

Metlink performance report

MARCH 2026



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Partner performance

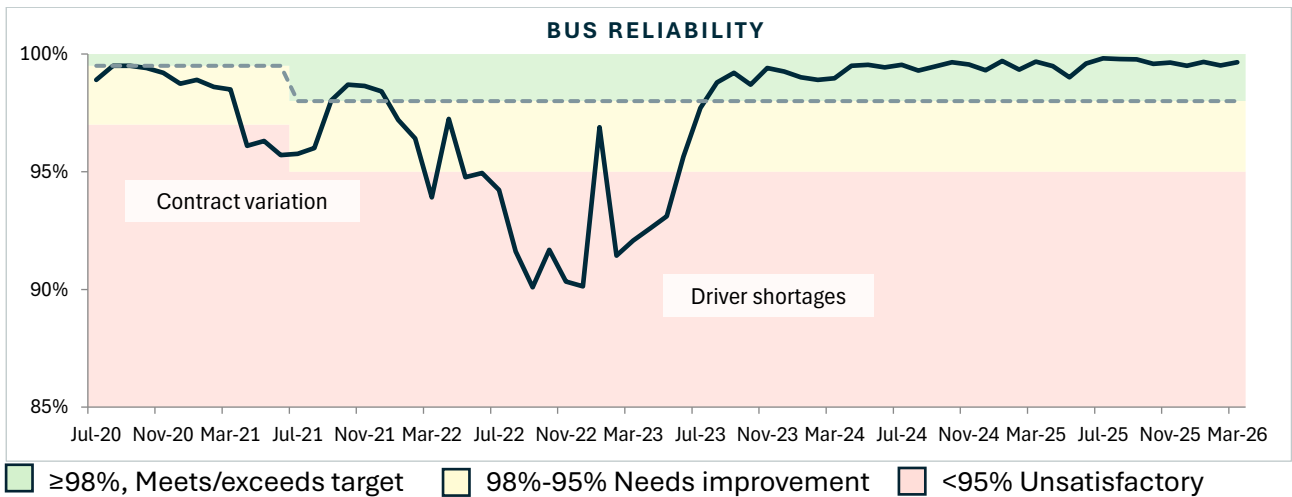


Bus operators

Reliability

The bus reliability measure shows the percentage of scheduled services that ran, as tracked by RTI and Snapper systems.

In March, 99.6% of bus services were delivered. Reliability this month continues to reflect stable driver numbers and retention rates.

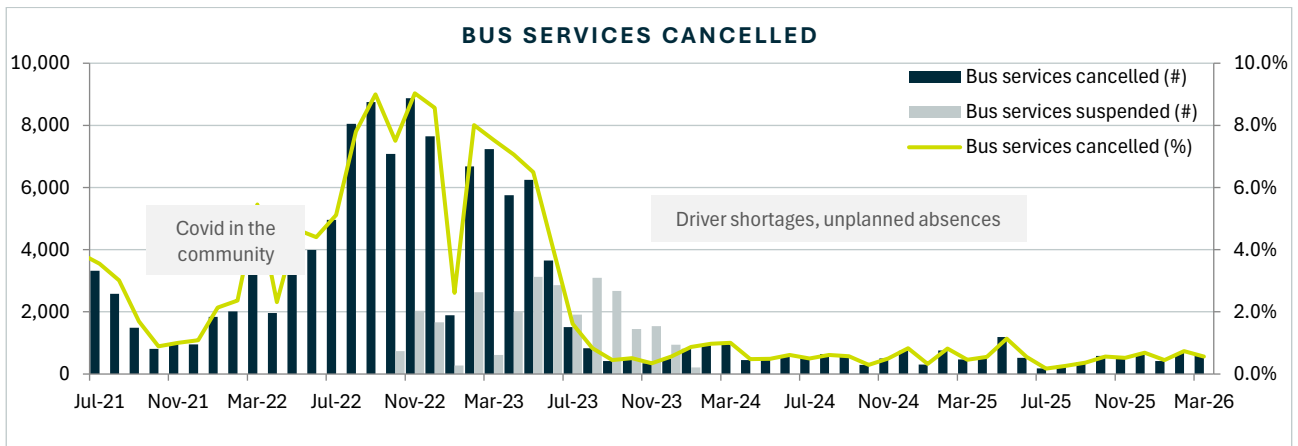


Reliability - current month

	Mar-26	Mar-25	Change
Wellington City			
Newlands & Tawa	99.8%	99.8%	0.1%
East, West & City	99.9%	99.9%	0.0%
North, South, Khandallah & Brooklyn	99.1%	99.1%	0.0%
Hutt Valley	99.8%	99.9%	-0.1%
Porirua	99.3%	99.5%	-0.1%
Kapiti	99.8%	100.0%	-0.2%
Wairarapa	100.0%	99.8%	0.2%
Total	99.6%	99.7%	0.0%

Reliability - year to date (Jul - Mar)

	2025/26	2024/25	Change
Wellington City			
Newlands & Tawa	99.7%	99.6%	0.1%
East, West & City	99.9%	99.8%	0.1%
North, South, Khandallah & Brooklyn	99.2%	99.0%	0.2%
Hutt Valley	99.8%	99.8%	0.0%
Porirua	99.3%	99.1%	0.2%
Kapiti	99.9%	99.7%	0.2%
Wairarapa	99.2%	99.3%	-0.1%
Total	99.7%	99.5%	0.2%



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

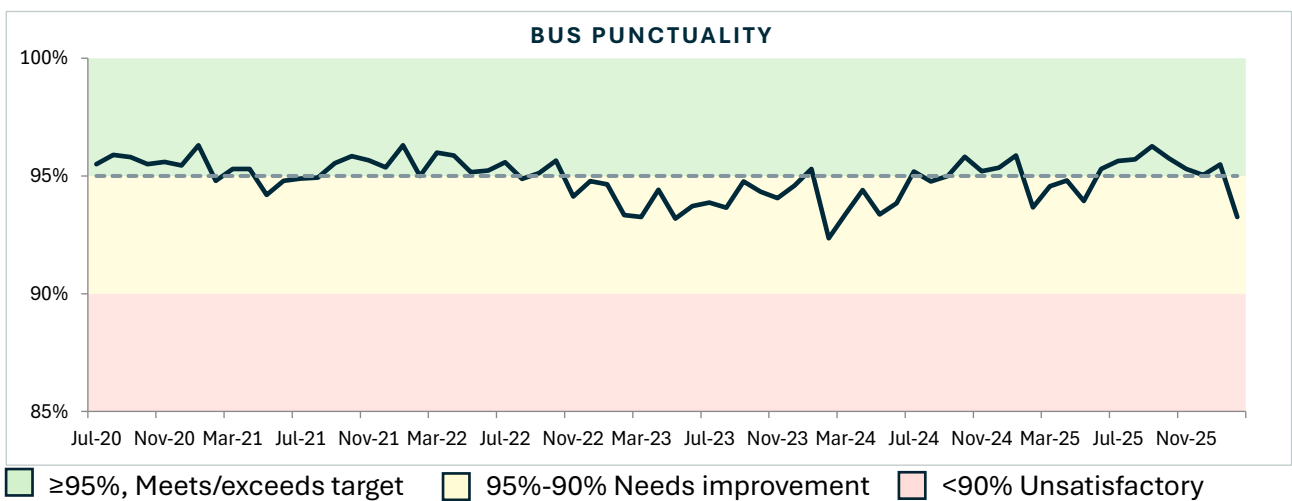
Route Number	Route Destination	Reliability	Scheduled Trips
N6	After Midnight (Wellington - Porirua - Whitby - Plimmerton)	80.56%	36
509	Otaki - Raumati Beach	90.91%	44
32x	Houghton Bay - Island Bay - Berhampore - Wellington (Express)	97.31%	484
26	Khandallah - Ngaio - Brandon Street	98.18%	550
HX	Wellington Hospital - Wellington Station (Direct via Quays)	98.48%	198

Punctuality

We measure bus punctuality by recording the bus departure from origin, leaving between one minute early and five minutes late.

Bus punctuality was 93.9% in March, and the overall percentage of trips that left early was 0.91%.

Significant events that occurred over the period that impacted punctuality included Newtown Festival and Cuba Dupa. A decline in punctuality was observed in the Hutt Valley, largely attributable to traffic delays associated with the Te Wai Takamori o Te Awa Kairangi project. This will continue to be monitored as works progress, and activities are underway to mitigate disruptions to bus services.



Punctuality - current month

	Mar-26	Mar-25	Change
Wellington City			
Newlands & Tawa	96.2%	95.1%	1.0%
East, West & City	95.7%	95.5%	0.2%
North, South, Khandallah & Brooklyn	92.0%	92.4%	-0.4%
Hutt Valley	90.4%	93.7%	-3.3%
Porirua	96.2%	96.3%	-0.1%
Kapiti	97.0%	97.0%	0.0%
Wairarapa	94.9%	93.1%	1.8%
Total	93.9%	94.6%	-0.7%

Punctuality - year to date (Jul - Mar)

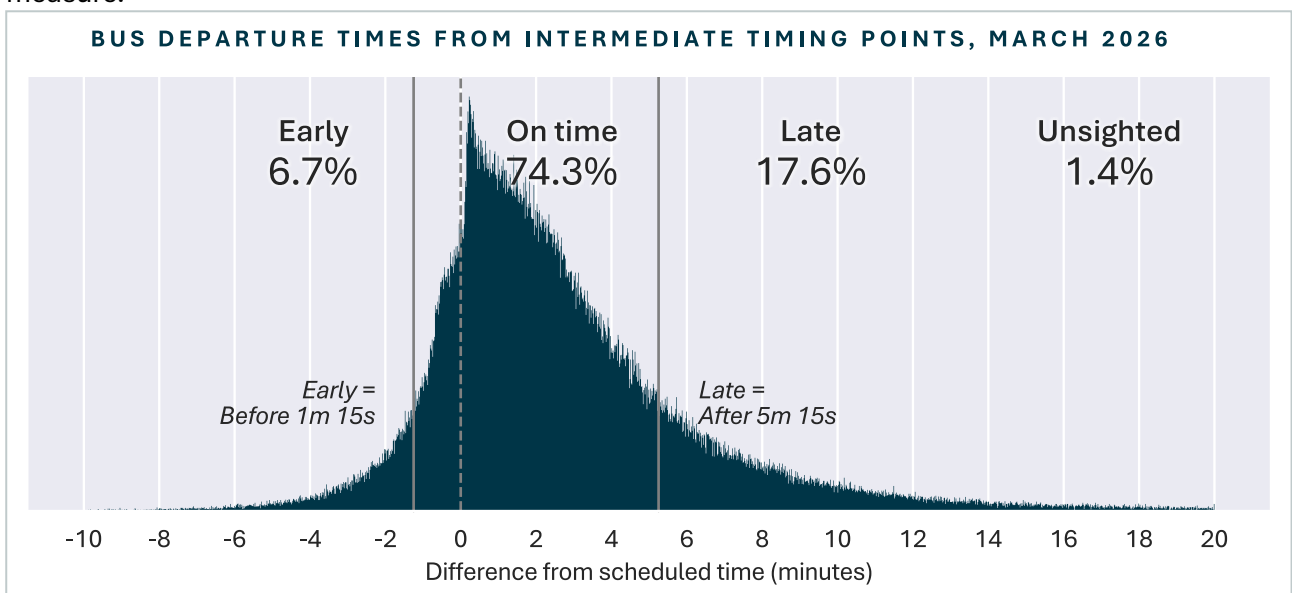
	2025/26	2024/25	Change
Wellington City			
Newlands & Tawa	96.7%	95.8%	0.9%
East, West & City	96.3%	96.0%	0.3%
North, South, Khandallah & Brooklyn	92.9%	93.0%	-0.1%
Hutt Valley	93.9%	94.3%	-0.4%
Porirua	96.5%	96.8%	-0.3%
Kapiti	97.4%	96.6%	0.8%
Wairarapa	94.1%	93.3%	0.8%
Total	95.2%	95.1%	0.1%

