Metlink performance report

JULY 2026

Proudly part of Greater Wellington Te Pane Matua Taiao

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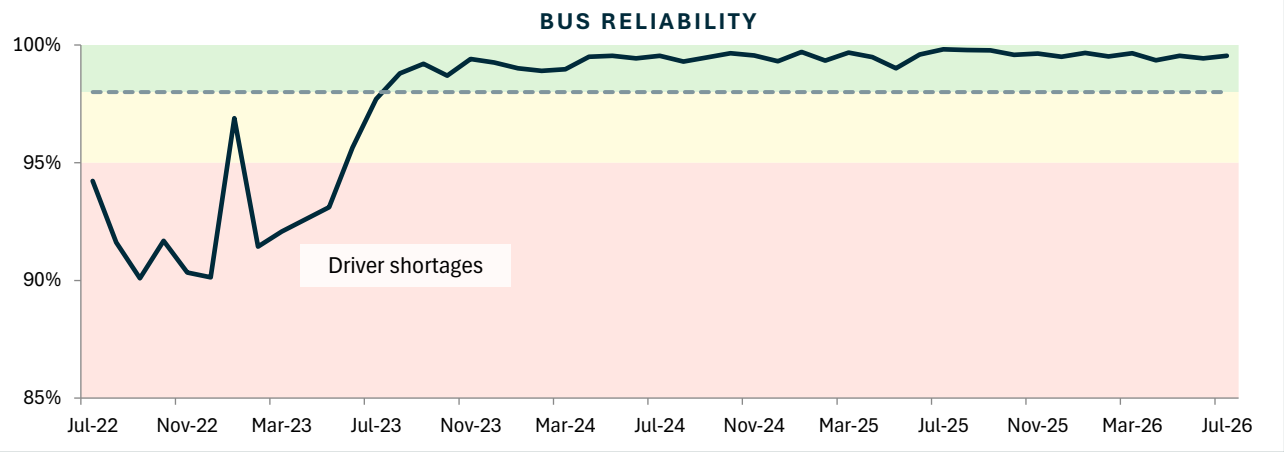
Partner performance

Bus operators

Reliability

The bus reliability measure shows the percentage of scheduled services that ran, as tracked by RTI and Snapper systems.
In July, 99.5% of bus services were delivered. Reliability performance continues to sit above target. Overall, bus reliability has remained consistent. Operators are meeting the expected reliability standards.

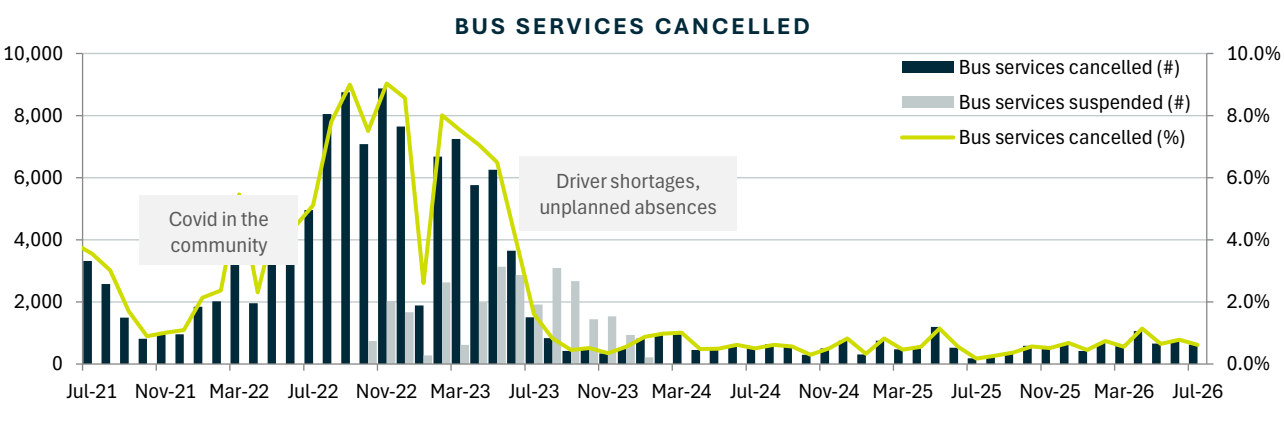


Reliability - current month

	Jul-26	Jul-25	Change
Wellington City			
Newlands & Tawa	99.5%	99.4%	0.1%
East, West & City	99.9%	99.9%	0.0%
North, South, Khandallah & Brooklyn	98.7%	99.8%	-1.1%
Hutt Valley	99.9%	99.9%	0.0%
Porirua	99.4%	99.8%	-0.4%
Kapiti	99.9%	99.9%	0.0%
Wairarapa	99.2%	99.8%	-0.6%
Total	**99.5%**	**99.8%**	**-0.3%**

Reliability - year to date (Jul - Jul)

	2026/27	2025/26	Change
Wellington City			
Newlands & Tawa	99.5%	99.4%	0.1%
East, West & City	99.9%	99.9%	0.0%
North, South, Khandallah & Brooklyn	98.7%	99.8%	-1.1%
Hutt Valley	99.9%	99.9%	0.0%
Porirua	99.4%	99.8%	-0.4%
Kapiti	99.9%	99.9%	0.0%
Wairarapa	99.2%	99.8%	-0.6%
Total	**99.5%**	**99.8%**	**-0.3%**

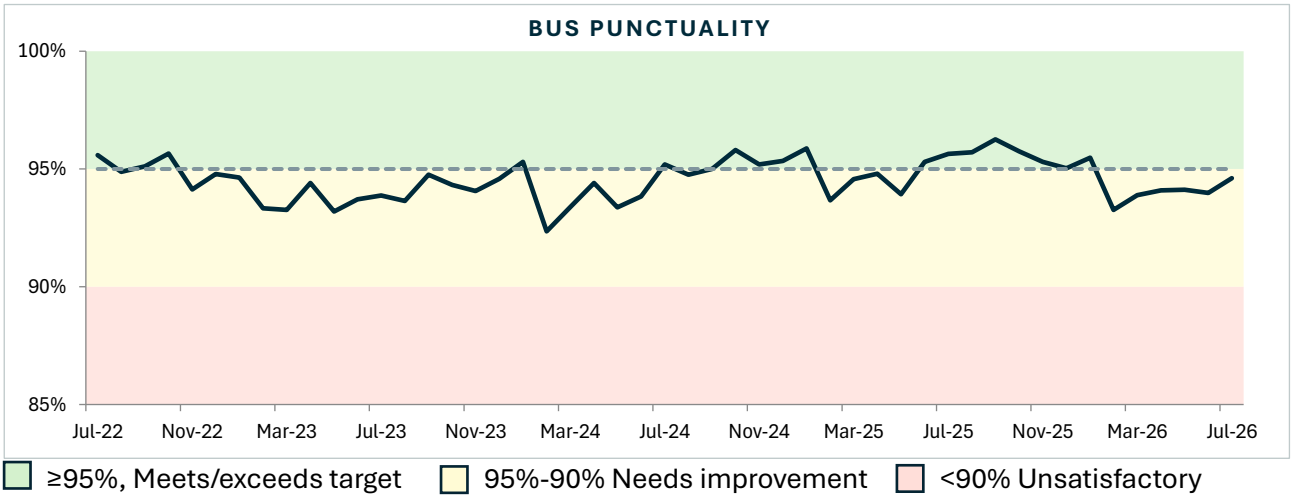


Reliability – Lowest performing 5 routes this month excluding designated school services

Route Number	Route Destination	Reliability	Scheduled Trips
59	Greenacres - Tawa - Grenada North	94.7%	528
N66	After Midnight (Wellington - Lower Hutt - Waterloo - Wainuiomata)	95.8%	24
N22	After Midnight (Wellington - Naenae - Stokes Valley - Upper Hutt)	95.8%	24
509	Otaki - Raumati Beach	96.2%	26
60e	Porirua - Tawa - Johnsonville - Wellington	96.8%	251

Punctuality

We measure bus punctuality by recording the bus departure from origin, leaving between one minute early and five minutes late.
Bus punctuality was 94.6% in July, and the overall percentage of trips that left early was 0.89%. Afternoon peak traffic delays in the Hutt Valley continue to impact punctuality, primarily due to congestion resulting from the Te Wai Takamori o Te Awa Kairangi project. Performance is being continually monitored, and work is continuing with road controlling authorities to mitigate the impact on bus services. North, South, Khandallah, and Brooklyn, along with Porirua punctuality is continuing to be closely monitored.



Punctuality - current month

	Jul-26	Jul-25	Change
Wellington City			
Newlands & Tawa	96.6%	97.5%	-0.9%
East, West & City	96.2%	96.2%	0.0%
North, South, Khandallah & Brooklyn	92.4%	93.6%	-1.1%
Hutt Valley	92.3%	95.0%	-2.7%
Porirua	95.4%	97.0%	-1.7%
Kapiti	97.5%	97.5%	0.0%
Wairarapa	94.5%	93.1%	1.4%
Total	**94.6%**	**95.6%**	**-1.0%**

Punctuality - year to date (Jul - Jul)

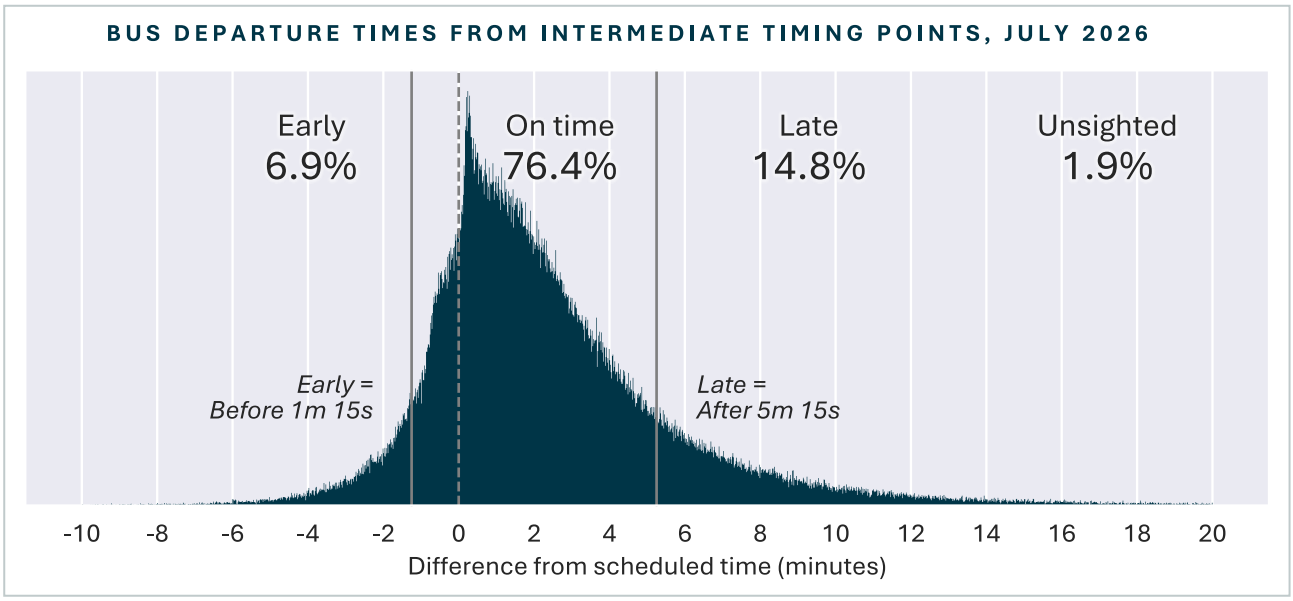
	2026/27	2025/26	Change
Wellington City			
Newlands & Tawa	96.6%	97.5%	-0.9%
East, West & City	96.2%	96.2%	0.0%
North, South, Khandallah & Brooklyn	92.4%	93.6%	-1.2%
Hutt Valley	92.3%	95.0%	-2.7%
Porirua	95.4%	97.0%	-1.6%
Kapiti	97.5%	97.5%	0.0%
Wairarapa	94.5%	93.1%	1.4%
Total	**94.6%**	**95.6%**	**-1.0%**

