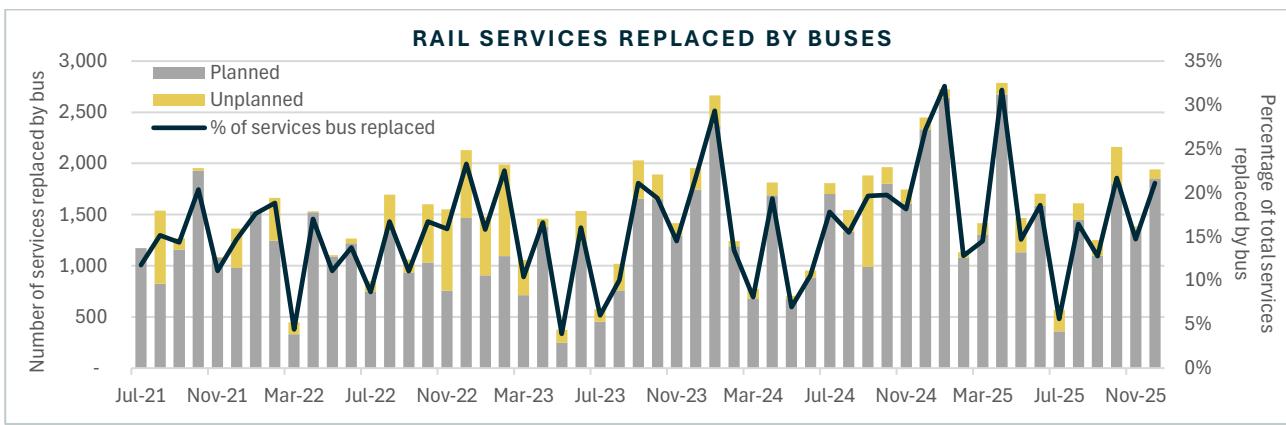
## Rail Replacement Services

In December 2025, 21% (1,942) of rail services were replaced by buses.

20% (1,847) of the rail services that were replaced by buses were planned, down from 25.9% the same month last year, and 1% (95) of the rail services that were replaced by buses were unplanned.

Of the 20% of planned rail services that were replaced by buses: 62% of the services were awarded to Metlink bus operators (Tranzurban, Kinetic and Mana); 36% were awarded to NCS; 2% 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, Tranzurban fleet did).

Of the 1% (95) of unplanned rail services that were replaced by buses: 49.3% of the vehicles used were provided by Metlink bus operators (Tranzurban, Kinetic and Mana); 28.5% were provided by NCS. 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	Number of Services
Staff sickness	87
Additional standby buses for an event	3
Extra buses for planned bus replacements	4
Metlink train mechanical fault	2
Overhead issue	3
Operations error	2
Security issue	1
<b>TOTAL</b>	<b>104</b>

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	Number of Buses	Number of Shuttles
<b>Capital Shuttles</b>	-	Vehicles: 10 Electronic Ticketing: - Bike racks: -
<b>Kinetic</b>	Vehicles: 36 Electronic Ticketing: 30 Bike racks: 36	-
<b>Mana Newlands</b>	Vehicles: 1 Electronic Ticketing: 1 Bike racks: 1	-
<b>NCS Taita</b>	Vehicles: 22 Electronic Ticketing: 20 Bike racks: 20	-
<b>Rambler</b>	Vehicles: 2 Electronic Ticketing: - Bike racks: -	-
<b>Tranzit Masterton</b>	Vehicles: 5 Electronic Ticketing: - Bike racks: -	-
<b>Tranzurban</b>	Vehicles: 1 Electronic Ticketing: 1 Bike racks: 1	-
<b>Total</b>	<b>Vehicles: 77</b> <b>Electronic Ticketing: 52</b> <b>Bike racks: 58</b>	<b>Vehicles: 10</b> <b>Electronic Ticketing: -</b> <b>Bike racks: -</b>

## Rail Staffing

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As of December, rail staffing (locomotive engineers, train managers and passenger operators) is 299 out of a target 319. This includes 5 in training and 7 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.

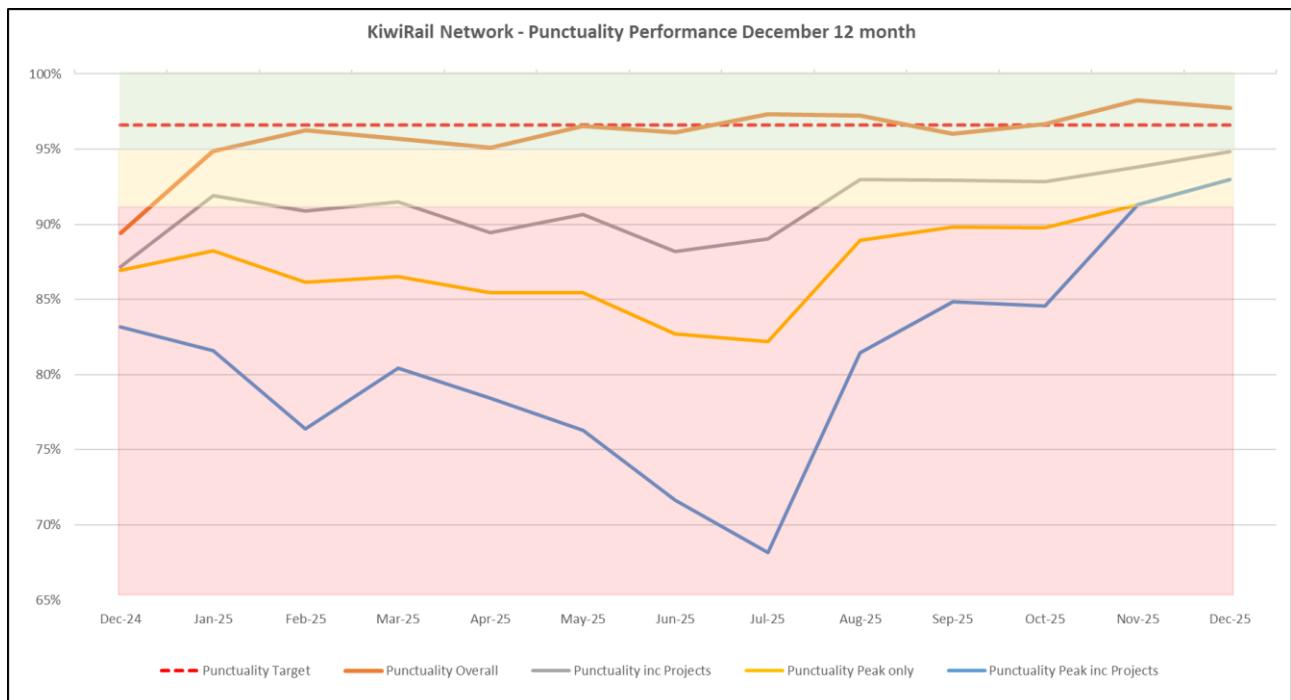
Therefore, the results do not mirror the customer experience of the punctuality and reliability of the rail network.