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

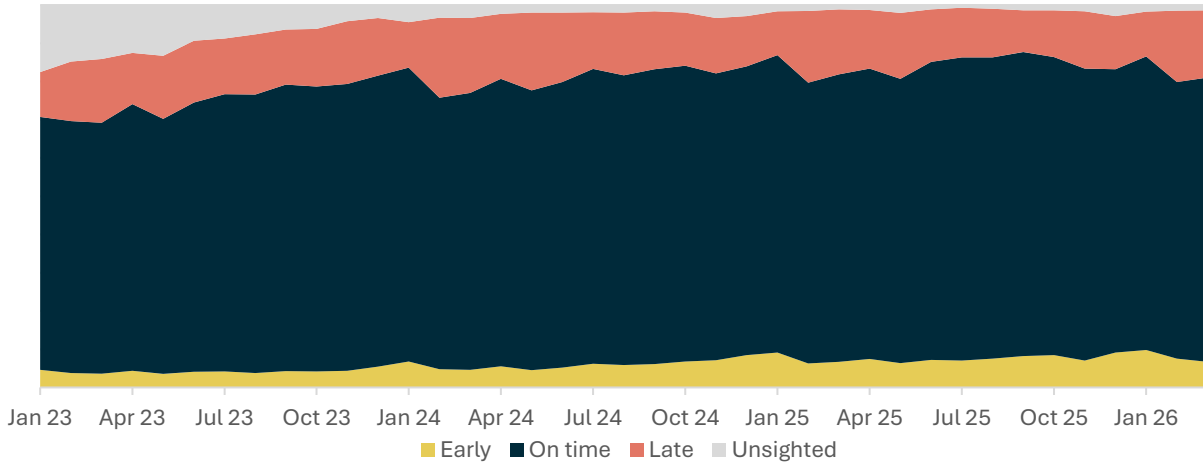
Route Number	Route Destination	Punctuality	Trips Run
509	Otaki - Raumati Beach	80.00%	35
121	Stokes Valley Heights - Naenae - Lower Hutt - Seaview	82.17%	785
120	Stokes Valley - Taita - Eponi - Lower Hutt	85.12%	2829
130	Naenae - Waterloo - Lower Hutt - Petone	86.78%	2745
154	Petone - Korokoro - Petone	87.34%	387

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.



BUS DEPARTURE TIMES FROM INTERMEDIATE TIMING POINTS



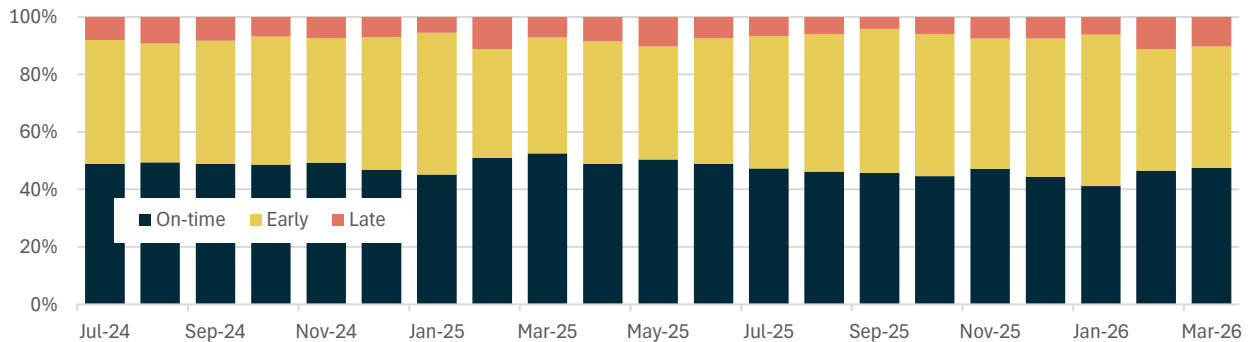
Punctuality at destination

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 March, 47.5% of bus services recorded at destination arrived on time, with a further 42.2% arriving more than one minute early, while 10.3% of services arrived more than five minutes late.

BUS SERVICES PUNCTUAL AT DESTINATION AS % OF TOTAL TRIPS AT DESTINATION



Punctuality at destination - current month

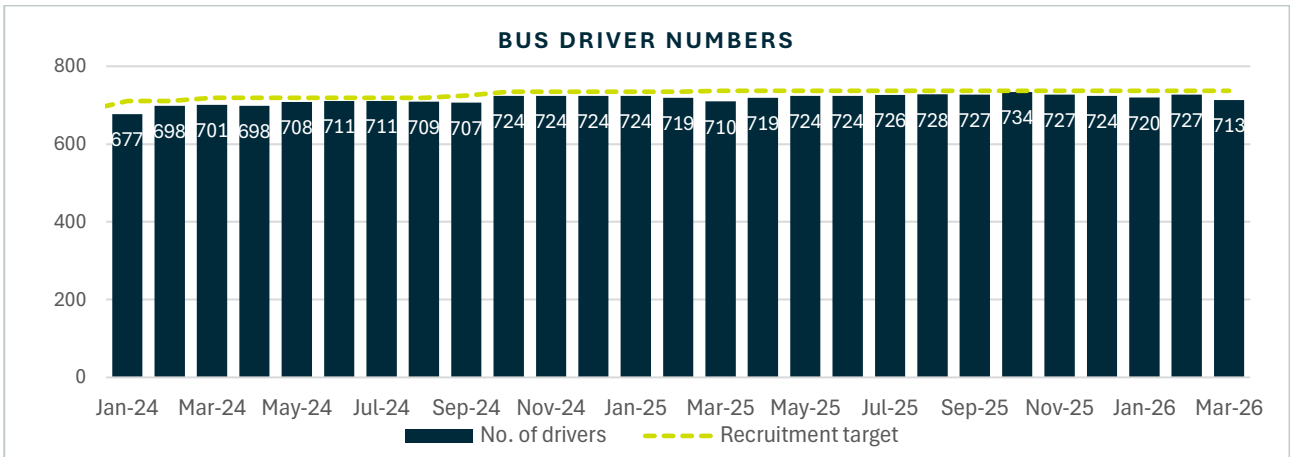
	Mar-26	Mar-25	Change
On-time	47.5%	52.5%	-5.1%
Early	42.2%	40.3%	1.9%
Late	10.3%	7.2%	3.1%

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

	2025/26	2024/25	Change
On-time	45.7%	48.8%	-3.2%
Early	47.1%	42.1%	5.1%
Late	7.2%	9.1%	-1.9%

Bus Driver Numbers

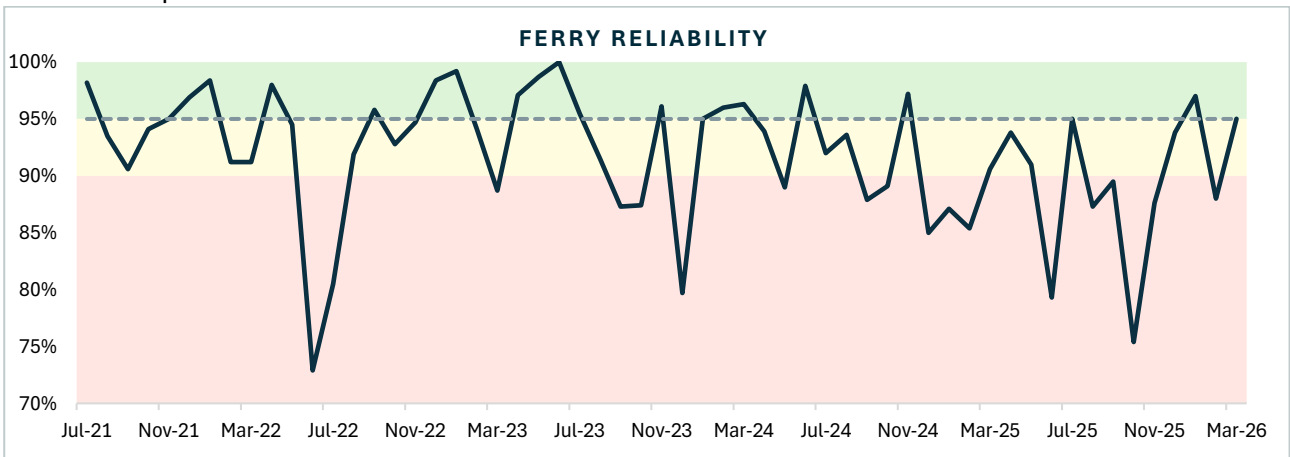
The graph below shows monthly total numbers of bus drivers against the current target of 737 drivers required to run the network. There are currently 713 drivers, and an additional 15 in training.



Ferry operator

Reliability

Ferry reliability is a measure of the number of scheduled services that ran. Reliability for March was 95.0%, compared to 90.6% for the same month last year. There were 36 cancelled trips this month due to weather and 6 due to staff sickness/issues.