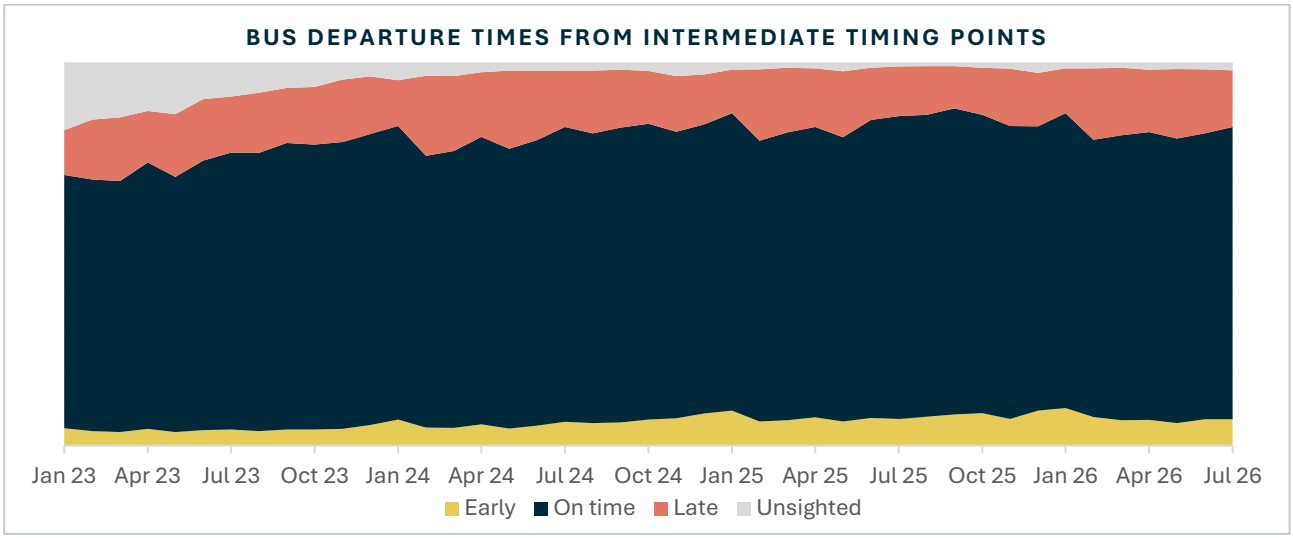
Punctuality – Lowest performing 5 routes this month excluding designated school services

Route Number	Route Destination	Punctuality	Trips Run
204	Greytown - Woodside	82.8%	203
509	Otaki - Raumati Beach	83.3%	24
121	Stokes Valley Heights - Naenae - Lower Hutt - Seaview	86.9%	788
130	Naenae - Waterloo - Lower Hutt - Petone	88.1%	2710
120	Stokes Valley - Taita - Epuni - Lower Hutt	88.8%	2896

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.

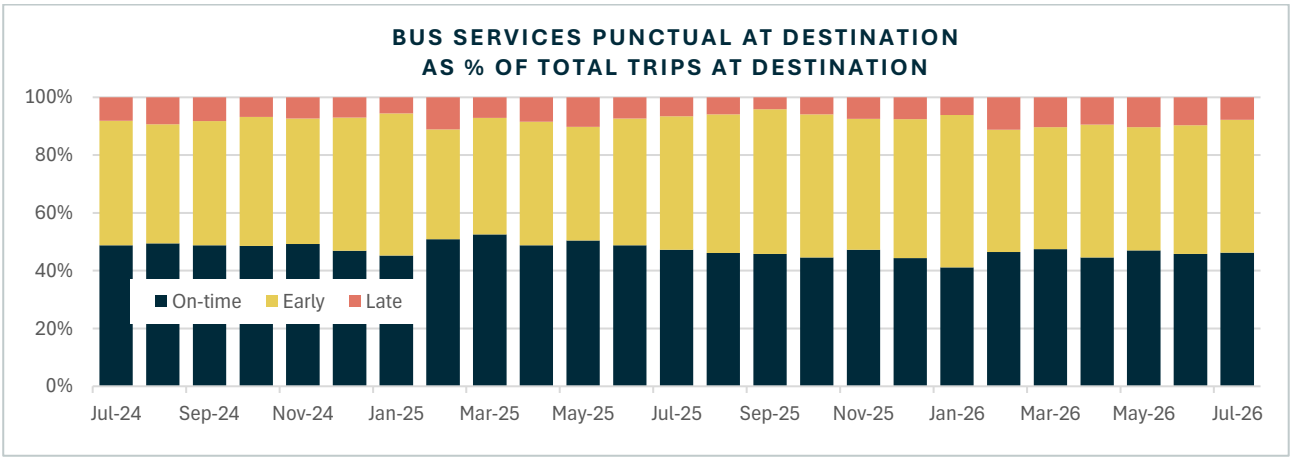




Punctuality at destination

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 July, 46.3% of bus services recorded at destination arrived on time, with a further 45.9% arriving more than one minute early, while 7.8% of services arrived more than five minutes late.



Punctuality at destination - current month

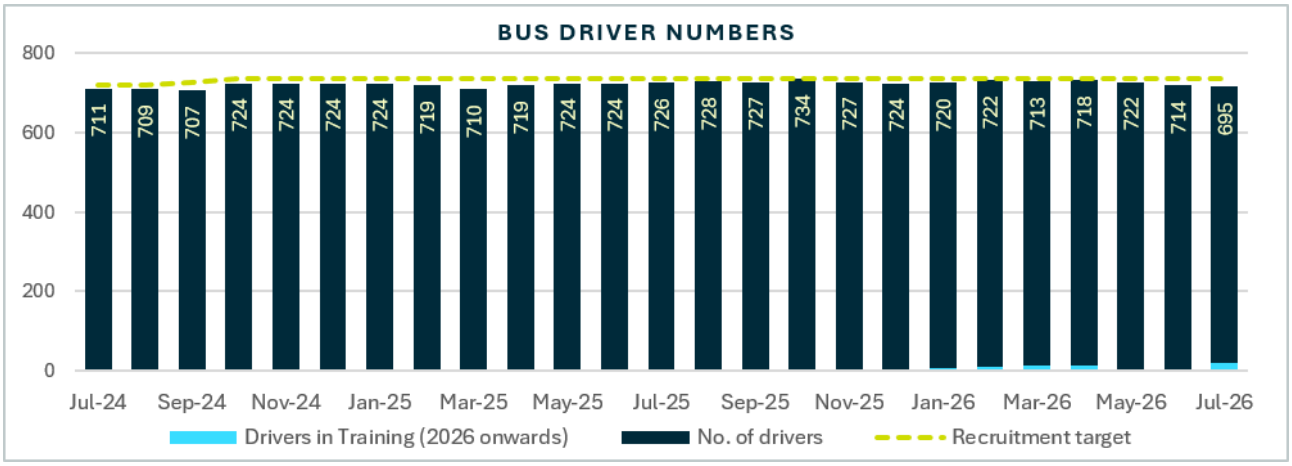
	Jul-26	Jul-25	Change
On-time	46.3%	47.3%	-1.0%
Early	45.9%	46.2%	-0.3%
Late	7.8%	6.6%	1.2%

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

	2026/27	2025/26	Change
On-time	46.3%	47.3%	-1.0%
Early	45.9%	46.2%	-0.3%
Late	7.8%	6.6%	1.2%

Bus Driver Numbers

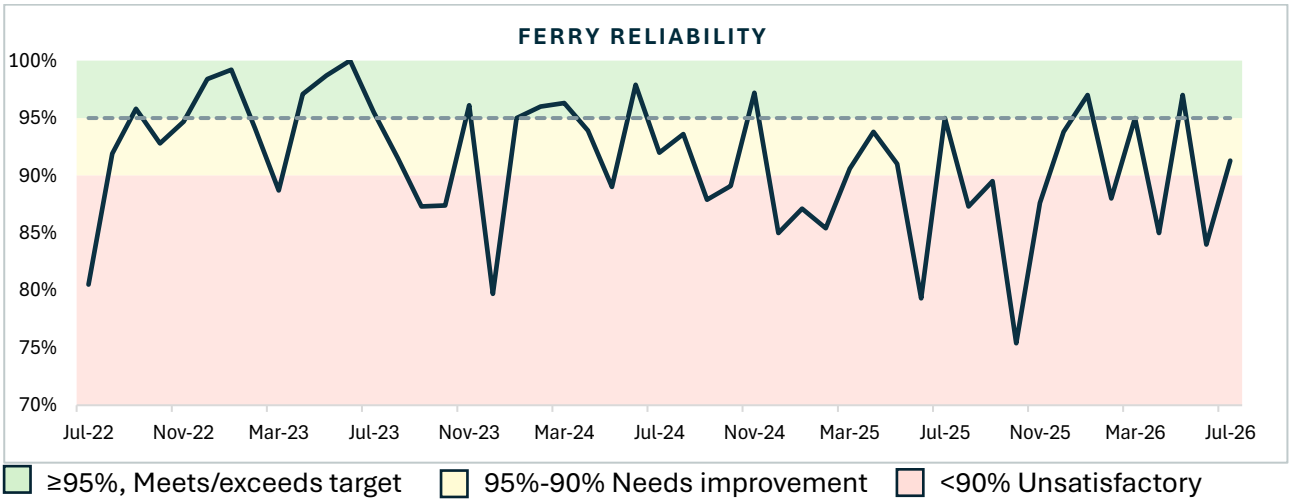
The graph below shows monthly total numbers of bus drivers against the target drivers required to run the network. Data labels quote qualified drivers only, not drivers in training. As of July, there are currently 695 drivers, and an additional 20 in training. We have seen a decrease in the number of drivers from previous months. Operators have advised they still have enough to fulfil contractual service levels.



Ferry operator

Reliability

Ferry reliability is a measure of the number of scheduled services that ran.
Reliability for July was 91.3%, compared to 95.0% for the same month last year. There were 62 uncontrollable cancellations (54 for weather and 8 for scheduled maintenance) and 2 for staff issues.