### 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%.

Punctuality of the rail network for December was 97.76%, this compares to November 2025 which was 98.20%.

Punctuality of the rail network including all exempt activities (e.g. projects) for December was 94.85%, this compares to November 2025 which was 94.32%.

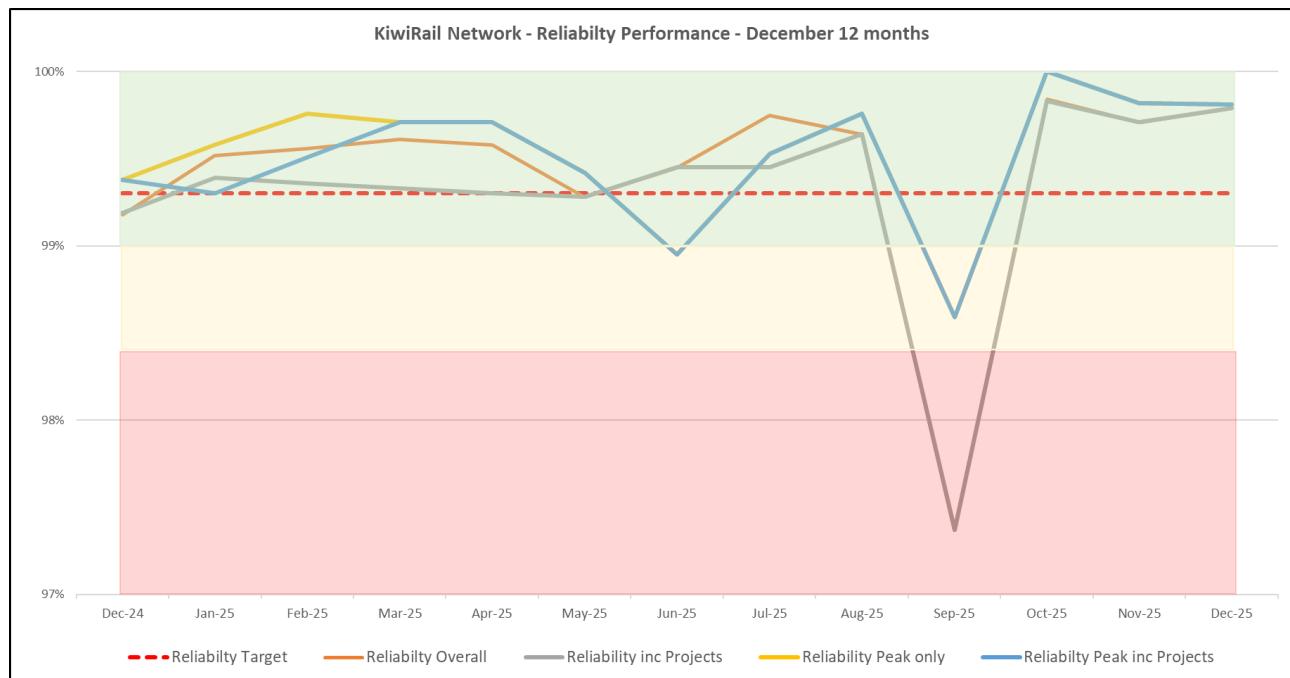


### Reliability of rail network (i.e. tracks, signals etc)

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

Reliability of the rail network for December was 99.76%, this compares to November 2025 which was 99.71%.

Reliability of the rail network including all exempt activities (e.g. projects) for December was 99.76%, this compares to November 2025 which was 99.71%



### Network availability

This metric is a measure of the available rail network for Metlink passenger train services. Unplanned and Planned are recorded, by infrastructure discipline and line. The network availability target is 98.80%.

Network availability for December was 100%, this compares to November 2025 which was 99.57% There were no unplanned line closures for the month of December.

### Maintenance Compliance

Maintenance is 100% compliant across both Track and STTE. (signals, traction, telecommunications and electrical)

### Maintenance Backlog (Not Overdue Renewals)

One Signals Maintenance work order remains open in the Maximo system.

### HSE

31 Harm Free Days in December

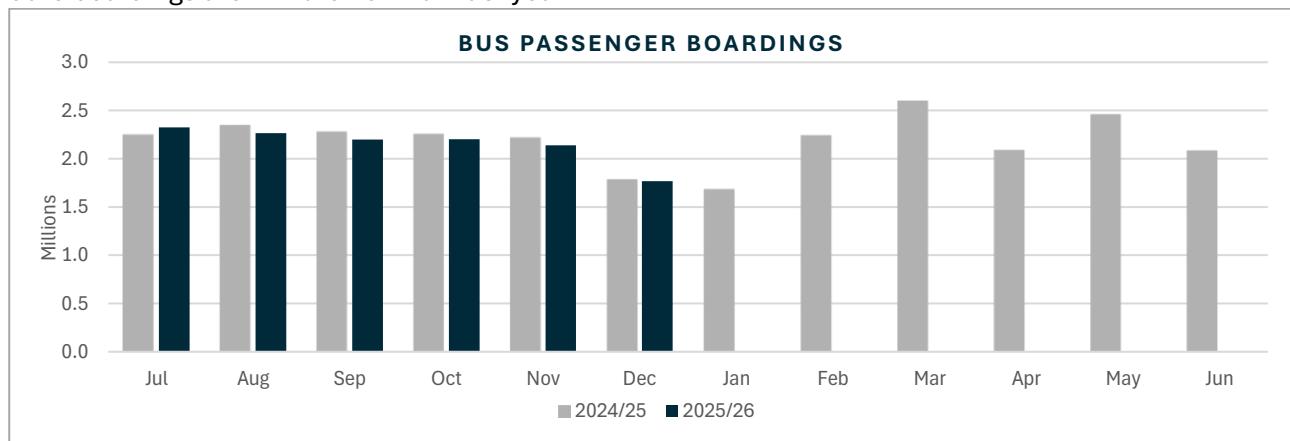
# Operational performance

## 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

December bus passenger boardings were 0.7% lower than the same month last year, and the year to date boardings are 1.4% lower than last year.