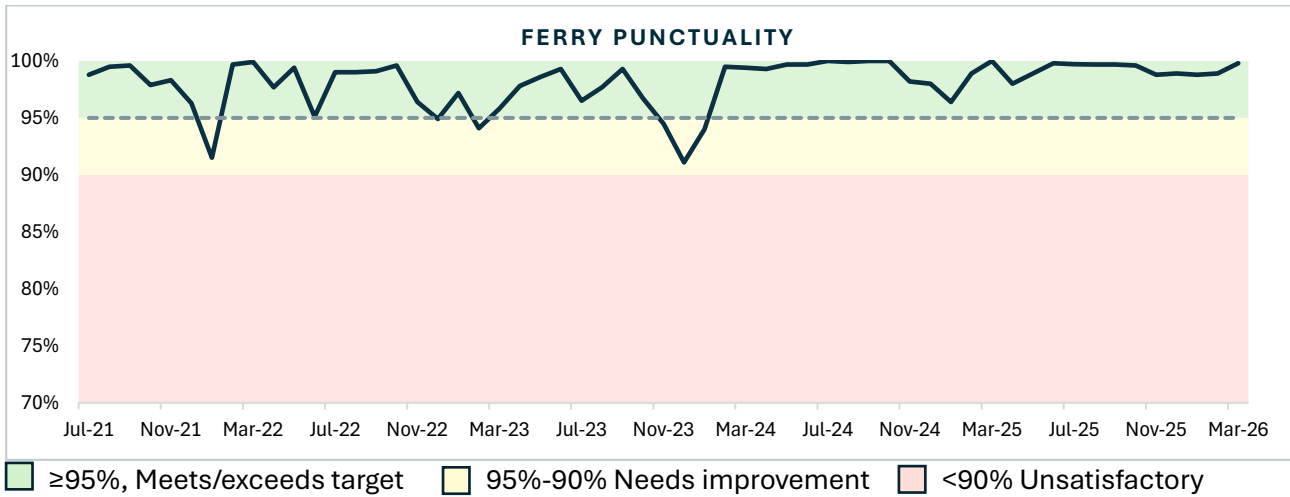
■ ≥95%, Meets/exceeds target
 ■ 95%-90% Needs improvement
 ■ <90% Unsatisfactory

Reliability - current month

	Mar-26	Mar-25	% Change
Total	95.0%	90.6%	4.4%

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 March was 99.8%, compared to 100% for the same month last year.



Punctuality - current month

	Mar-26	Mar-25	% Change
Total	99.8%	100.0%	-0.2%

Ferry Staffing

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

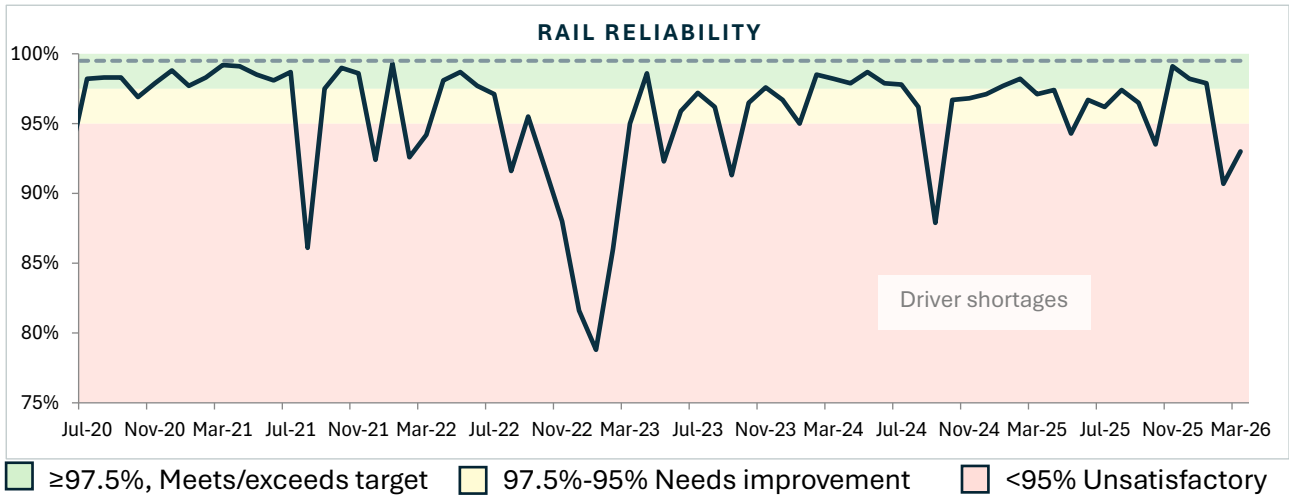
Rail operator

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 93.0% in March and 97.1% for the same month last year.

Mechanical issues increased across the fleet as units were taken out of services due to a sub-contractor going into administration – every service that it delivered with reduced capacity impacts the reliability KPI. This accounted for 5.9% of the reliability result. Staff sickness affected 0.2% of services. Other impacts to reliability were due to a higher than usual number of signals faults across the network.



Reliability - current month

	Mar-26	Mar-25	Change
Hutt Valley	95.4%	97.9%	-2.5%
Johnsonville	86.1%	97.7%	-11.6%
Kapiti	94.9%	97.1%	-2.2%
Wairarapa	98.5%	79.1%	19.4%
Total	93.0%	97.1%	-4.1%

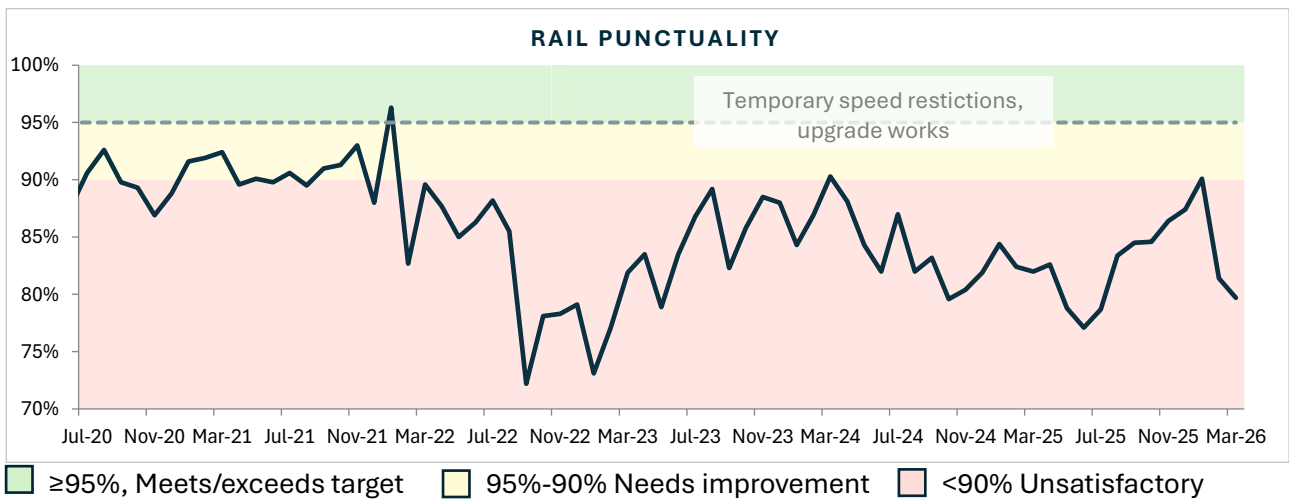
Reliability - year to date (Jul - Mar)

	2025/26	2024/25	Change
Hutt Valley	96.2%	96.6%	-0.4%
Johnsonville	94.9%	97.4%	-2.5%
Kapiti	96.3%	95.2%	1.1%
Wairarapa	92.7%	86.9%	5.8%
Total	95.8%	96.1%	-0.3%

Punctuality

Rail punctuality was 79.7% in March and 82.0% for the same month last year.

Speed Restrictions were the highest cause of delay across the month, with speed restrictions rising again on the HVL and KPL. There were also a number of signals faults, mostly impacting the HVL and Wellington station – this had a significant impact on punctuality as trains take longer to get through the affected areas.



Punctuality - current month

	Mar-26	Mar-25	Change
Hutt Valley	73.5%	79.2%	-5.7%
Johnsonville	94.7%	92.3%	2.4%
Kapiti	79.1%	80.4%	-1.3%
Wairarapa	35.5%	38.4%	-2.9%
Total	79.7%	82.0%	-2.3%

Punctuality - year to date (Jul - Mar)

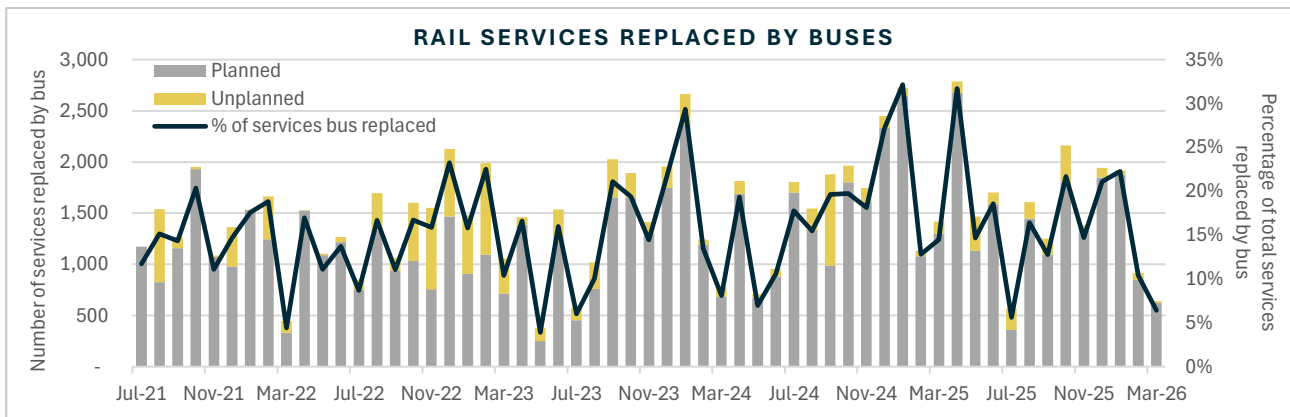
	2025/26	2024/25	Change
Hutt Valley	79.9%	77.5%	2.4%
Johnsonville	93.2%	88.1%	5.1%
Kapiti	84.4%	58.4%	26.0%
Wairarapa	43.1%	40.7%	2.4%
Total	83.8%	71.7%	12.1%

Rail Replacement Services

In March 2026, 6.4% (641) of rail services were replaced by buses. 6.3% (626) of the rail services that were replaced by buses were planned, and 0.1% (15) were unplanned.

Of the 6.3% of planned rail services that were replaced by buses: 78.9% of the services were awarded to Metlink bus operators (Tranzurban, Kinetic and Mana); 19.5% were awarded to NCS; 1.6% of services were awarded to Transit 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 0.1% (15) of unplanned rail services that were replaced by buses: 68.2% of the vehicles used were provided by Metlink bus operators (Tranzurban, Kinetic and Mana); 13.6% 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
Non Metlink train mechanical fault	6
Operational issue	3
Points fault	3
KiwiRail worksite delays	2
Signals fault	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: 1 Electronic Ticketing: - Bike racks: -
Kinetic	Vehicles: 10 Electronic Ticketing: 9 Bike racks: 10	-
NCS Taita	Vehicles: 3 Electronic Ticketing: 3 Bike racks: 3	-
Rambler	Vehicles: 3 Electronic Ticketing: - Bike racks: -	-
Tranzurban	Vehicles: 5 Electronic Ticketing: 4 Bike racks: 4	-
Total	Vehicles: 21 Electronic Ticketing: 16 Bike racks: 17	Vehicles: 1 Electronic Ticketing: - Bike racks: -

Rail Staffing

As of March, available rail staffing (locomotive engineers, train managers and passenger operators) is 286 out of a target 319. There are currently an additional 17 in training and a further 5 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.