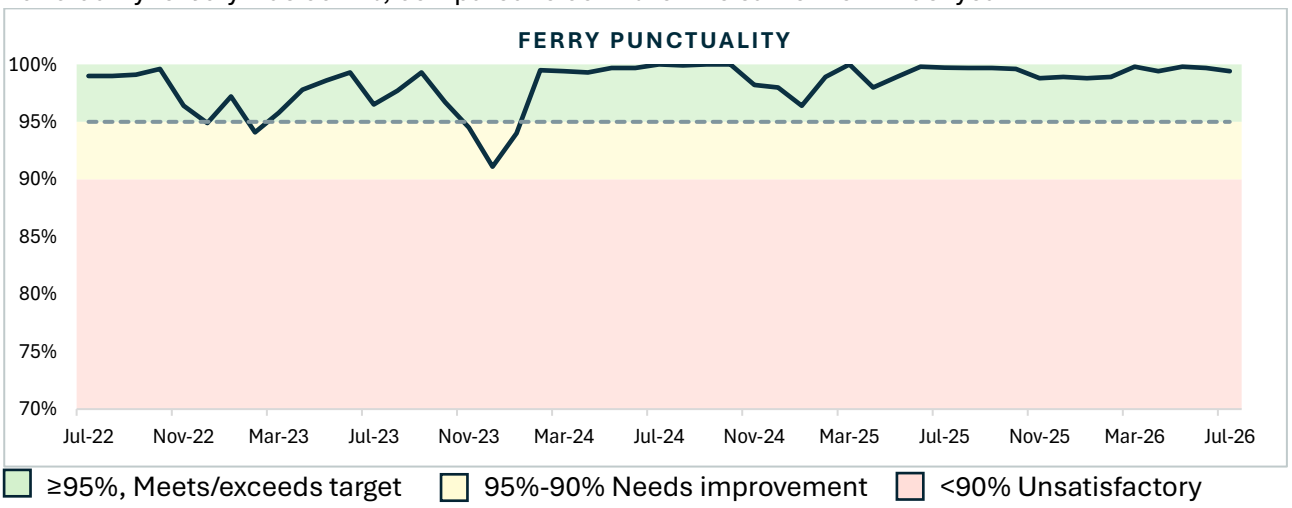


Reliability - current month

	Jul-26	Jul-25	% Change
Total	91.3%	95.0%	-3.7%

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 July was 99.4%, compared to 99.7% for the same month last year.



Punctuality - current month

	Jul-26	Jul-25	% Change
Total	99.4%	99.7%	-0.3%

Ferry Staffing

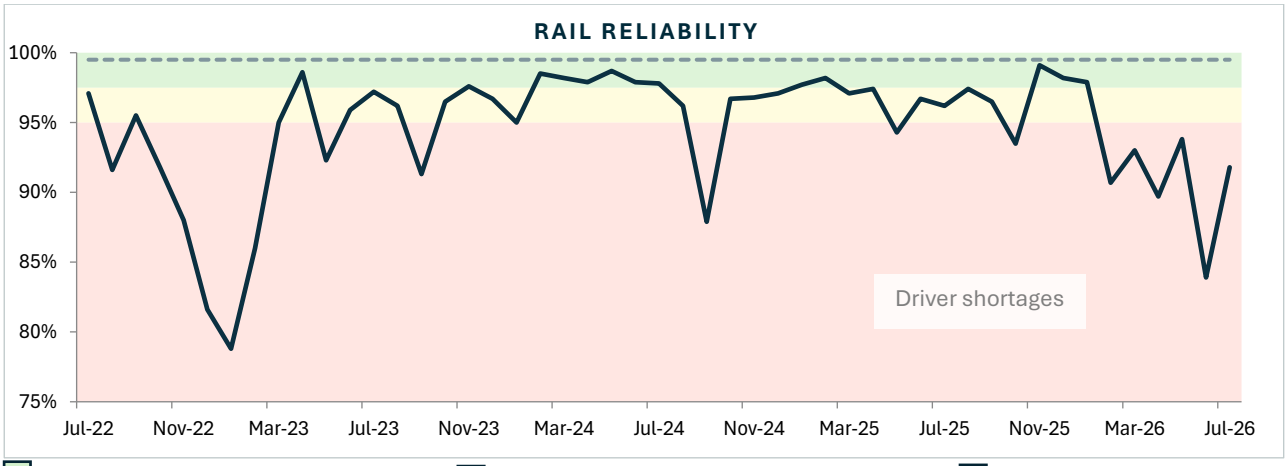
As of July, ferry staffing (skippers + deckhands) is 13 out of a target 13.

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 91.8% in July and 96.2% for the same month last year.
Fleet availability due to maintenance deferrals (caused by the cessation of Trovon) affected 2.75% of services.
Services were also affected by a number of weather related issues, including 6 icy mornings affecting either the Hutt line or the Johnsonville line and also a slip and flooding on the Johnsonville Line.
Ngauraunga station was also shut during heavy swells on two occasions.



Reliability - current month

	Jul-26	Jul-25	Change
Hutt Valley	90.3%	95.7%	-5.4%
Johnsonville	92.2%	99.0%	-6.8%
Kapiti	93.2%	96.5%	-3.3%
Wairarapa	94.2%	74.8%	19.4%
Total	**91.8%**	**96.2%**	**-4.4%**

Reliability - year to date (Jul - Jul)

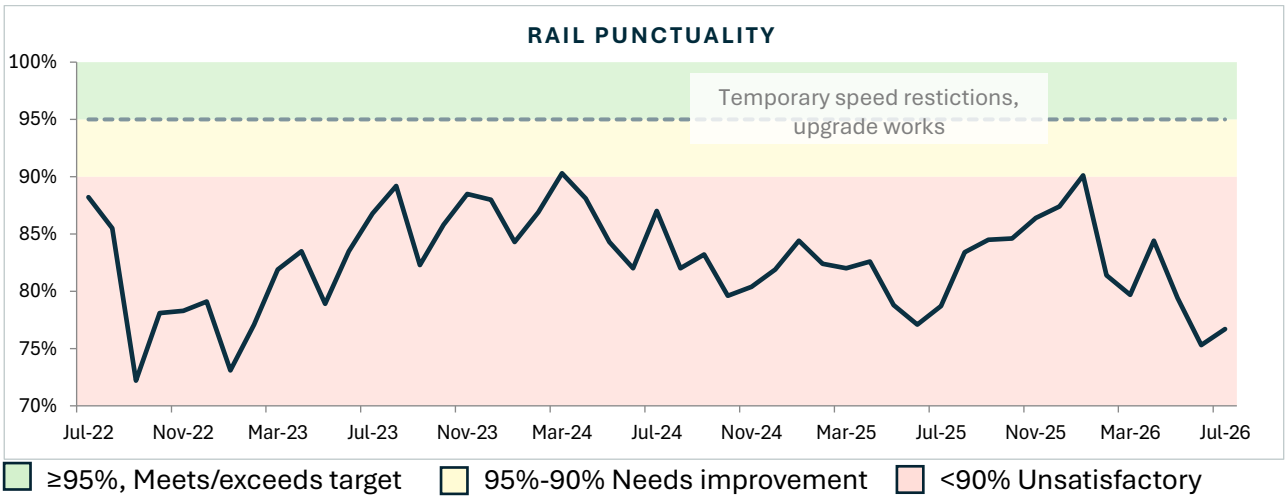
	2026/27	2025/26	Change
Hutt Valley	90.3%	95.7%	-5.4%
Johnsonville	92.2%	99.0%	-6.8%
Kapiti	93.2%	96.5%	-3.3%
Wairarapa	94.2%	74.8%	19.4%
Total	**91.8%**	**96.2%**	**-4.4%**

Punctuality

Rail punctuality was 76.7% in July and 78.7% for the same month last year.

Speed restrictions across the network continue to delay services, particularly on the Johnsonville Line. The high levels of TSRs is also causing further congestion at Wellington station which is compounding the issue. Services have also been impacted by the high number of severe weather events this month.

The Wairarapa Line performance has been affected by a number of mechanical issues that have affected departure from Masterton Station.



Punctuality - current month

	Jul-26	Jul-25	Change
Hutt Valley	74.3%	83.2%	-8.9%
Johnsonville	80.2%	72.9%	7.3%
Kapiti	80.9%	80.0%	0.9%
Wairarapa	29.7%	52.1%	-22.4%
Total	**76.7%**	**78.7%**	**-2.0%**

Punctuality - year to date (Jul - Jul)

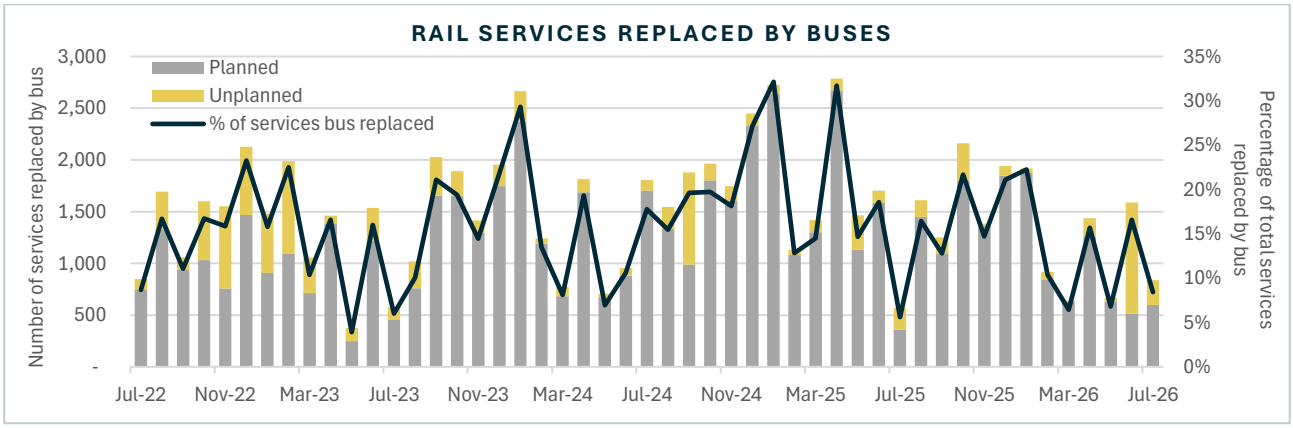
	2026/27	2025/26	Change
Hutt Valley	74.3%	83.2%	-8.9%
Johnsonville	80.2%	72.9%	7.3%
Kapiti	80.9%	80.0%	0.9%
Wairarapa	29.7%	52.1%	-22.4%
Total	**76.7%**	**78.7%**	**-2.0%**

Rail Replacement Services

In July 2026, 8.4% (838) of rail services were replaced by buses (planned and unplanned). 6.0% (599) of the rail services that were replaced by buses were planned and 2.4% (239) of the rail services that were replaced by buses were unplanned.

Of the 6.0% (599) of planned rail services that were replaced by buses: 67.3% of the services were awarded to Metlink bus operators (Tranzurban, Kinetic and Mana); 31.4% were awarded to NCS; 1.3% 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).