#### Boardings by area - current month

	Dec-25	Dec-24	% Change
Wellington	1,314,573	1,319,567	-0.4%
Hutt Valley	344,703	349,203	-1.3%
Porirua	61,418	62,722	-2.1%
Kapiti	38,508	39,536	-2.6%
Wairarapa	9,225	9,229	0.0%
<b>Total</b>	<b>1,768,427</b>	<b>1,780,257</b>	<b>-0.7%</b>

#### Boardings by area - year to date (Jul - Dec)

	2025/26	2024/25	% Change
Wellington	9,612,308	9,705,236	-1.0%
Hutt Valley	2,417,293	2,480,729	-2.6%
Porirua	477,628	497,192	-3.9%
Kapiti	311,757	320,823	-2.8%
Wairarapa	79,564	79,561	0.0%
<b>Total</b>	<b>12,898,550</b>	<b>13,083,541</b>	<b>-1.4%</b>

### Rail passenger boardings

December rail passenger boardings were 2.8% lower than the same month last year.



#### Boardings by line - current month

	Dec-25	Dec-24	% Change
Hutt Valley	286,937	300,514	-4.5%
Kapiti	282,945	281,341	0.6%
Johnsonville	63,869	74,265	-14.0%
Wairarapa	41,839	39,279	6.5%
<b>Total</b>	<b>675,590</b>	<b>695,399</b>	<b>-2.8%</b>

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

	2025/26	2024/25	% Change
Hutt Valley	2,181,053	2,329,841	-6.4%
Kapiti	2,068,992	2,163,301	-4.4%
Johnsonville	491,735	560,695	-12.3%
Wairarapa	284,501	290,957	-2.2%
<b>Total</b>	<b>5,026,281</b>	<b>5,344,794</b>	<b>-6.0%</b>

## Ferry passenger boardings

Ferry boardings show an increase of 9.9% on the same month last year.



#### Boardings - current month

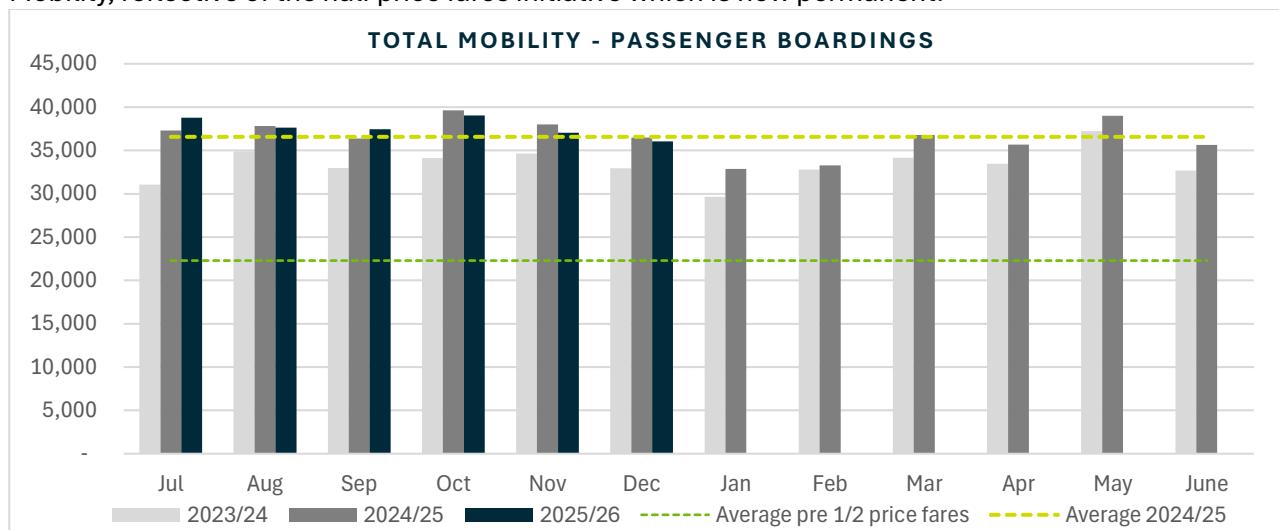
	Dec-25	Dec-24	% Change
<b>Total</b>	<b>13,679</b>	<b>12,443</b>	<b>9.9%</b>

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

	2025/26	2024/25	% Change
<b>Total</b>	<b>60,606</b>	<b>61,983</b>	<b>-2.2%</b>

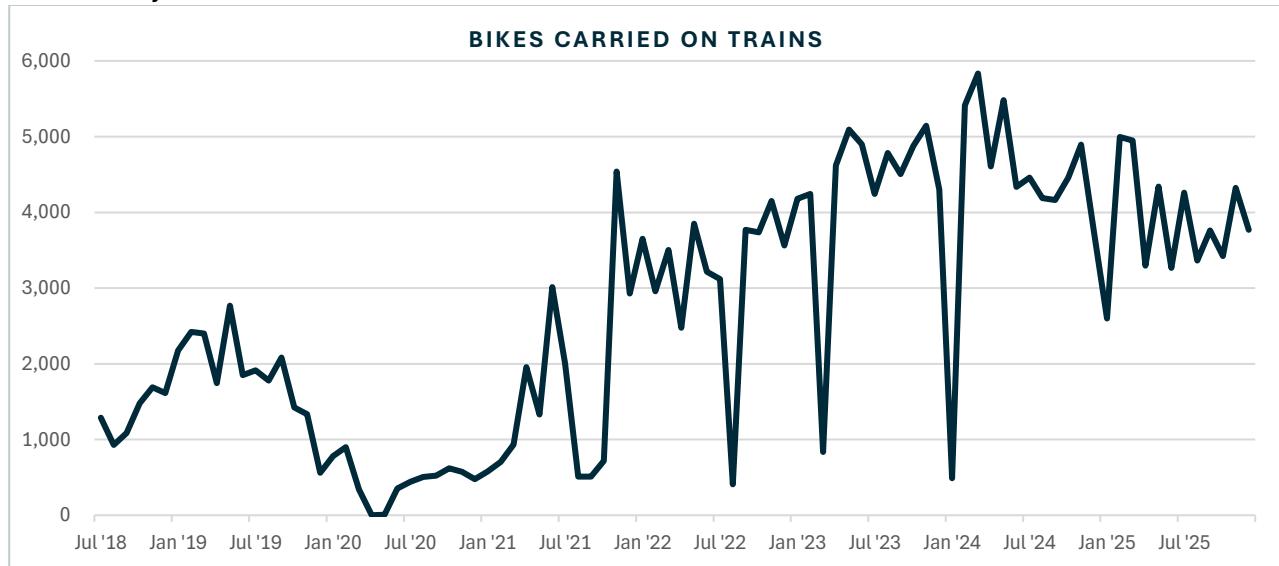
## Te Hunga Whaikaha Total Mobility passenger boardings