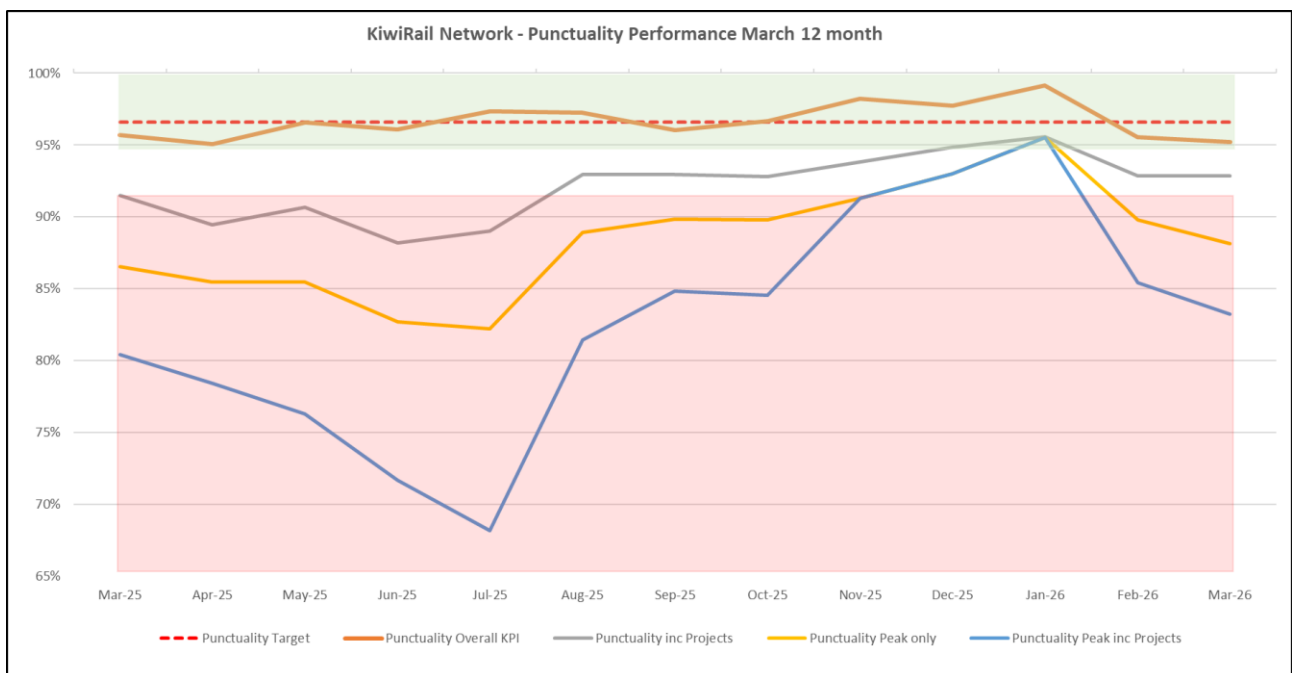
Punctuality of rail network (i.e. tracks, signals etc)

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 on the rail network declined in March. TSRs and points failure were the main causes of delay. Passengers travelling in peak period experienced punctuality on their service for March at 88.15%

Punctuality of the rail network for March was 95.23% this compares with February which was 95.54%

Punctuality of the rail network including all exempt activities (e.g. projects) for March was 92.84% this compares with February which was 95.59%



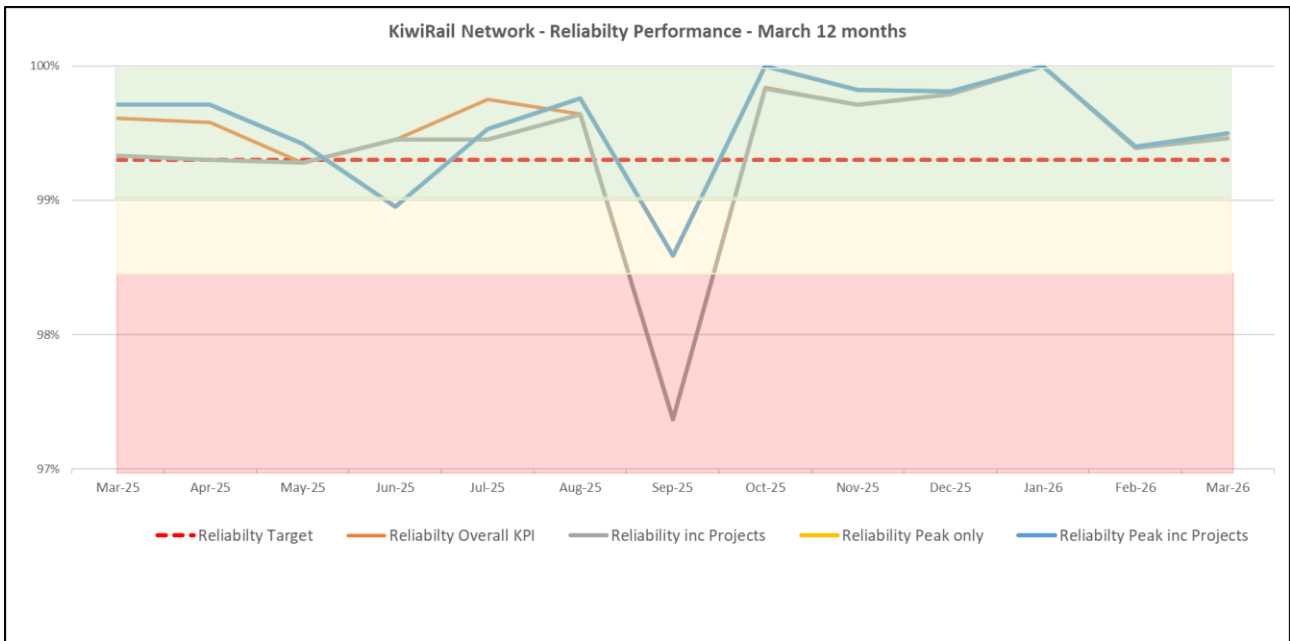
The main disruptions affecting punctuality were a signal communication outage at Petone and several points failures throughout the month. On the 2nd of March a Telecommunications network fault at

Petone continued from the previous month, with Siemens attending site to work in conjunction with KiwiRail’s Signals and Telecommunications Engineering teams to rectify issues that were found. The fault has not reoccurred since.

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 on the rail network slightly increased in March to 99.46% this compares to 99.39 in February.



Reliability impacts throughout the month totalled 44 services cancelled and 6 unplanned bus replacements. The main disruption leading to cancellations was the signals communication outage on the 2nd of March at Petone with 17 Melling services cancelled. The various points failures on the 7th, 9th and 17th March led to further cancellations.

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 March was 99.58%, this compares to February 2026 which was 100%. There were no unplanned line closures for the month of February.

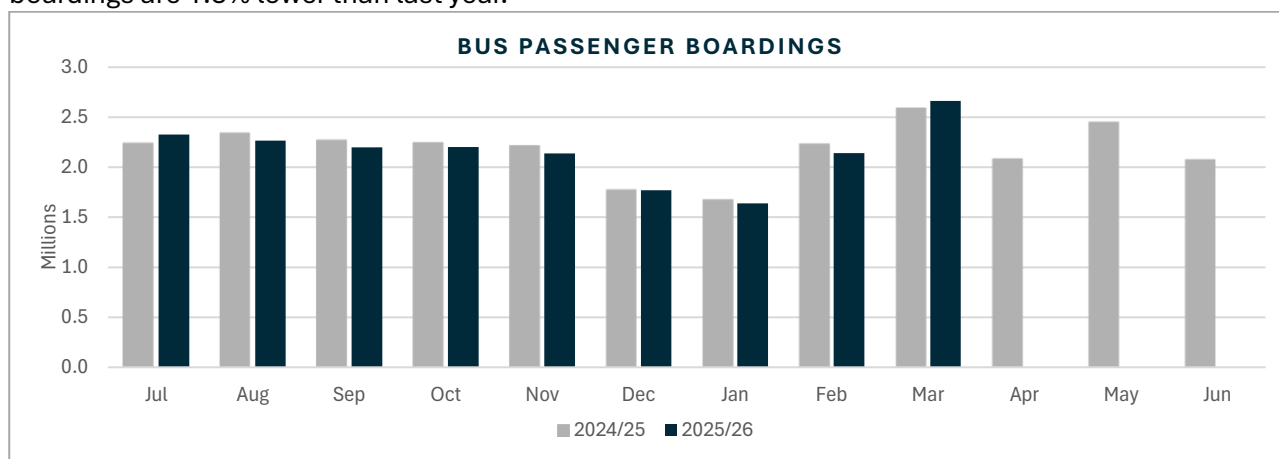
Operational performance

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

March bus passenger boardings were 2.7% higher than the same month last year, and the year-to-date boardings are 1.3% lower than last year.



Boardings by area - current month

	Mar-26	Mar-25	% Change
Wellington	1,971,372	1,931,655	2.1%
Hutt Valley	496,849	472,989	5.0%
Porirua	102,863	104,065	-1.2%
Kapiti	72,495	68,133	6.4%
Wairarapa	19,257	15,917	21.0%
Total	2,662,836	2,592,759	2.7%

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

	2025/26	2024/25	% Change
Wellington	14,386,567	14,541,144	-1.1%
Hutt Valley	3,631,453	3,697,839	-1.8%
Porirua	719,209	751,378	-4.3%
Kapiti	481,260	488,371	-1.5%
Wairarapa	121,890	116,673	4.5%
Total	19,340,379	19,595,405	-1.3%

Patronage – Highest Patronage 5 routes this month excluding designated school routes