Of the 2.4% (239) of unplanned rail services that were replaced by buses: 56.9% of the vehicles used were provided by Metlink bus operators (Tranzurban, Kinetic and Mana); 19.7% 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/s	Number of services
Icy overhead	87
Staff availability	56
Track	44
Weather	12
Ngauranga Station weather related closure	10
Mechanical Fault	12
Johnsonville Line slip	9
Points fault	5
Level crossing incident	2
Operational incident	1
Berthing	1

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: 38** **Electronic Ticketing: -** **Bike racks: -**
Kinetic	**Vehicles: 77** **Electronic Ticketing: 40** **Bike racks: 40**	**-**
Mana	**Vehicles: 1** **Electronic Ticketing: 1** **Bike racks: 1**	
NCS Taita	**Vehicles: 27** **Electronic Ticketing: 17** **Bike racks: 17**	**-**
Rambler	**Vehicles: 21** **Electronic Ticketing: -** **Bike racks: 5**	
Tranzit	**Vehicles: 11** **Electronic Ticketing: -** **Bike racks: -**	
Total	**Vehicles: 137** **Electronic Ticketing: 58** **Bike racks: 63**	**Vehicles: 38** **Electronic Ticketing: -** **Bike racks: -**

Rail Staffing

As of July, available rail staffing (locomotive engineers, train managers and passenger operators) is 283 out of a target 319. There are currently an additional 9 in training and a further 6 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.

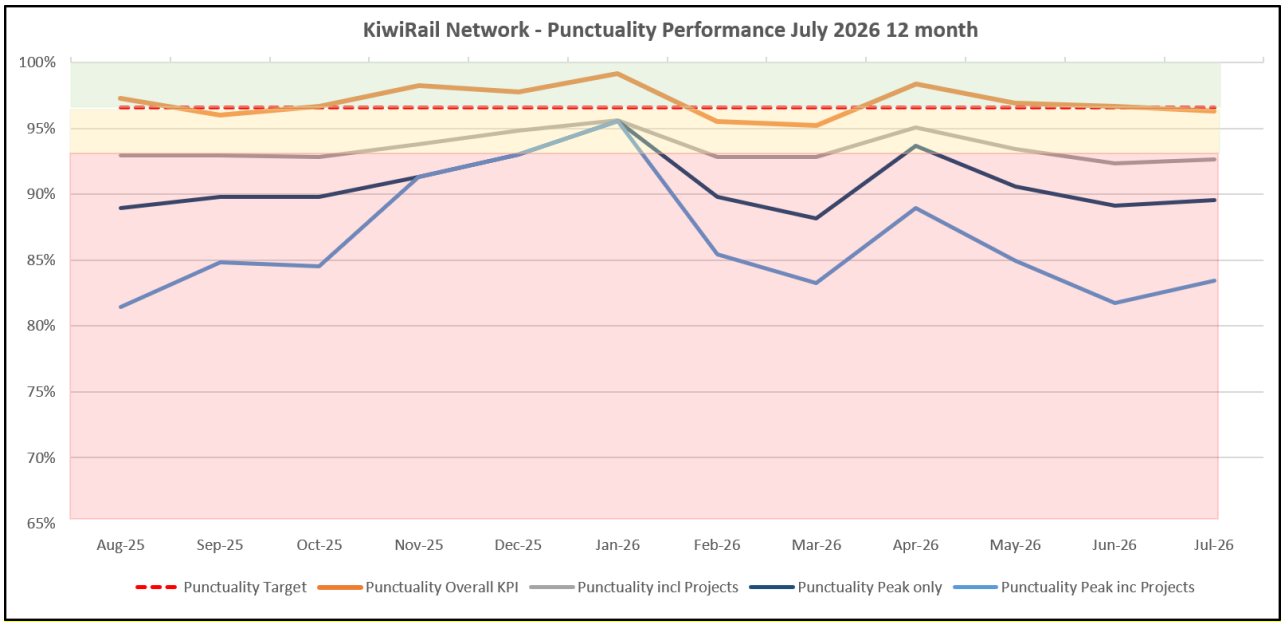
July performance was similar to June's performance, with slight reductions in both punctuality and reliability.

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 punctuality performance decreased compared with the previous month achieving 96.33%. The primary contributor of punctuality delays were TSRs, which accounted for 67% of total delay minutes.

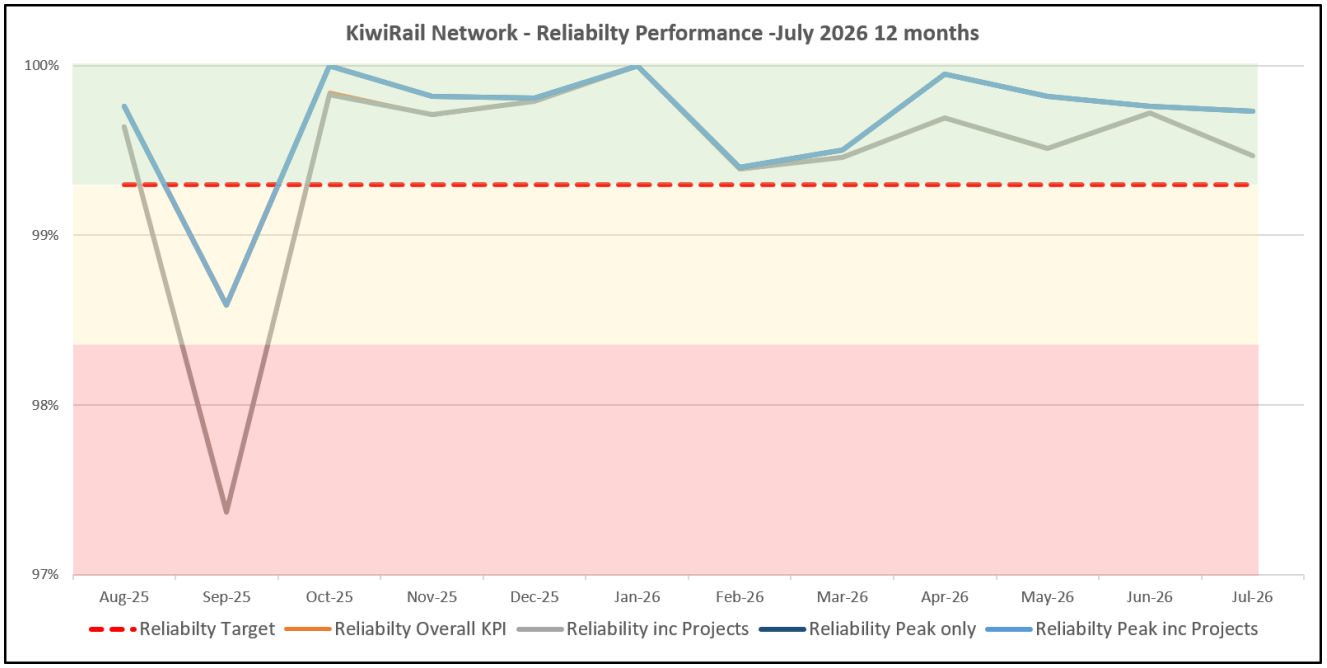
The main delay causes where a points failure at Kaiwharawhara on the 1st July affecting the afternoon peak, another points failure at Paekakariki occurred on the 20th July.
On the 29th July an incorrect berthed train at Wellington Station caused significant delays.



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%.

On 14th July, a tamper-related fault caused a track twist through a turnout between Box Hill and Khandallah on the Johnsonville Line. An emergency Block of Line was established to allow track maintainers to complete repairs.
The remaining cancellations were mainly due to high TSR impacts on the Johnsonville Line, resulting in short terminations.



Network Availability

A reported track fault on the Down Main line north of Ngauranga resulted in the closure of the Wellington to Petone section between 0600 and 0730 hours on 20th July. The disruption led to 20 bus replacements, seven cancellations, and eight services operating at reduced capacity. Subsequent inspection by the track maintainer found no defects, and the line was reopened without restriction.

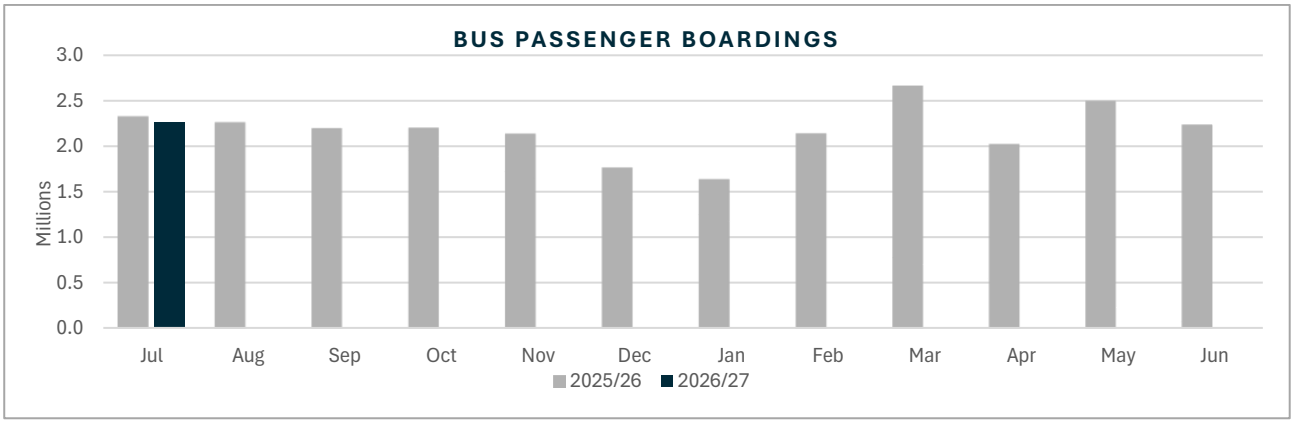
Operational performance

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

July bus passenger boardings were 2.8% lower than the same month last year.