In December there were 36,027 Te Hunga Whaikaha Total Mobility trips, a decrease of 1.3% 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

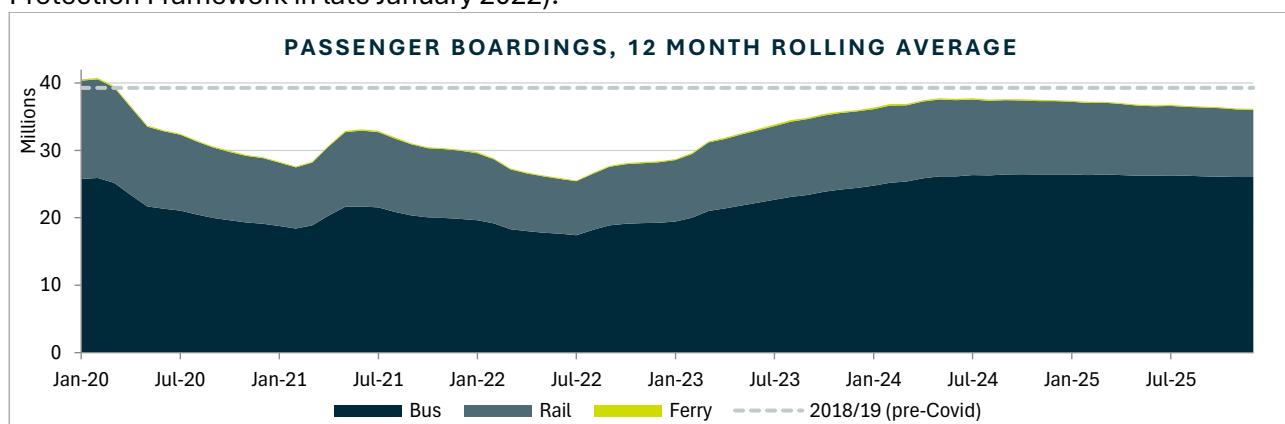
The following graph provides an estimate of the number of bikes carried on rail services, as recorded by onboard staff counts. These results may change over time as we improve data collection processes. In December, 3,768 bikes were counted onboard rail services, vs 3,749 over the same month last year.

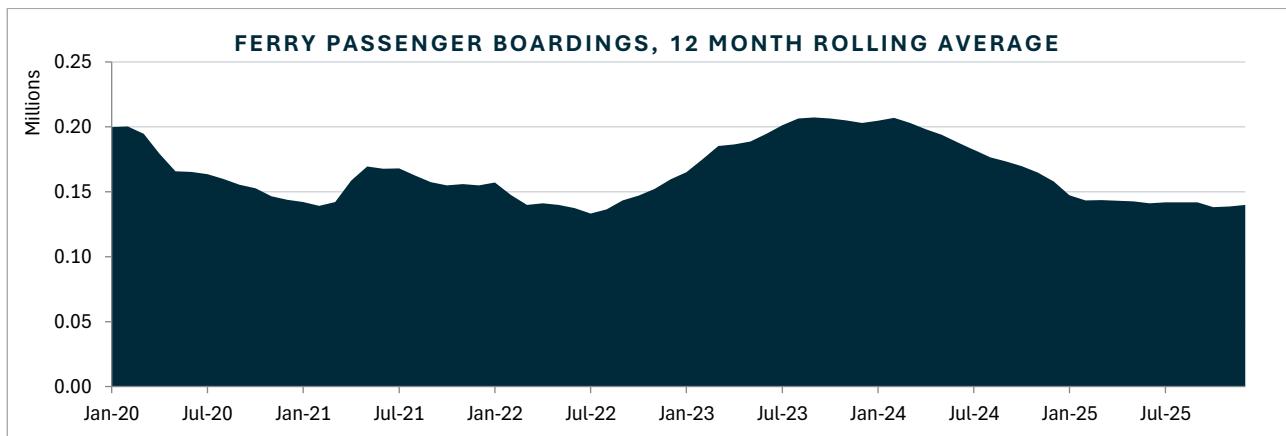
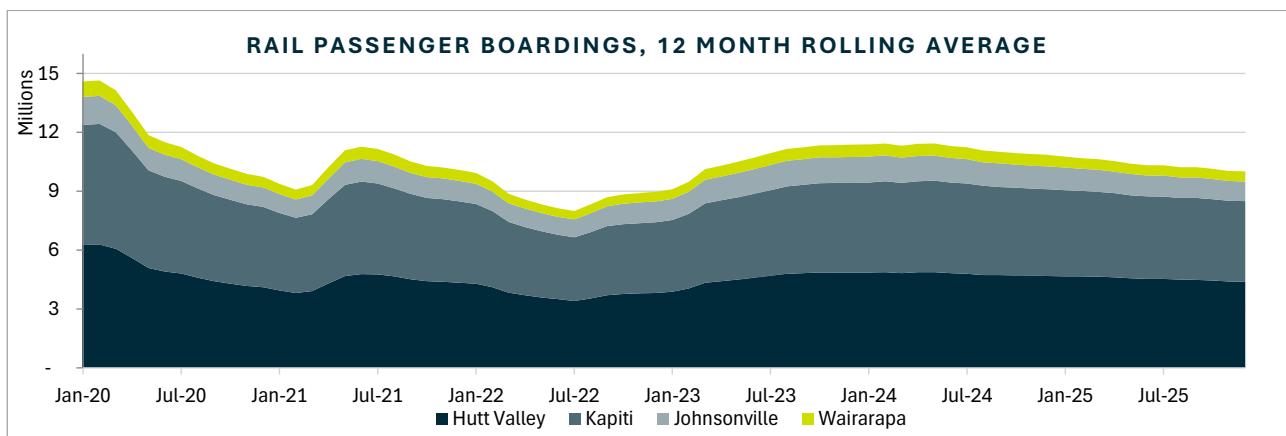
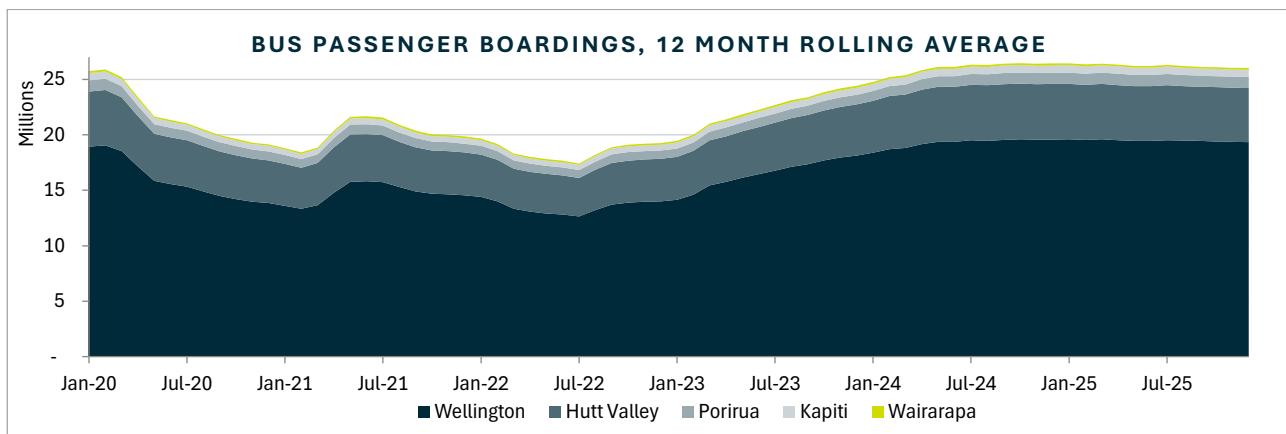