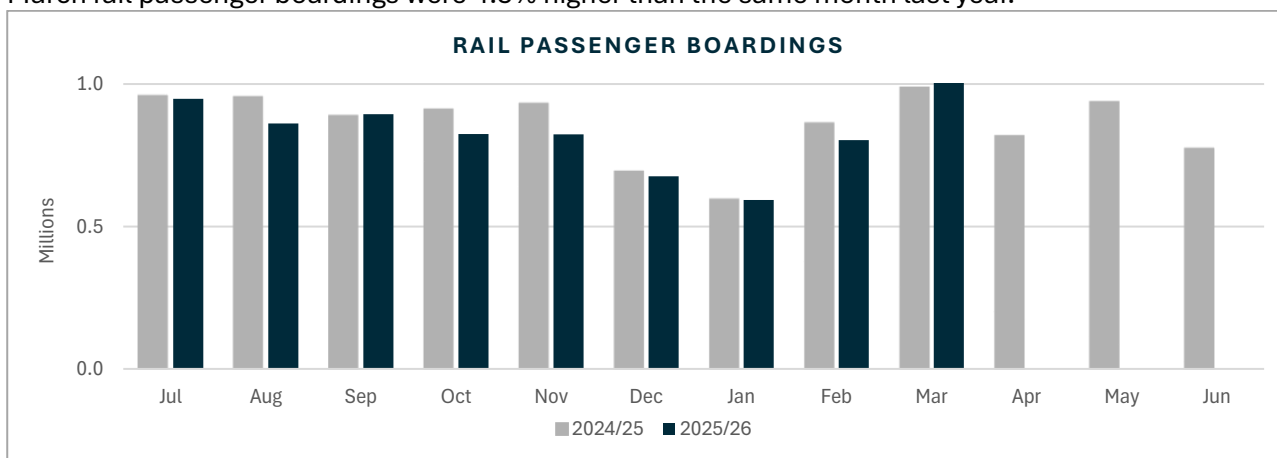
Route Number	Unit Area	Route Destination	Patronage	Scheduled Trips	Seated Capacity
2	Wellington	Karori - Wellington - Hataitai - Miramar/Seatoun	321,292	7,389	274,280
1	Wellington	Johnsonville West/Churton Park/Grenada Village - Island Bay	287,444	5,262	344,871
3	Wellington	Lyall Bay/Rongotai - Kilbirnie - Newtown - Wellington	195,383	4,998	251,749
4	Wellington	Strathmore - Newtown - Wellington - University - Mairangi	159,550	3,350	129,009
110	Hutt Valley	Emerald Hill - Upper Hutt - Lower Hutt - Petone	100,553	2,968	117,384

Patronage – Lowest Patronage 5 routes this month excluding designated school routes

Route Number	Unit Area	Route Destination	Patronage	Scheduled Trips	Seated Capacity
264	Kapiti	Paraparaumu East - Paraparaumu - Kāpiti Health Centre	3	18	520
300	Porirua	Whenua Tapu Cemetery - Porirua - Titahi Bay	4	2	58
N8	Hutt Valley	After Midnight (Lower Hutt - Petone - Wellington)	6	18	687
251	Kapiti	Paekākāriki - Paraparaumu - Kāpiti Health Centre	59	26	752
206	Wairarapa	Masterton - Masterton East - Masterton	64	66	2,174

Rail passenger boardings

March rail passenger boardings were 4.5% higher than the same month last year.



Boardings by line - current month

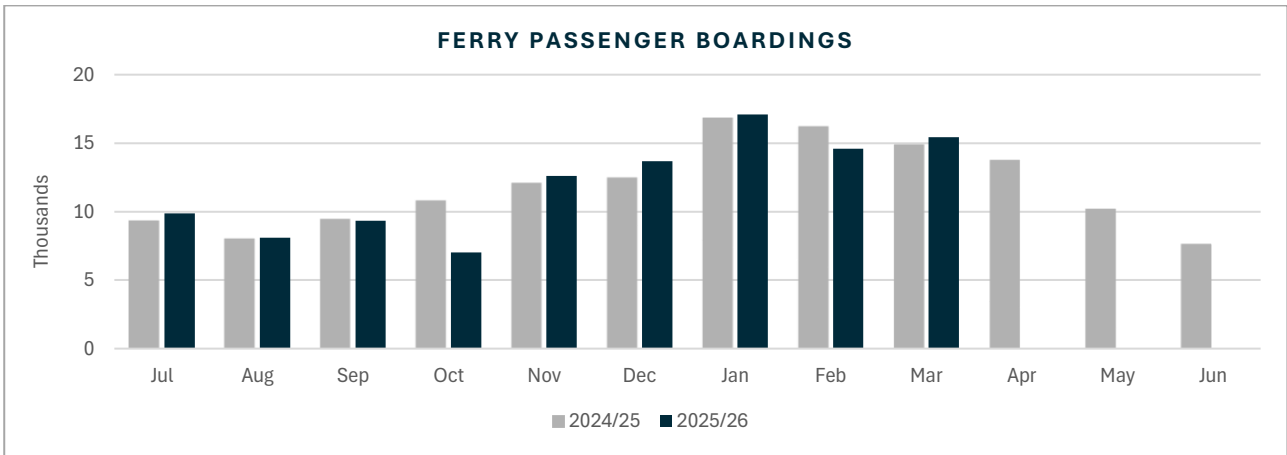
	Mar-26	Mar-25	% Change
Hutt Valley	443,573	435,802	1.8%
Kapiti	428,550	398,918	7.4%
Johnsonville	101,460	103,286	-1.8%
Wairarapa	58,439	49,872	17.2%
Total	1,032,022	987,878	4.5%

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

	2025/26	2024/25	% Change
Hutt Valley	3,212,837	3,424,792	-6.2%
Kapiti	3,078,105	3,162,335	-2.7%
Johnsonville	738,863	815,018	-9.3%
Wairarapa	424,626	391,608	8.4%
Total	7,454,431	7,793,753	-4.4%

Ferry passenger boardings

Ferry boardings show an increase of 4.0% on the same month last year.



Boardings - current month

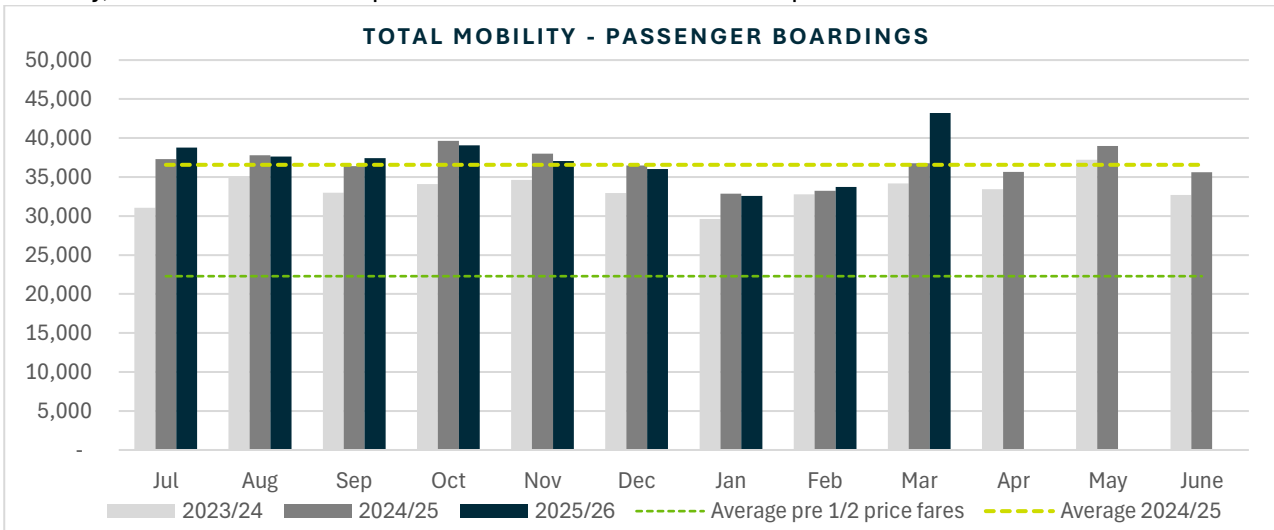
	Mar-26	Mar-25	% Change
Total	15,443	14,852	4.0%

Boardings - year to date (Jul - Mar)

	2025/26	2024/25	% Change
Total	107,753	109,762	-1.8%

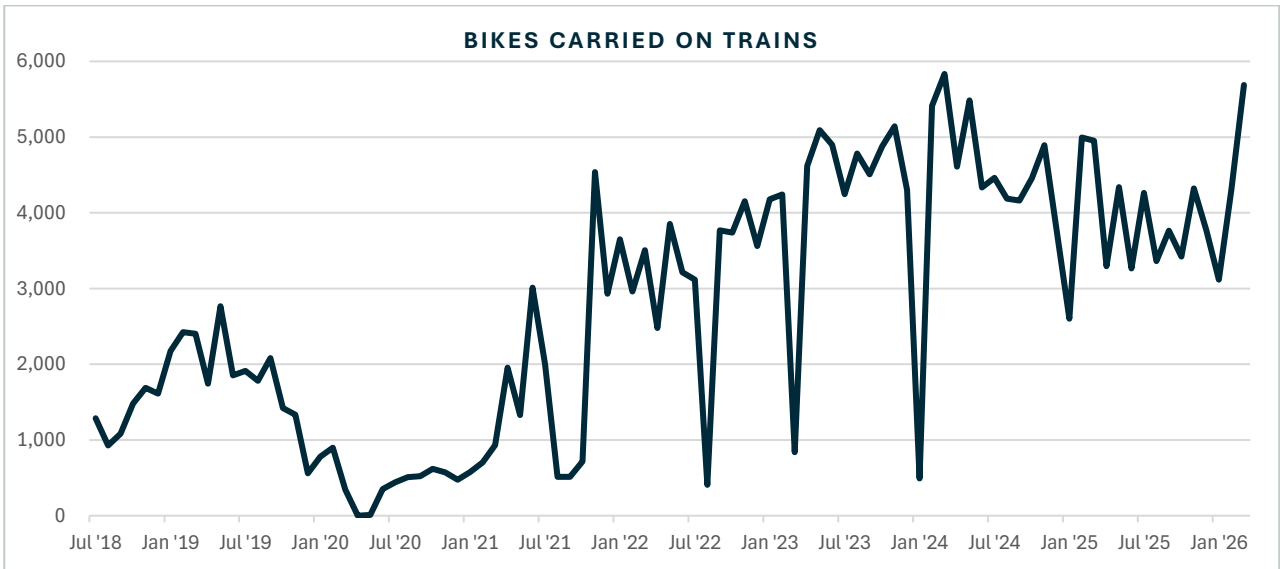
Te Hunga Whaikaha Total Mobility passenger boardings

In March, there were 43,203 Te Hunga Whaikaha Total Mobility trips, an increase of 17.48% 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.