Boardings by area - current month

	Jul-26	Jul-25	% Change
Wellington	1,701,561	1,761,207	-3.4%
Hutt Valley	411,203	413,758	-0.6%
Porirua	79,057	84,406	-6.3%
Kapiti	54,395	53,542	1.6%
Wairarapa	15,027	13,500	11.3%
Total	**2,261,243**	**2,326,413**	**-2.8%**

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

	2026/27	2025/26	% Change
Wellington	1,701,561	1,761,207	-3.4%
Hutt Valley	411,203	413,758	-0.6%
Porirua	79,057	84,406	-6.3%
Kapiti	54,395	53,542	1.6%
Wairarapa	15,027	13,500	11.3%
Total	**2,261,243**	**2,326,413**	**-2.8%**

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

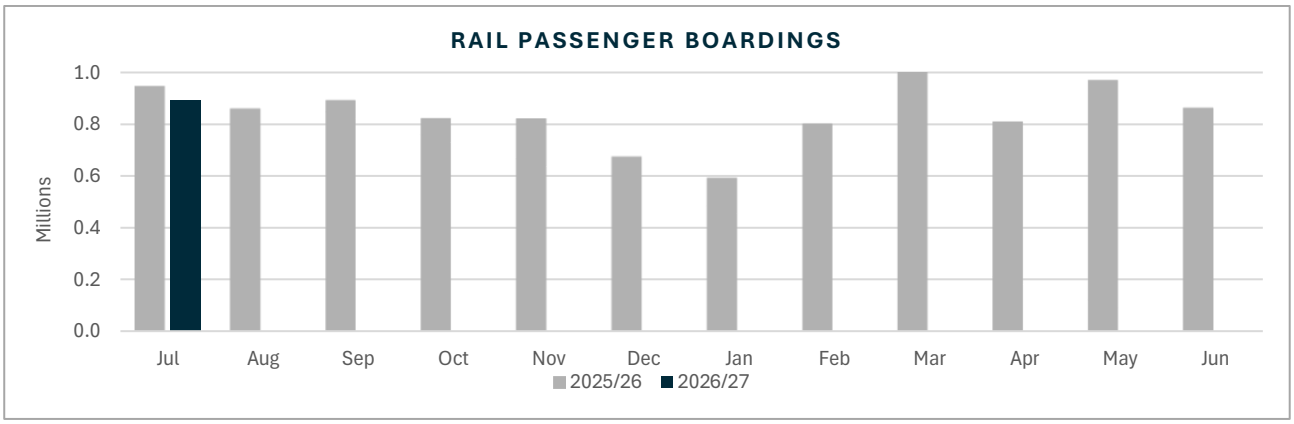
Route Number	Unit Area	Route Destination	Patronage	Scheduled Trips	Seated Capacity
2	Wellington	Karori - Wellington - Hataitai - Miramar/Seatoun	283,644	7,127	265,409
1	Wellington	Johnsonville West/Churton Park/Grenada Village - Island Bay	254,578	5,070	325,748
3	Wellington	Lyall Bay/Rongotai - Kilbirnie - Newtown - Wellington	167,804	4,816	246,387
4	Wellington	Strathmore - Newtown - Wellington - University - Mairangi	142,221	3,228	128,539
14	Wellington	Wilton - Wellington - Roseneath - Hataitai - Kilbirnie	88,736	3,030	117,746

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

Route Number	Unit Area	Route Destination	Patronage	Scheduled Trips	Seated Capacity
264	Kapiti	Paraparaumu East - Paraparaumu - Kāpiti Health Centre	0	18	518
300	Porirua	Whenua Tapu Cemetery - Porirua - Titahi Bay	2	2	66
N8	Hutt Valley	After Midnight (Lower Hutt - Petone - Wellington)	12	16	661
206	Wairarapa	Masterton - Masterton East - Masterton	51	66	2,130
251	Kapiti	Paekākāriki - Paraparaumu - Kāpiti Health Centre	57	26	744

Rail passenger boardings

July rail passenger boardings were 5.8% lower than the same month last year.



Boardings by line - current month

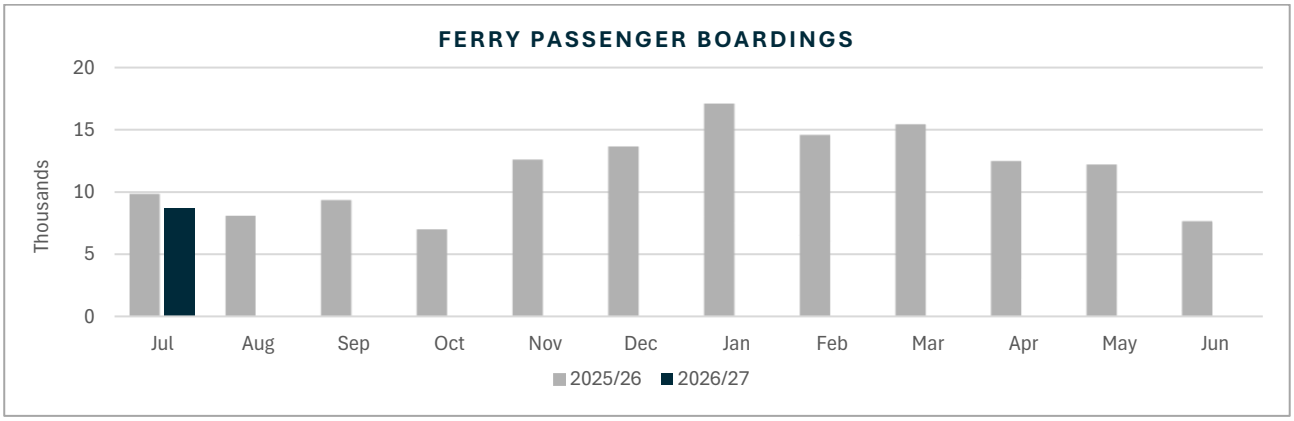
	Jul-26	Jul-25	% Change
Hutt Valley	387,483	414,240	-6.5%
Kapiti	373,174	388,172	-3.9%
Johnsonville	77,998	94,658	-17.6%
Wairarapa	54,112	50,883	6.3%
Total	**892,767**	**947,953**	**-5.8%**

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

	2026/27	2025/26	% Change
Hutt Valley	387,483	414,240	-6.5%
Kapiti	373,174	388,172	-3.9%
Johnsonville	77,998	94,658	-17.6%
Wairarapa	54,112	50,883	6.3%
Total	**892,767**	**947,953**	**-5.8%**

Ferry passenger boardings

Ferry boardings show a decrease of 11.7% on the same month last year.



Boardings - current month

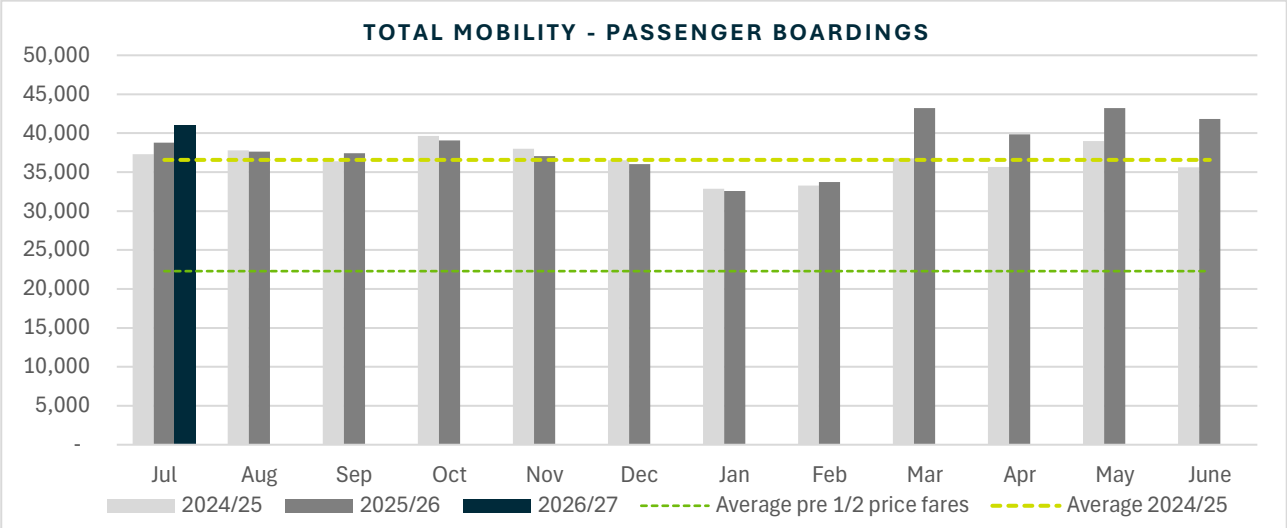
	Jul-26	Jul-25	% Change
Total	**8,716**	**9,871**	**-11.7%**

Boardings - year to date (Jul - Jul)

	2026/27	2025/26	% Change
Total	**8,716**	**9,871**	**-11.7%**

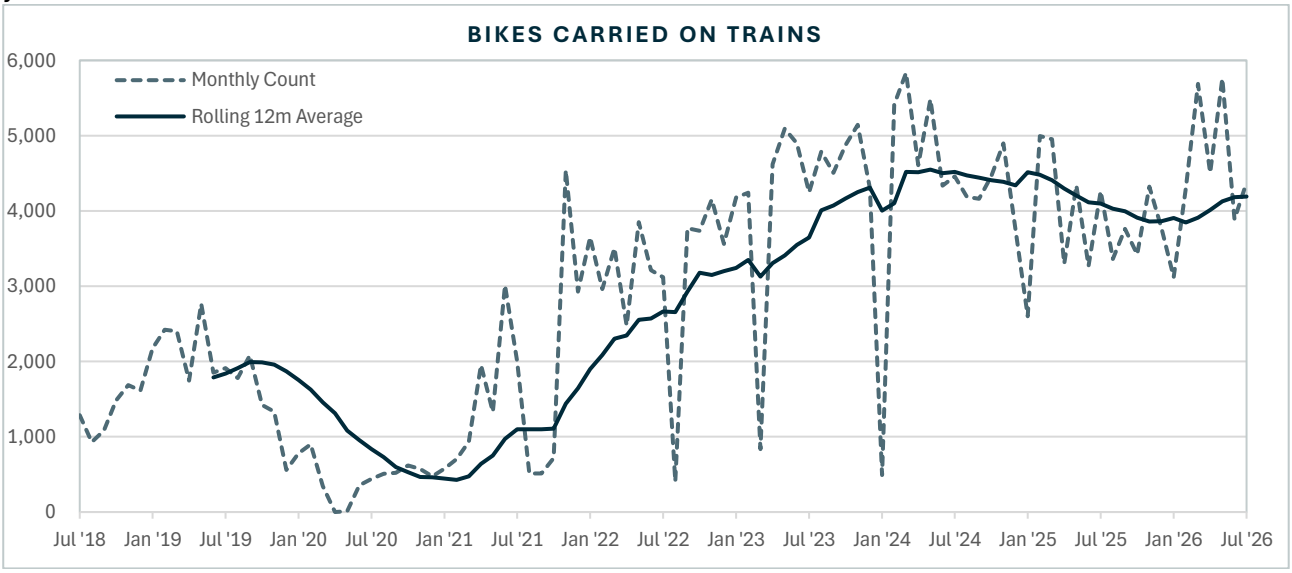
Te Hunga Whaikaha Total Mobility passenger boardings

In July, there were 41,034 Te Hunga Whaikaha Total Mobility trips, an increase of 5.9% 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%.