## Passenger boardings trend – 12 month rolling totals

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).

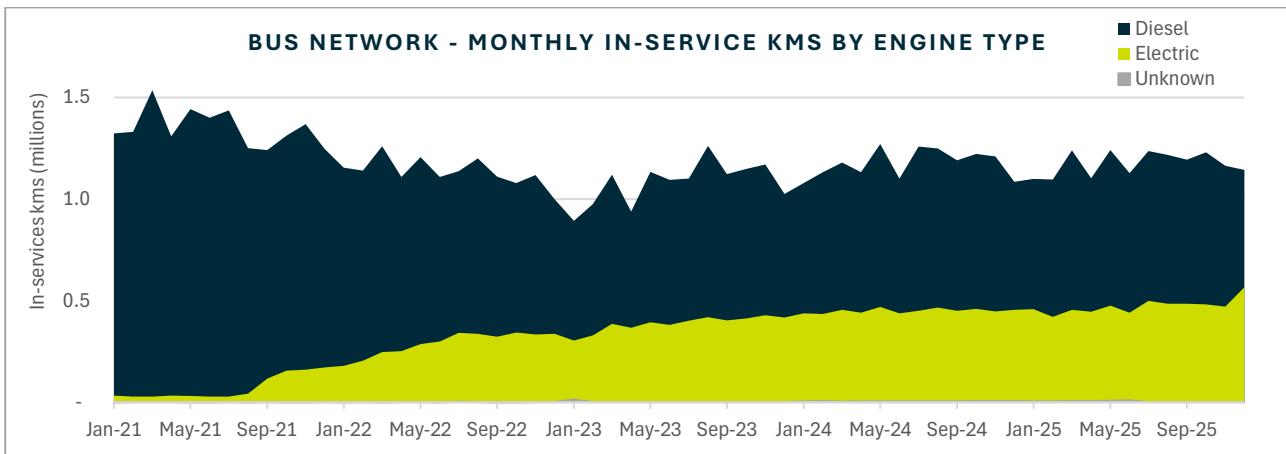




## Bus emissions

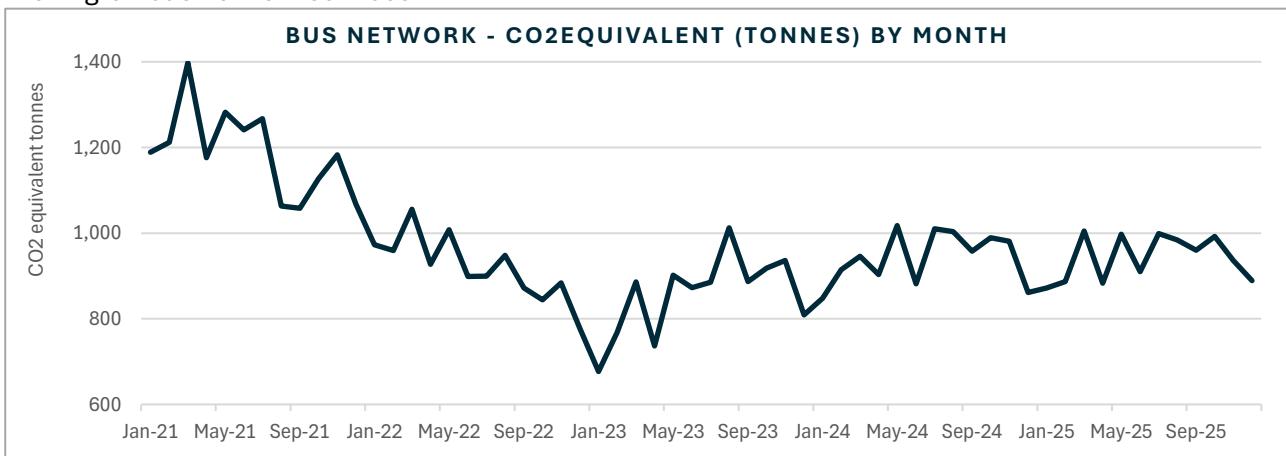
### In-service kilometres by engine type