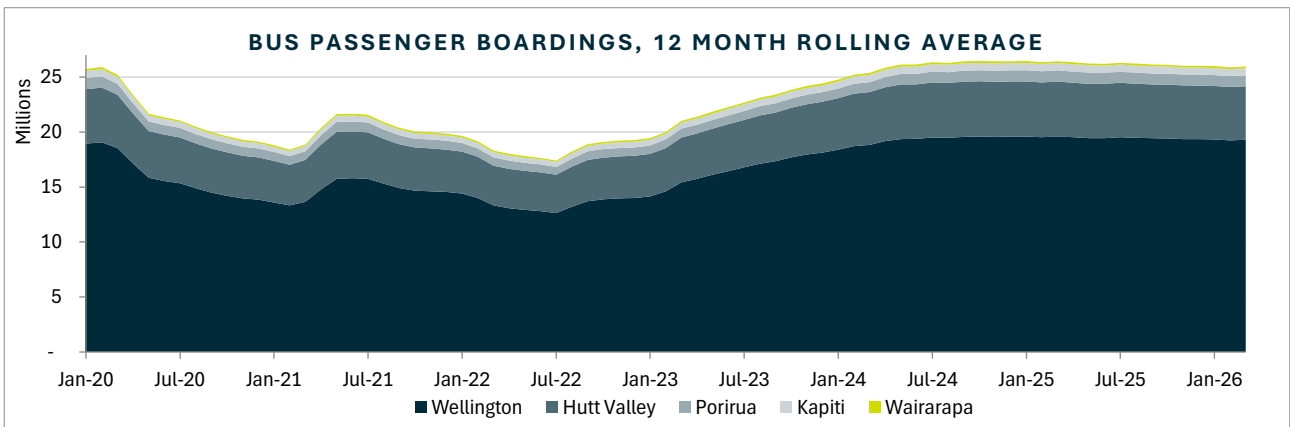
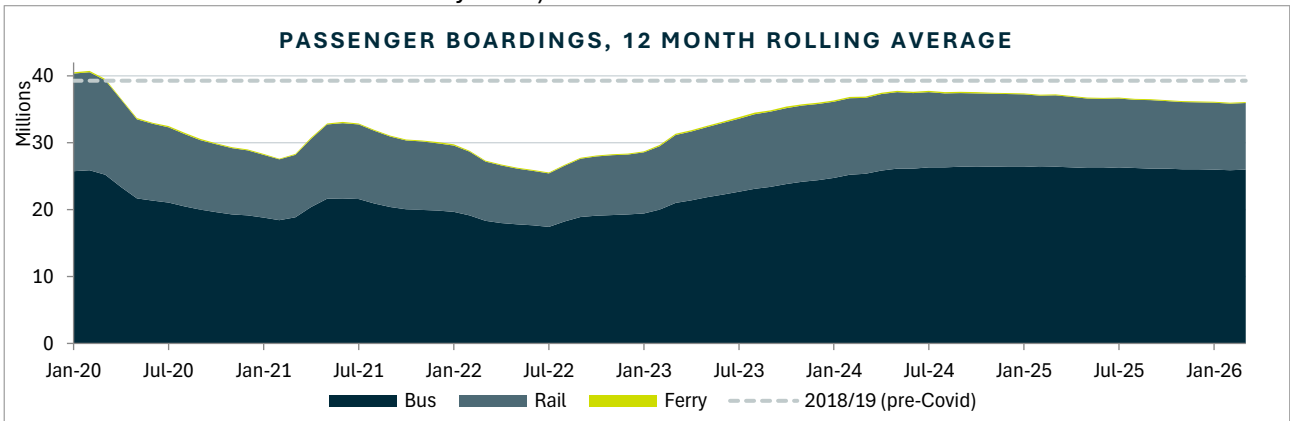
Bikes carried on rail services

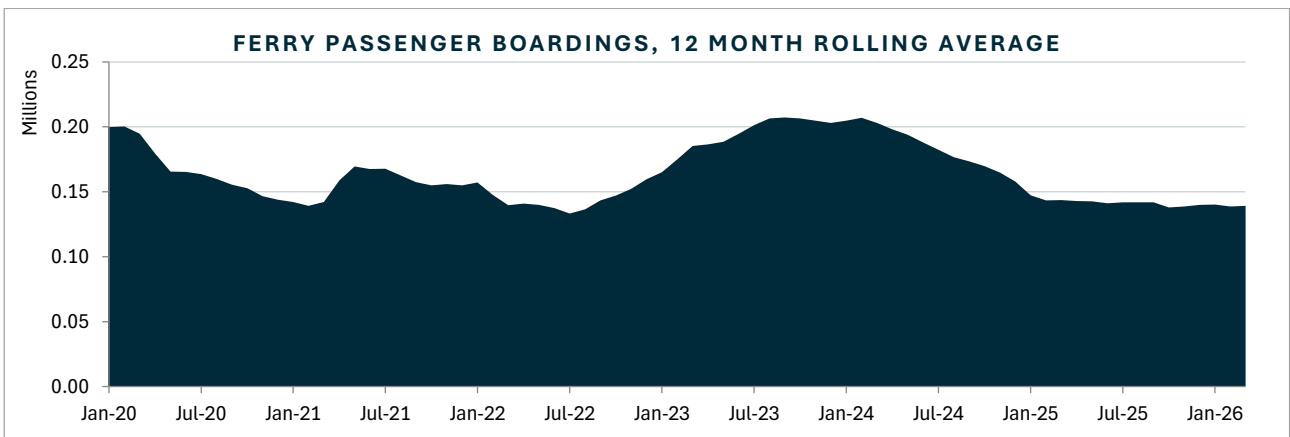
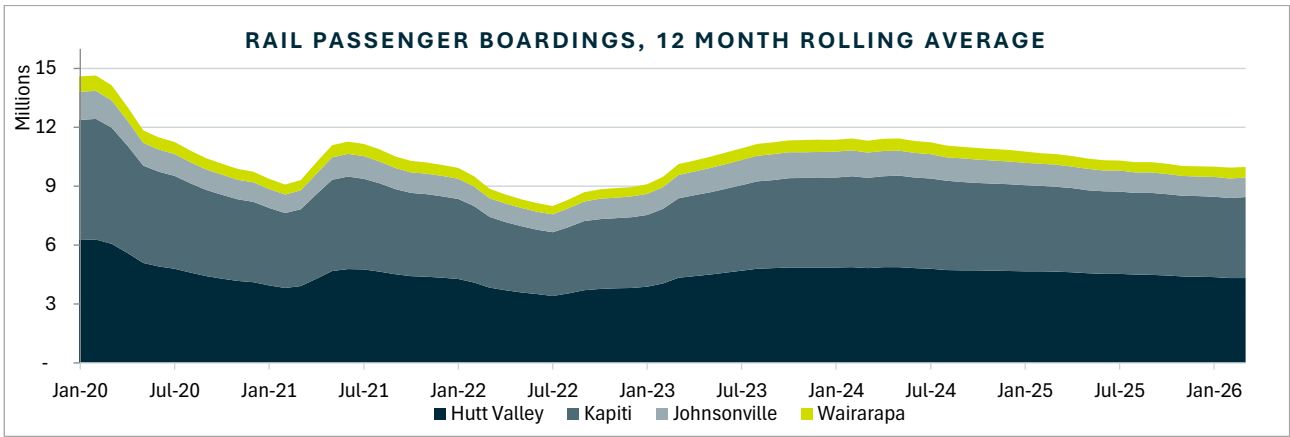
The following graph provides an estimate of the number of bikes carried on rail services, as recorded by onboard staff counts. These results may change over time as we improve data collection processes. In March, 5,688 bikes were counted onboard rail services, vs 4,994 over the same month last year.



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).

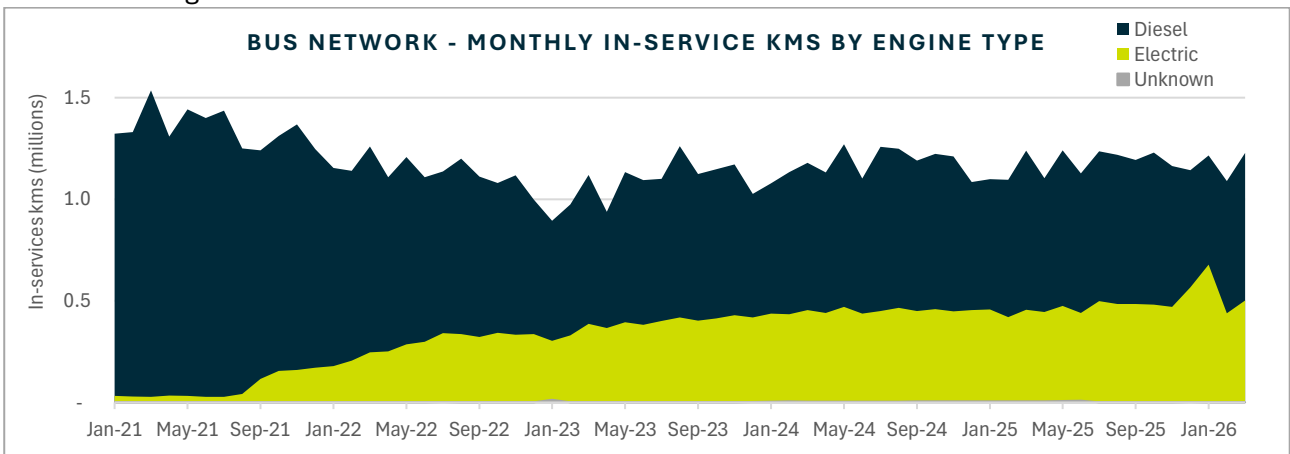




Bus emissions

In-service kilometres by engine type

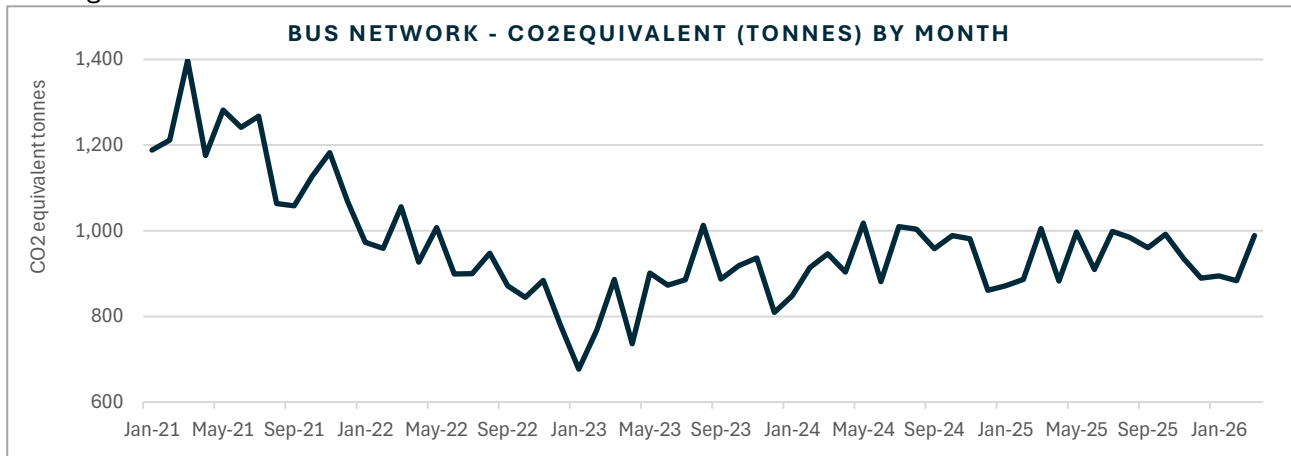
The graph below shows the monthly in-service kilometres by engine type for vehicles that have run Greater Wellington bus network services.