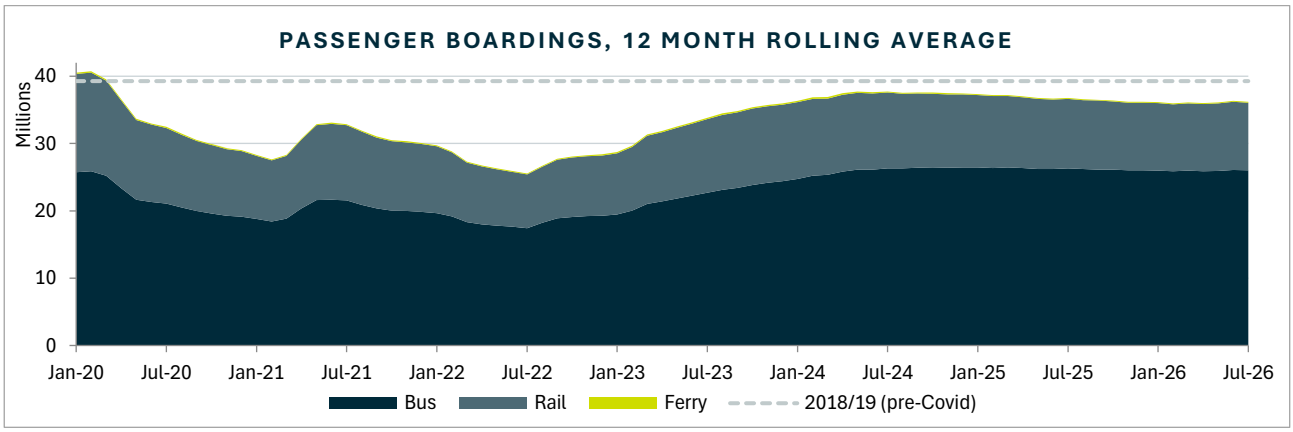
Bikes carried on rail services

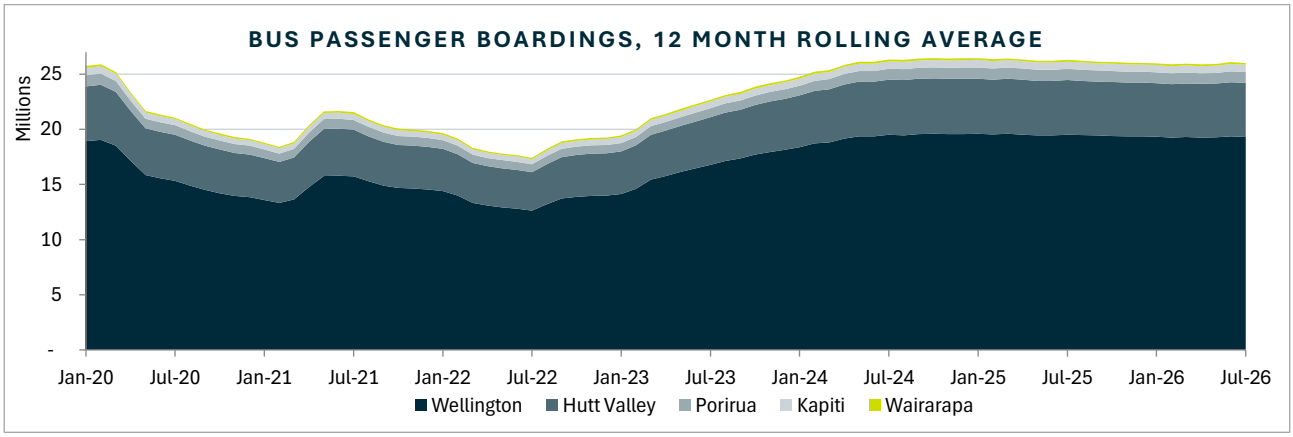
The following graph provides an estimate of the number of bikes carried on rail services, as recorded by onboard staff counts. These results may change over time as we improve data collection processes. In July, 4,380 bikes were counted onboard rail services, vs 4,262 over the same month last year.

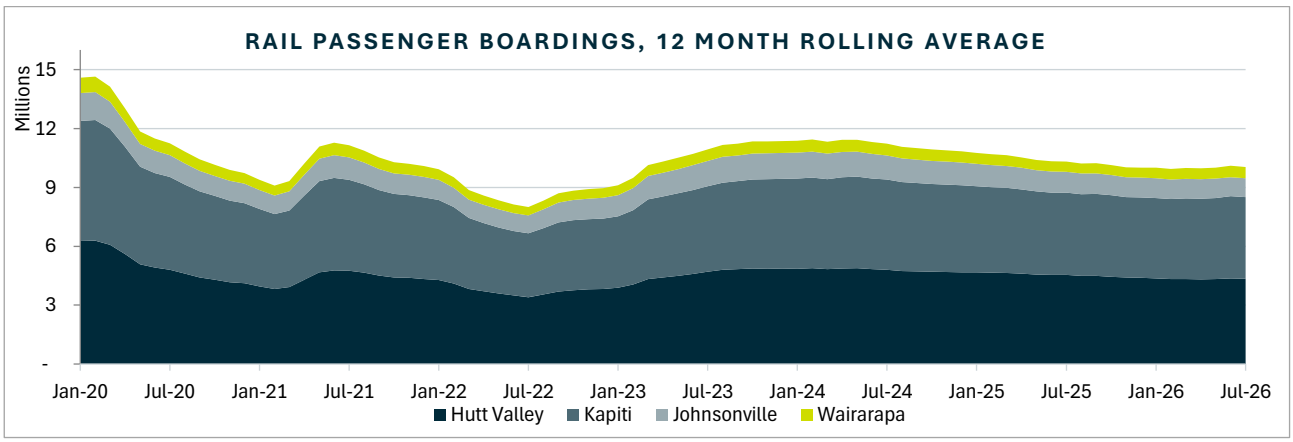


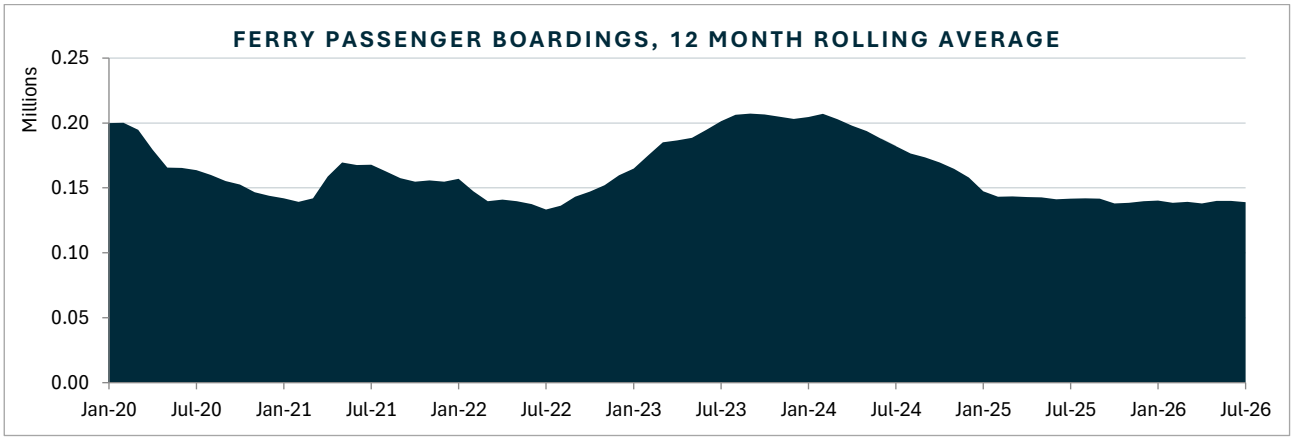
Passenger boardings trend – 12 month rolling totals

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

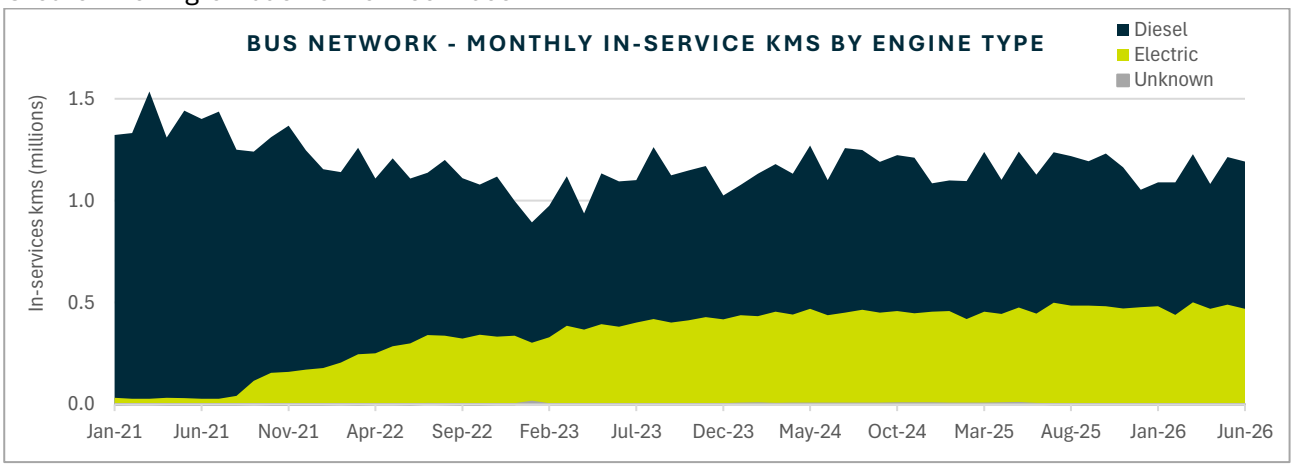

RAIL PASSENGER BOARDINGS, 12 MONTH ROLLING AVERAGE
Millions
15
12
9
6
3
-
Jan-20
Jul-20
Jan-21
Jul-21
Jan-22
Jul-22
Jan-23
Jul-23
Jan-24
Jul-24
Jan-25
Jul-25
Jan-26
Jul-26
Hutt Valley
Kapiti
Johnsonville
Wairarapa


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

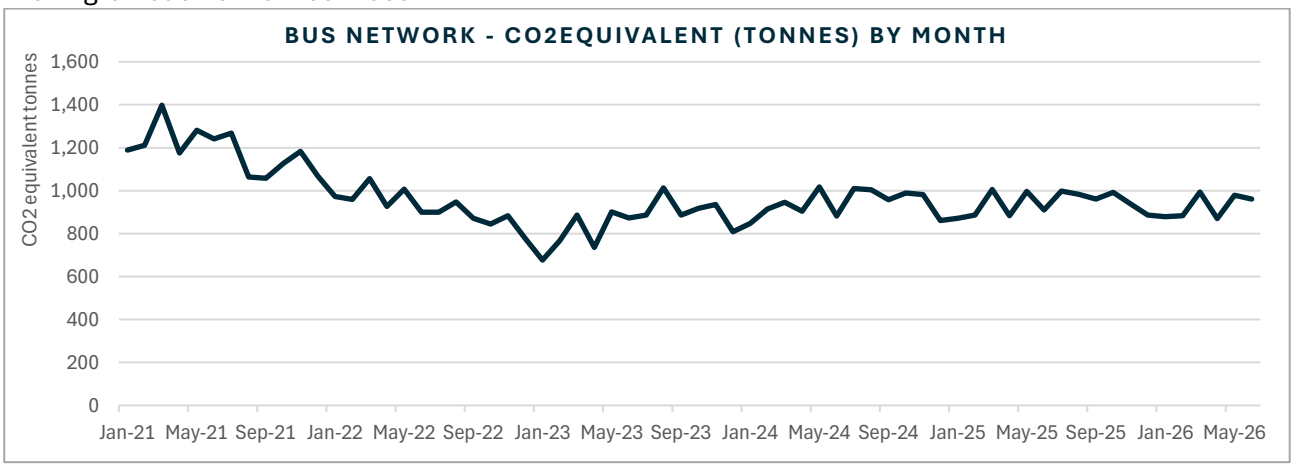
The graph below shows the monthly in-service kilometres by engine type for vehicles that have run Greater Wellington bus network services.