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

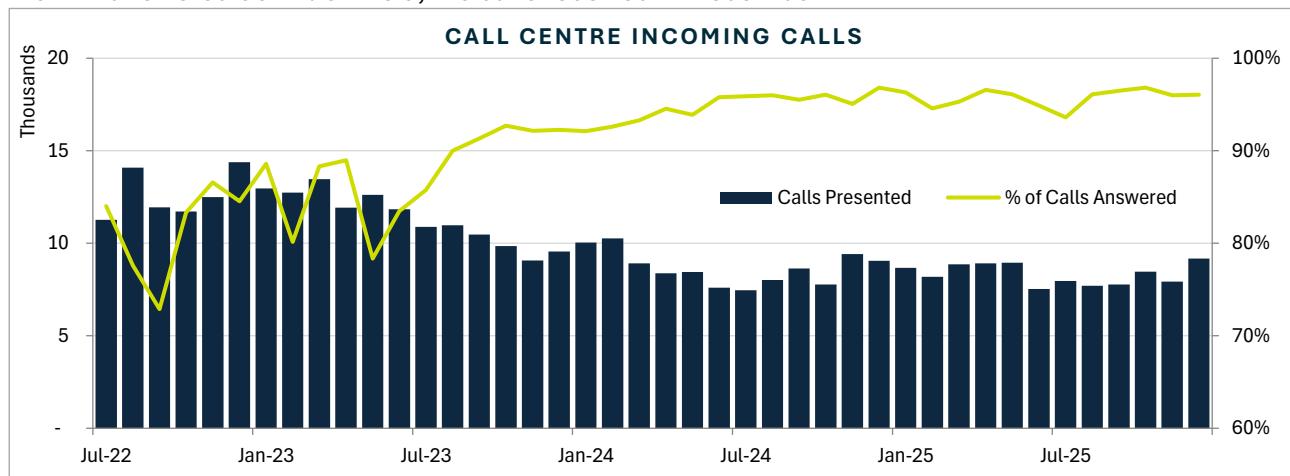
The table below shows the number of vehicles by engine type that ran bus network services in the Greater Wellington region in December.

Engine type	Count
Electric	118
EURO3	44
EURO4	19
EURO5	74
EURO6	212
Unknown	13
<b>Total</b>	<b>480</b>

## Customer contact

### Call centre incoming calls

Metlink answered 96.1% of the 9,170 calls received in December.



### 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 Warranted Transport Officers undertook 6595 payment validations on board rail services in December 2025.

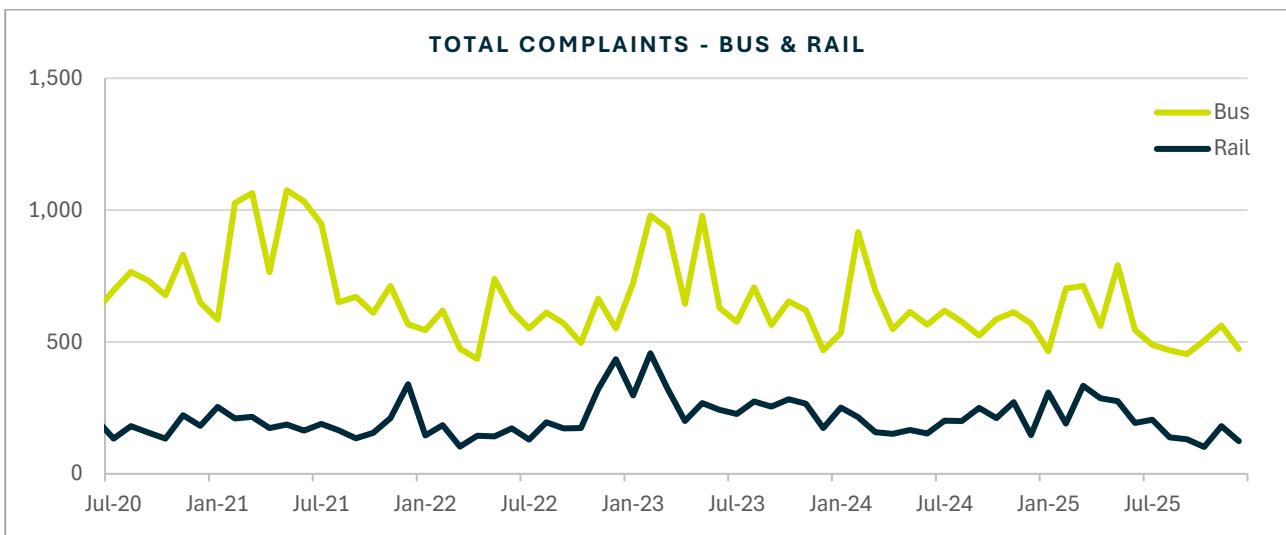
The table below reports on the number of times Transport Officers sought customer details in relation to their non-payment of the correct fare in the December 2025 period. No infringement notices were issued over the period.

Mode	Rail - HVL	Rail - KPL	Rail - JVL	Rail - MEL	Rail - WRL	Bus	Ferry	Platform	TOTAL
Details Sought	58	55	6	6	0	0	0	0	125

## Complaints

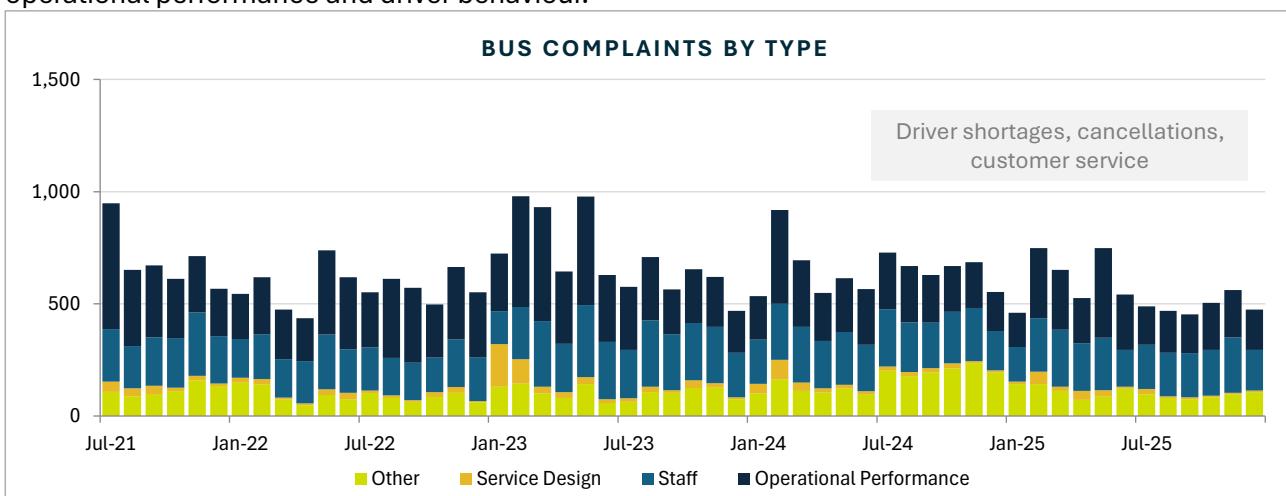
### Complaints volume

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 16.8% lower than December last year. They relate mostly to operational performance and driver behaviour.