The spike in electric KMs Dec/Jan is a data issue currently being rectified – the actual figures are much closer to the average for the last 6 months.

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

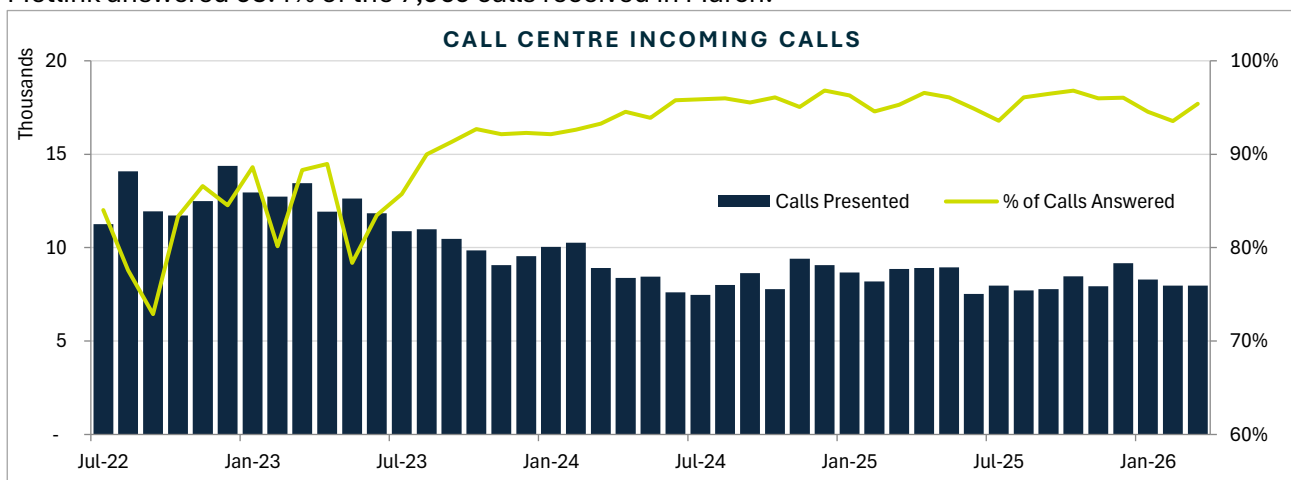
The table below shows the number of vehicles by engine type that ran bus network services in the Greater Wellington region in March.

Engine type	Count
Electric	121
EURO3	47
EURO4	17
EURO5	73
EURO6	215
Unknown	15
Total	488

Customer contact

Call centre incoming calls

Metlink answered 95.4% of the 7,969 calls received in March.



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.

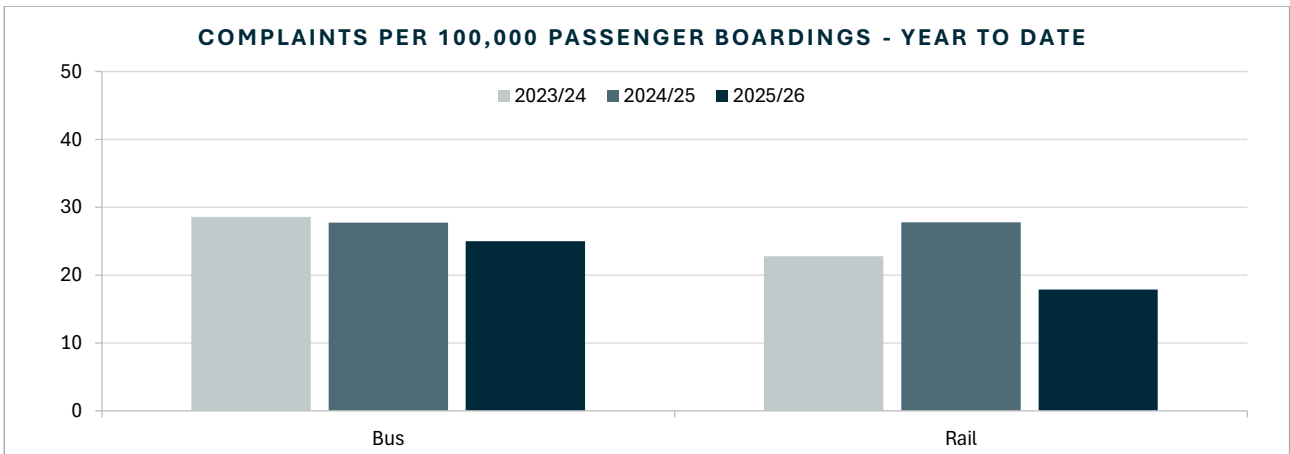
Metlink’s Warranted Transport Officers undertook 2,018 payment validations on board rail services in March 2026. The table below reports on the number of times Transport Officers sought customer details in relation to their non-payment of the correct fare in the March 2026 period. No infringement notices were issued over the period.

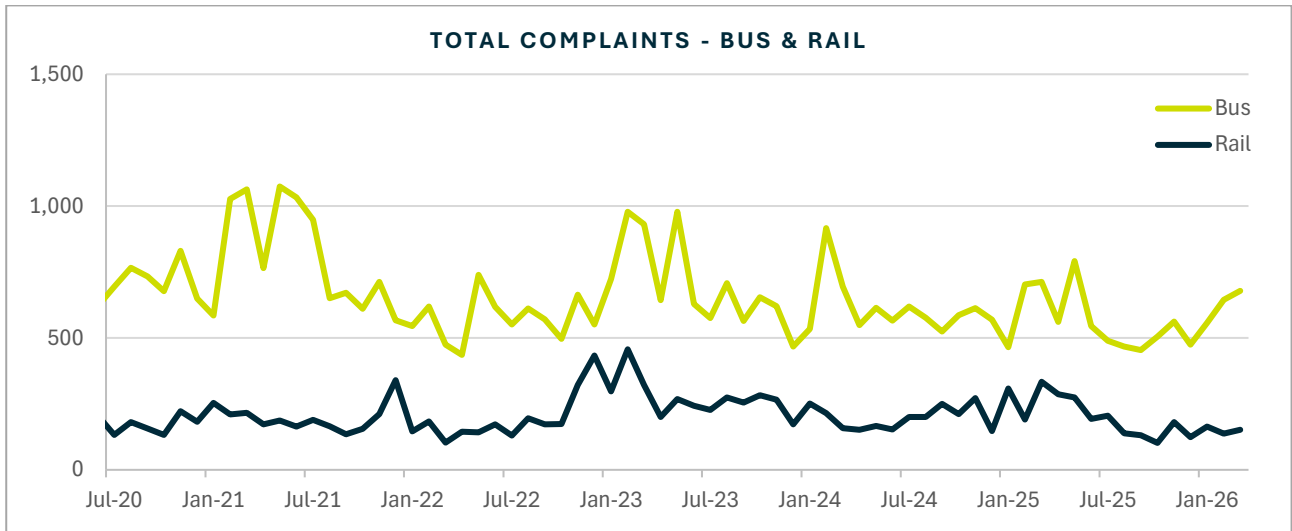
Mode	Rail - HVL	Rail - KPL	Rail - JVL	Rail - MEL	Rail - WRL	Bus	Ferry	Platform	TOTAL
Details sought	33	15	1	0	0	0	0	0	49

Complaints

Complaints volume

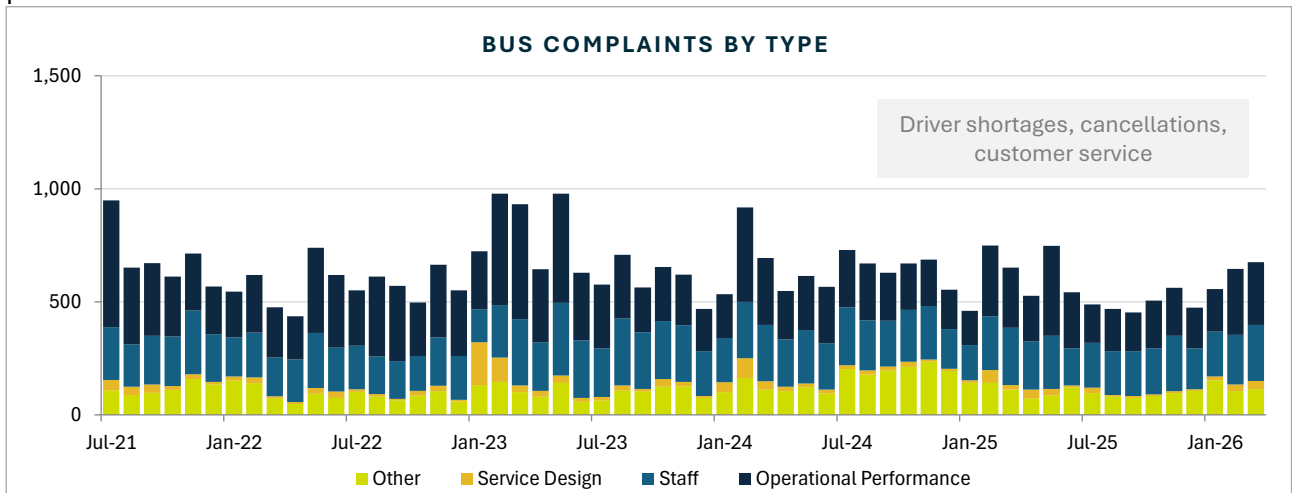
To compare complaint volumes, Metlink reports the number of complaints per 100,000 passenger boardings. So far this year, complaint volumes relative to passenger boardings are lower for rail than bus.





Bus complaints

Bus complaints for the month were 4.8% lower than March last year. They relate mostly to operational performance and driver behaviour.