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

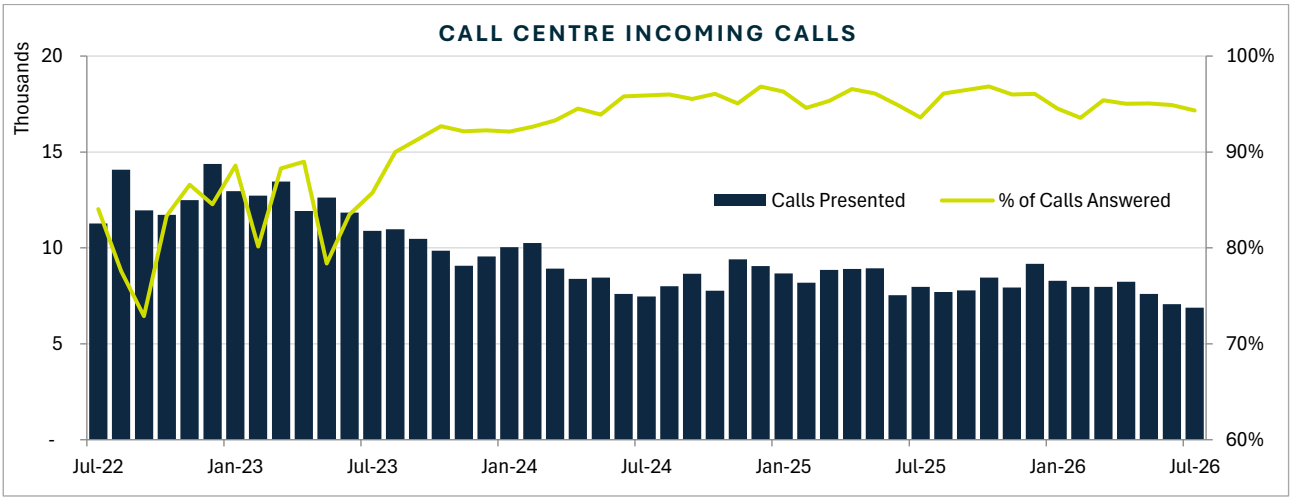
The table below shows the number of vehicles by engine type that ran bus network services in the Greater Wellington region in July.

Engine type	Count
Electric	117
EURO3	46
EURO4	19
EURO5	73
EURO6	213
Unknown	1
Total	**469**

Customer contact

Call centre incoming calls

Metlink answered 94.3% of the 6,496 calls received in July.



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.

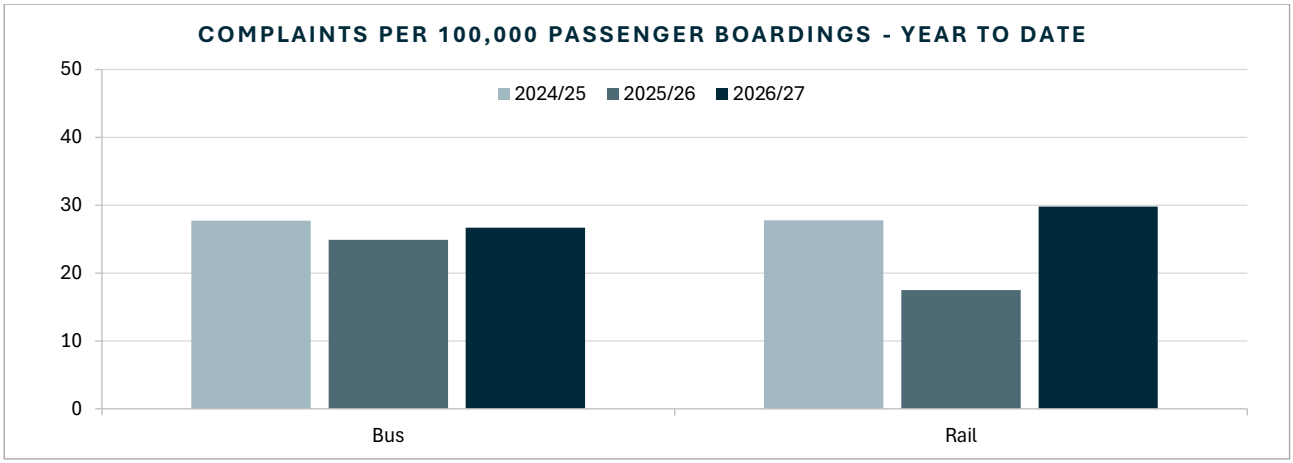
Metlink's Transport Officers undertook 6,336 Snapper and 828 EMV payment validations on board rail services in July 2026. The table below reports on the number of times Transport Officers sought customer details in relation to their non-payment of the correct fare in the July 2026 period. No infringement notices were issued over the period.

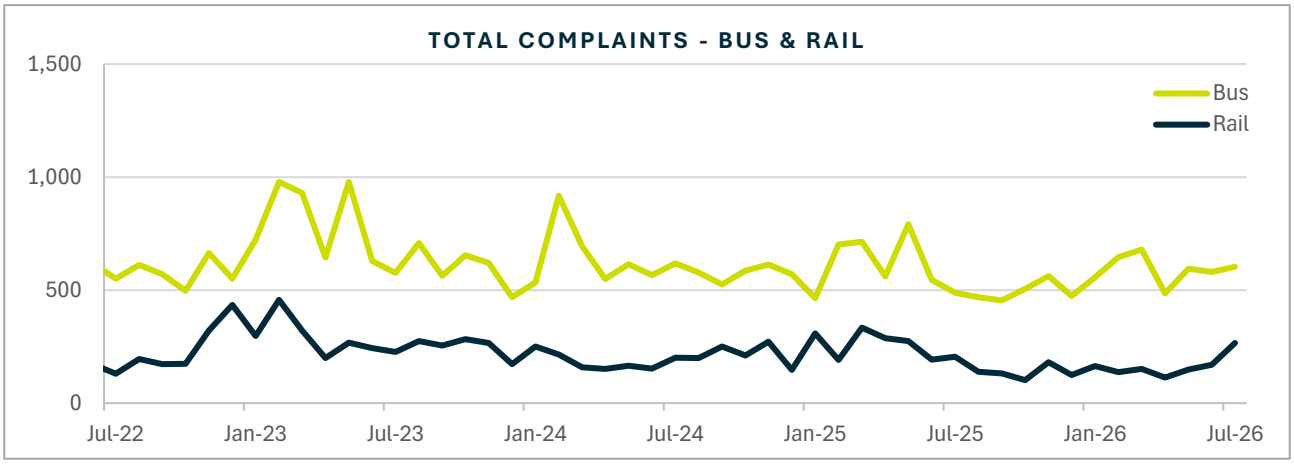
Mode	Rail - HVL	Rail - KPL	Rail - JVL	Rail - MEL	Rail - WRL	Bus	Ferry	Platform/ Roadside	TOTAL
Details sought	70	41	3	1	0	7	0	0	122

Complaints

Complaints volume

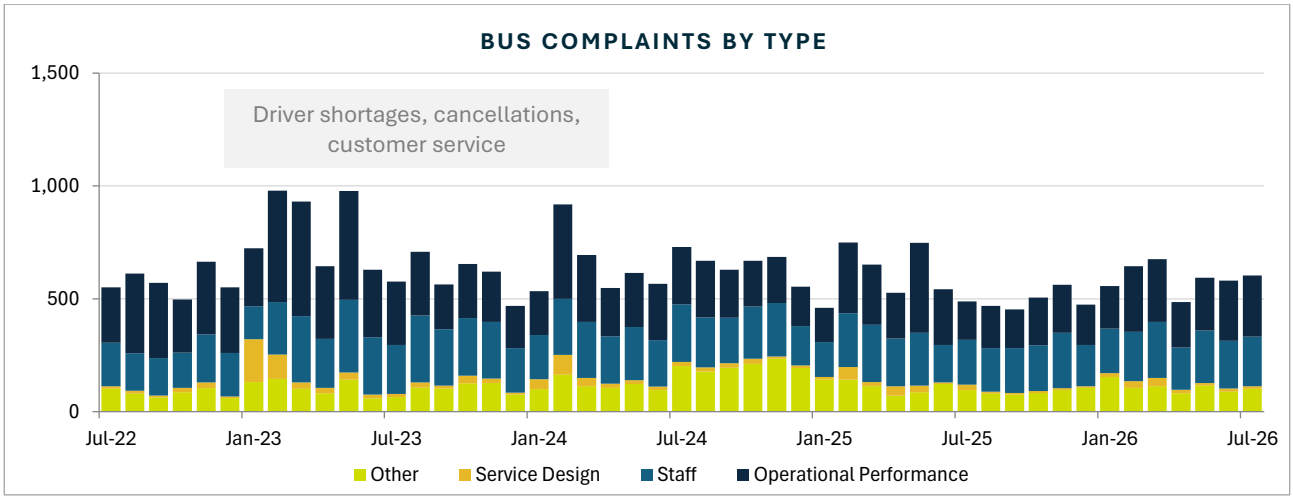
To compare complaint volumes, Metlink reports the number of complaints per 100,000 passenger boardings. So far this year, complaint volumes relative to passenger boardings are lower for bus than rail.





Bus complaints

Bus complaints for the month were 23.3% higher than July last year. They relate mostly to operational performance and driver behaviour.