## Bus complaints - current month

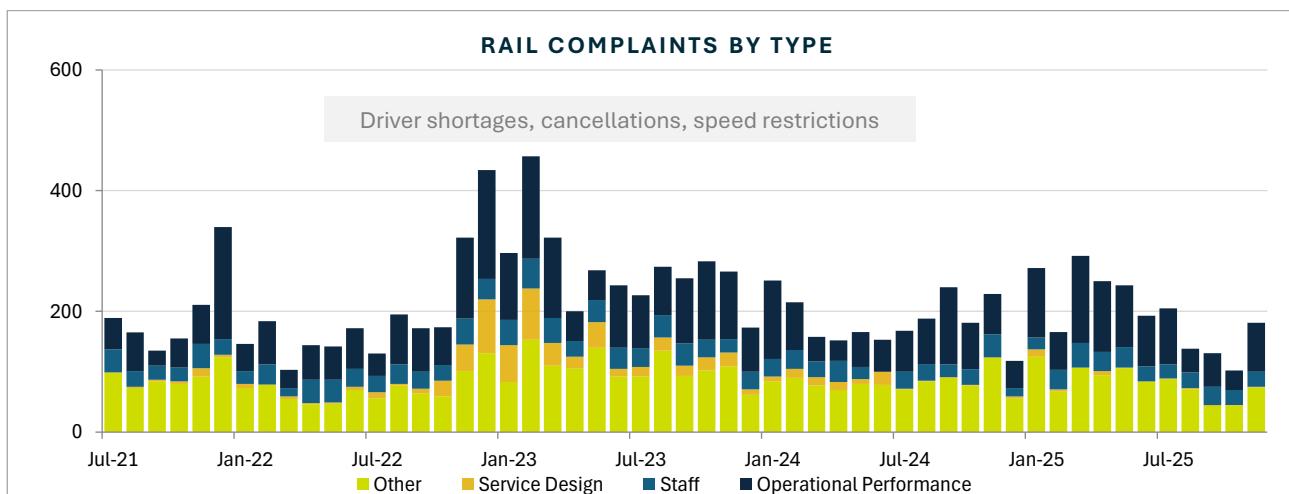
	Dec-25	Dec-24	Change
Wellington			
Newlands, Tawa	30	103	-70.9%
East-West, City	150	182	-17.6%
North-south, Khandallah, Brooklyn	144	142	1.4%
Hutt Valley	113	113	0.0%
Porirua	20	10	100.0%
Kapiti	12	14	-14.3%
Wairarapa	4	6	-33.3%
General	1	-	0.0%
<b>Total</b>	<b>474</b>	<b>570</b>	<b>-16.8%</b>

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

	2025/26	2024/25	Change
Wellington			
Newlands, Tawa	173	299	-42.1%
East-West, City	907	1,165	-22.1%
North-south, Khandallah, Brooklyn	952	992	-4.0%
Hutt Valley	602	747	-19.4%
Porirua	106	140	-24.3%
Kapiti	90	114	-21.1%
Wairarapa	42	33	27.3%
General	80	-	
<b>Total</b>	<b>2,952</b>	<b>3,490</b>	<b>-15.4%</b>

## Rail complaints

Rail complaints for the month were 15.6% lower than December last year. They relate mostly to operational performance and staff.



## Rail complaints - current month

	Dec-25	Dec-24	Change
Hutt Valley	46	60	-23.3%
Kapiti	48	40	20.0%
Johnsonville	12	7	71.4%
Wairarapa	18	15	20.0%
General	0	25	-100.0%
<b>Total</b>	<b>124</b>	<b>147</b>	<b>-15.6%</b>

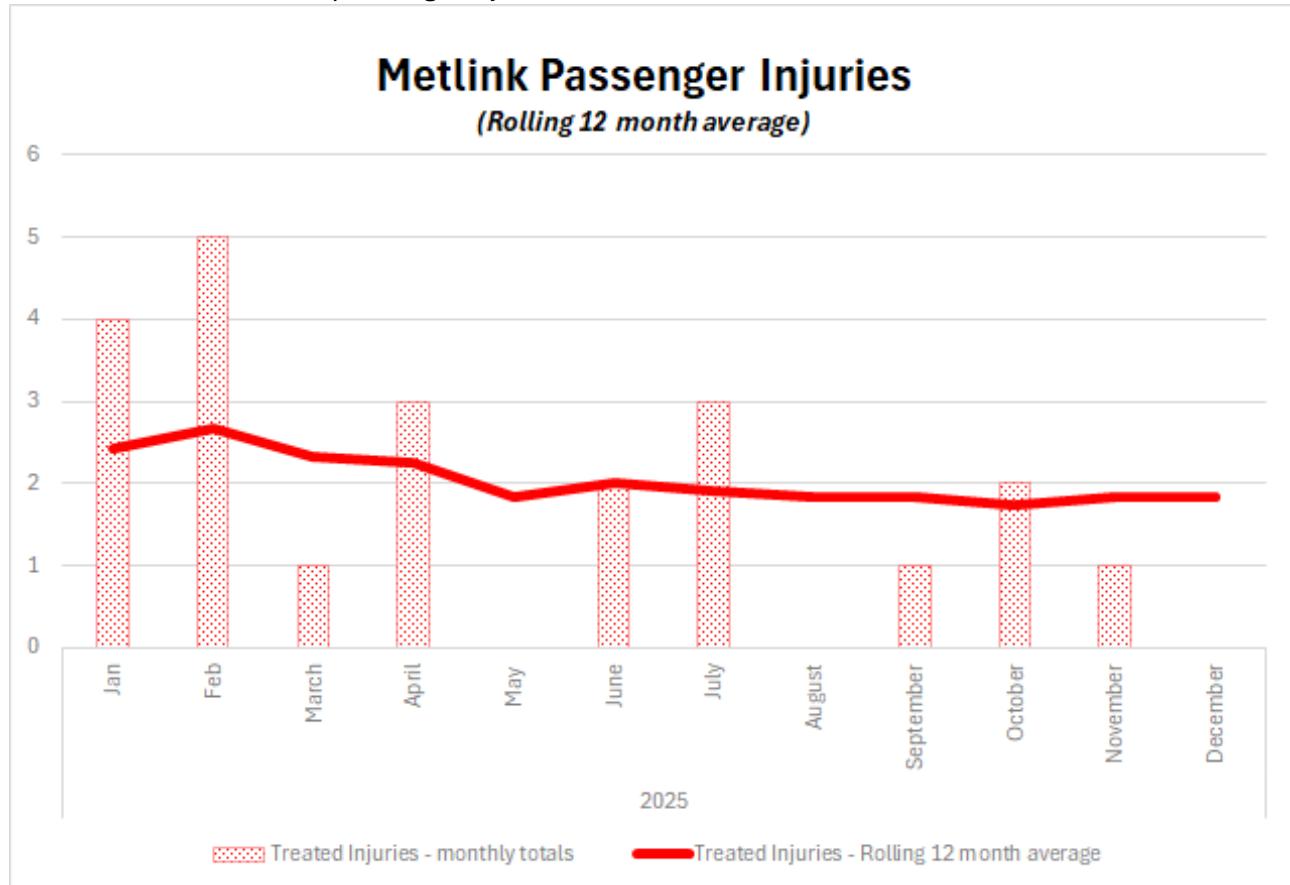
## Rail complaints - year to date (Jul - Dec)