Bus complaints - current month

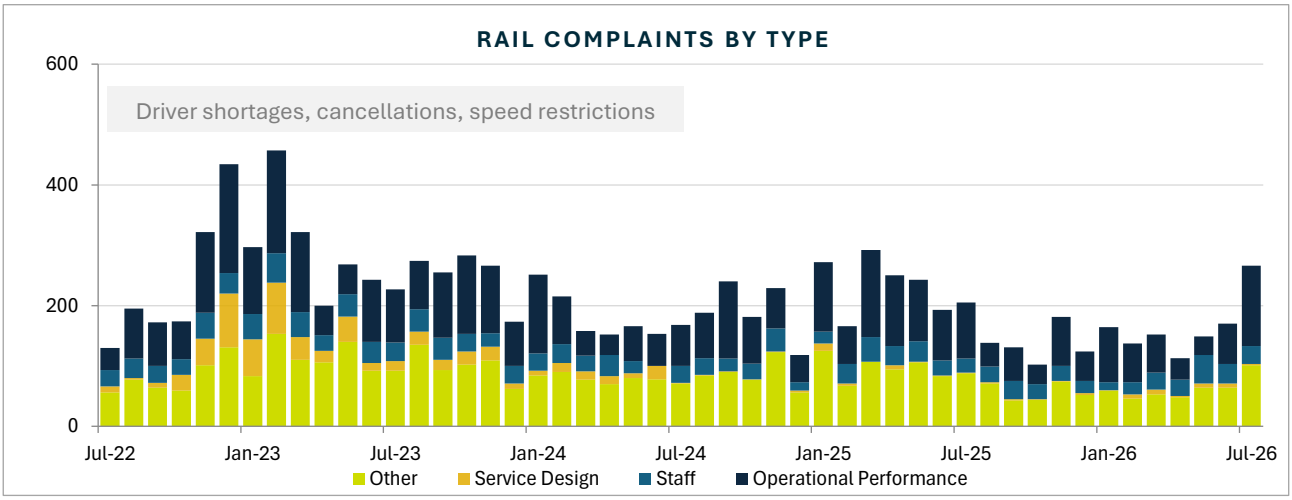
	Jul-26	Jul-25	Change
Wellington			
Newlands, Tawa	37	40	-7.5%
East-West, City	173	135	28.1%
North-south, Khandallah, Brooklyn	223	155	43.9%
Hutt Valley	117	105	11.4%
Porirua	27	17	58.8%
Kapiti	18	15	20.0%
Wairarapa	8	3	166.7%
General	-	19	-100.0%
Total	**603**	**489**	**23.3%**

Bus complaints - year to date (Jul - Jul)

	2026/27	2025/26	Change
Wellington			
Newlands, Tawa	37	40	-7.5%
East-West, City	173	135	28.1%
North-south, Khandallah, Brooklyn	223	155	43.9%
Hutt Valley	117	105	11.4%
Porirua	27	17	58.8%
Kapiti	18	15	20.0%
Wairarapa	8	3	166.7%
General	-	19	
Total	**603**	**489**	**23.3%**

Rail complaints

Rail complaints for the month were 29.8% higher than July last year. They relate mostly to operational performance and passenger information.



Rail complaints - current month

	Jul-26	Jul-25	Change
Hutt Valley	111	87	27.6%
Kapiti	81	62	30.6%
Johnsonville	30	19	57.9%
Wairarapa	44	23	91.3%
General	0	14	-100.0%
Total	**266**	**205**	**29.8%**

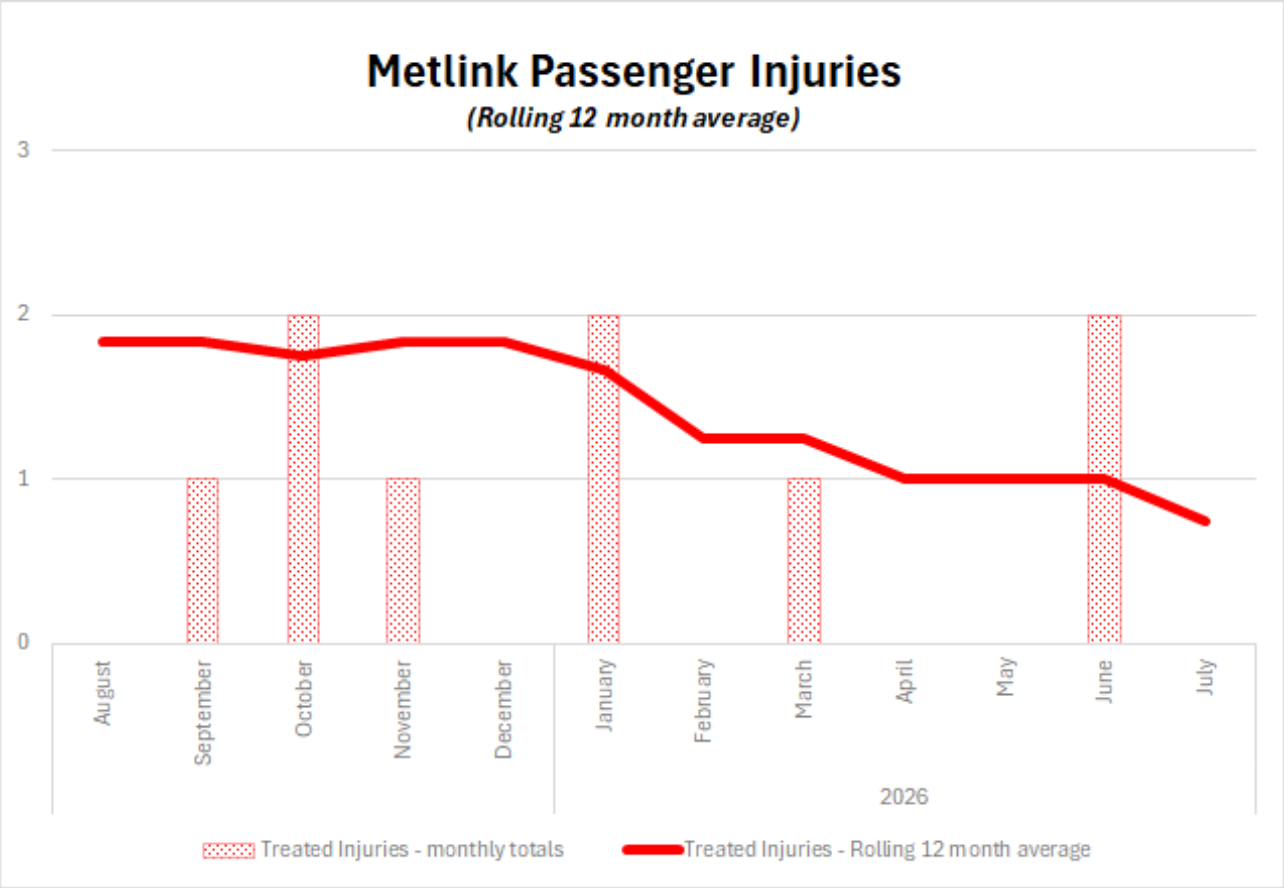
Rail complaints - year to date (Jul - Jul)

	2026/27	2025/26	Change
Hutt Valley	111	87	27.6%
Kapiti	81	62	30.6%
Johnsonville	30	19	57.9%
Wairarapa	44	23	91.3%
General	0	14	-100.0%
Total	**266**	**205**	**29.8%**

Health, Safety and Wellbeing

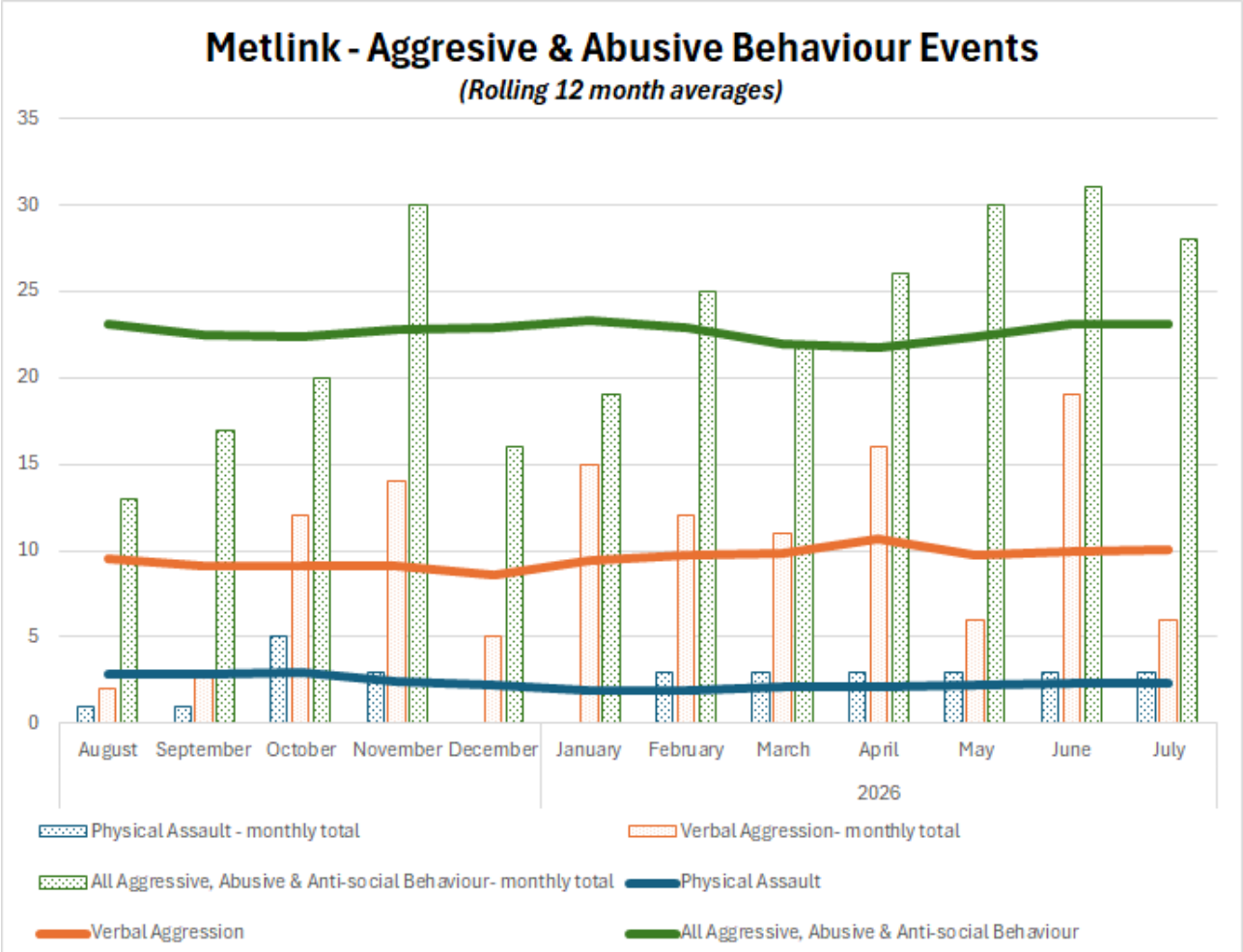
Passenger Injuries

The monthly passenger injuries since August 2025 is shown below, as well as the rolling 12-month average. In July, there were no reported injuries to passengers requiring medical treatment.



Aggressive & Abusive Behaviour

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


Metlink - Aggresive & Abusive Behaviour Events
(Rolling 12 month averages)
35
30
25
20
15
10
5
0
August
September
October
November
December
January
February
March
April
May
June
July
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 July 2026, there was a budget shortfall of $223,066 for the month across bus, rail and ferry services.

Fare revenue - current month

	Jul-26	Budget	Excess/Shortfall
Bus	4,175,494	4,454,432	-278,938
Rail	3,478,540	3,395,774	82,766
Ferry	85,934	112,828	-26,894
Total	**$ 7,739,968**	**$ 7,963,034**	**-$ 223,066**

Fare revenue - year to date (Jul - Jul)

	2026/27	Budget	Excess/Shortfall
Bus	4,175,494	4,454,432	-278,938
Rail	3,478,540	3,395,774	82,766
Ferry	85,934	112,828	-26,894
Total	**$ 7,739,968**	**$ 7,963,034**	**-$ 223,066**