	2025/26	2024/25	Change
Hutt Valley	364	405	-10.1%
Kapiti	258	433	-40.4%
Johnsonville	101	61	65.6%
Wairarapa	117	125	-6.4%
General	41	257	-84.0%
<b>Total</b>	<b>881</b>	<b>1,281</b>	<b>-31.2%</b>

# Health, Safety and Wellbeing

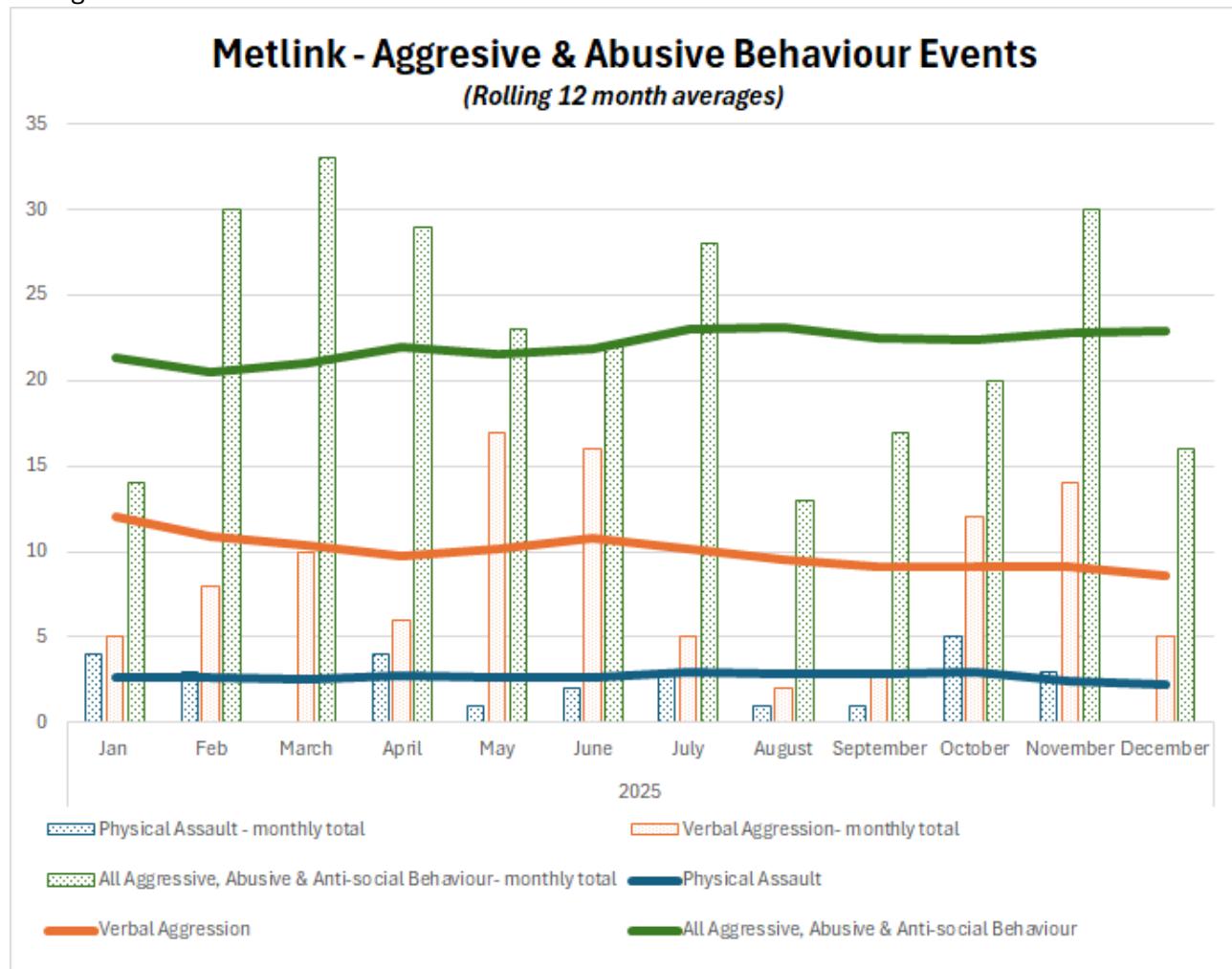
## Passenger Injuries

The monthly passenger injuries since Jan 2025 is shown below, as well as the rolling 12m average. In December, there were no passenger injuries.



## Aggressive & Abusive Behaviour

The graph below shows the aggressive and abusive behaviour events since January 2025, and the 12m rolling total.



# Financial performance

## Fare revenue

### Bus and rail fare revenue

In December 2025, there was a budget shortfall of \$1,783,115 for the month across bus and rail services. The year-to-date budget shortfall for bus and rail fare revenue is \$3,531,165.

The year-to-date fare revenue budget variance is impacted by seasonality (December revenue is usually lower than other months), it is expected that the variance should partially recover as the year progresses. Note, rail patronage continues to be lower than expected, which impacts revenue.

The ferry fare revenue in December was \$134,413.

#### Fare revenue - current month

	Dec-25	Budget	Excess/Shortfall
Bus	3,188,991	3,982,533	-793,542
Rail	2,740,125	3,729,698	-989,573
<b>Total</b>	<b>\$5,929,116</b>	<b>\$7,712,231</b>	<b>-\$1,783,115</b>

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

	2025/26	Budget	Excess/Shortfall
Bus	23,151,641	23,895,200	-743,559
Rail	19,590,581	22,378,187	-2,787,606
<b>Total</b>	<b>\$42,742,222</b>	<b>\$46,273,387</b>	<b>-\$3,531,165</b>