Bus complaints - current month

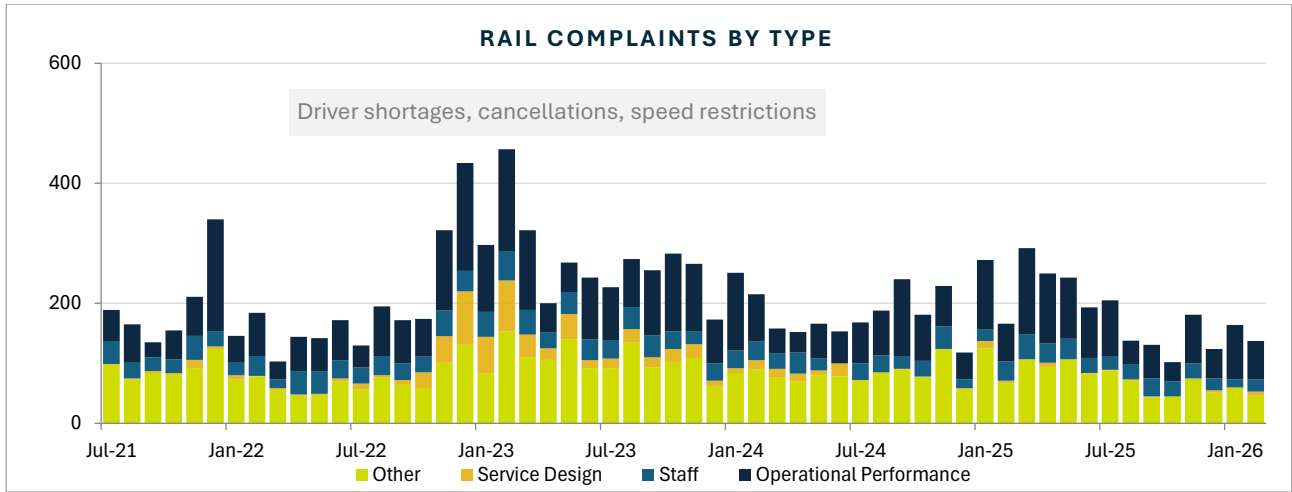
	Mar-26	Mar-25	Change
Wellington			
Newlands, Tawa	36	40	-10.0%
East-West, City	180	234	-23.1%
North-south, Khandallah, Brooklyn	225	221	1.8%
Hutt Valley	191	169	13.0%
Porirua	26	27	-3.7%
Kapiti	16	15	6.7%
Wairarapa	5	7	-28.6%
General	-	-	0.0%
Total	679	713	-4.8%

Bus complaints - year to date (Jul - Mar)

	2025/26	2024/25	Change
Wellington			
Newlands, Tawa	266	411	-35.3%
East-West, City	1,474	1,824	-19.2%
North-south, Khandallah, Brooklyn	1,543	1,566	-1.5%
Hutt Valley	1,099	1,149	-4.4%
Porirua	173	218	-20.6%
Kapiti	127	152	-16.4%
Wairarapa	72	51	41.2%
General	80	-	
Total	4,834	5,371	-10.0%

Rail complaints

Rail complaints for the month were 54.5% lower than March last year. They relate mostly to operational performance and passenger information.



Rail complaints - current month

	Mar-26	Mar-25	Change
Hutt Valley	73	108	-32.4%
Kapiti	38	90	-57.8%
Johnsonville	13	15	-13.3%
Wairarapa	28	77	-63.6%
General	0	44	-100.0%
Total	152	334	-54.5%

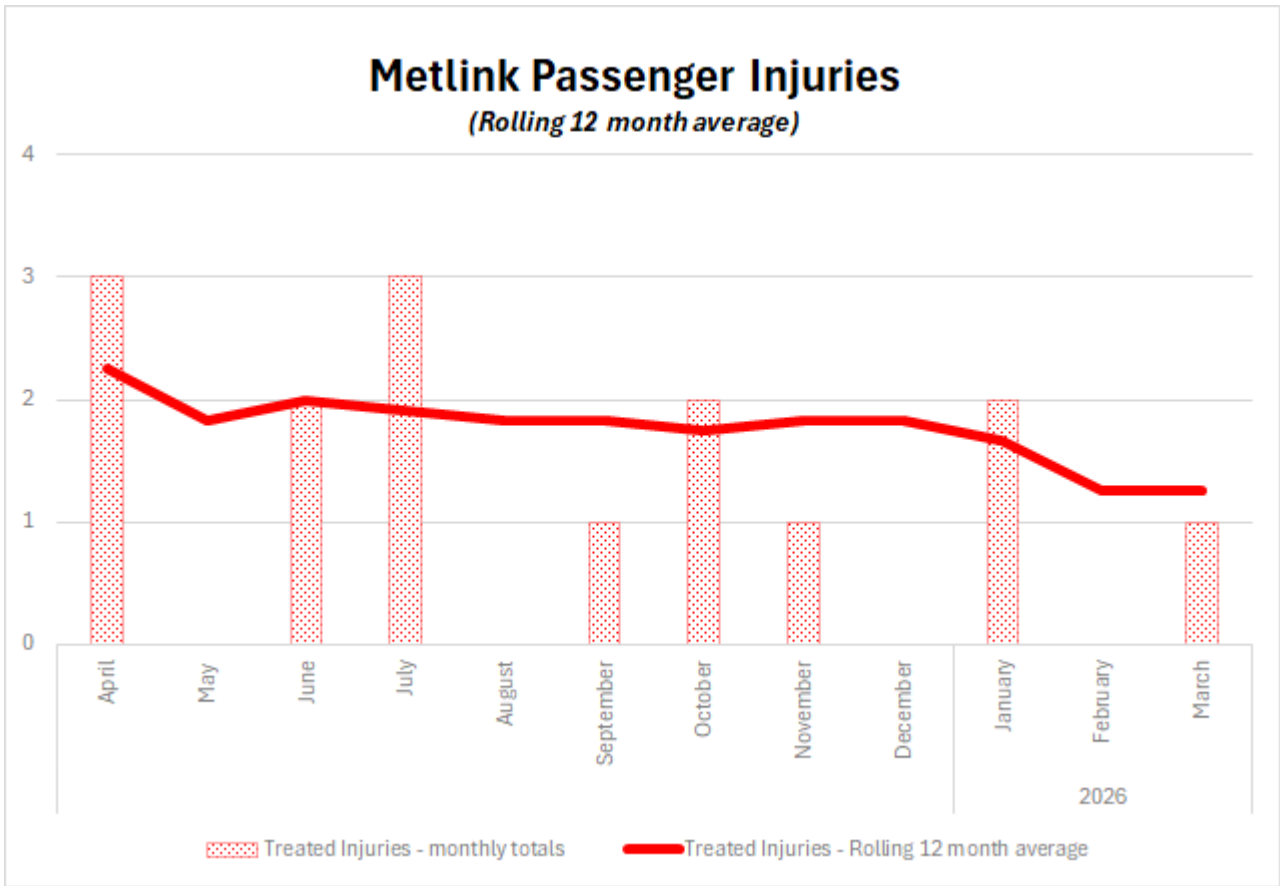
Rail complaints - year to date (Jul - Mar)

	2025/26	2024/25	Change
Hutt Valley	569	739	-23.0%
Kapiti	396	654	-39.4%
Johnsonville	138	107	29.0%
Wairarapa	190	248	-23.4%
General	41	366	-88.8%
Total	1,334	2,114	-36.9%

Health, Safety and Wellbeing

Passenger Injuries

The monthly passenger injuries since April 2025 is shown below, as well as the rolling 12m average. In March, there was 1 reported passenger injury.

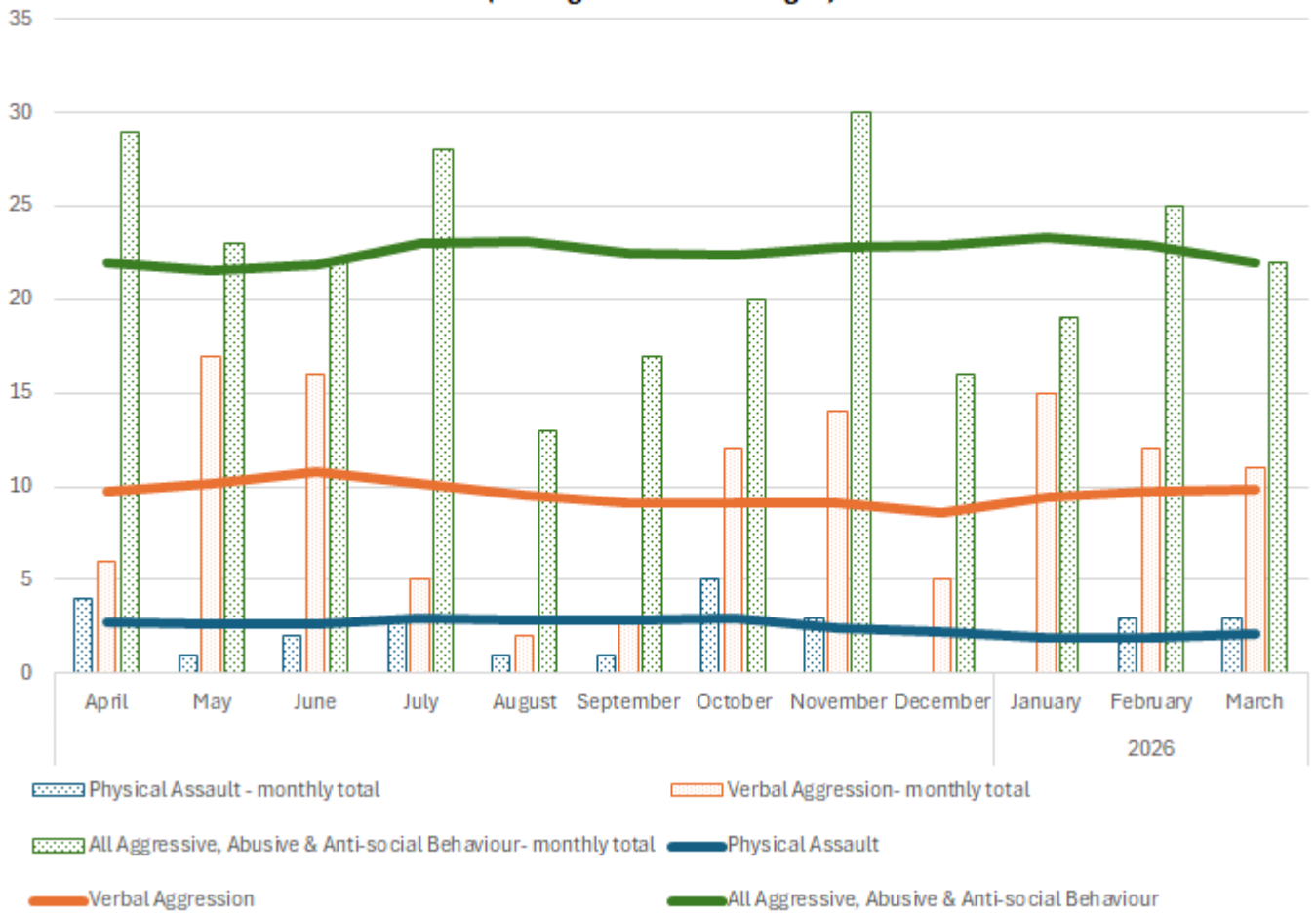


Aggressive & Abusive Behaviour

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

Metlink - Aggressive & Abusive Behaviour Events

(Rolling 12 month averages)



Financial performance

Fare revenue

Bus and rail fare revenue

In March 2026, there was a budget surplus of \$1,209,368 for the month across bus and rail services. The year-to-date budget shortfall for bus and rail fare revenue is \$5,471,645.

The year-to-date fare revenue budget variance is impacted by seasonality, it is expected that the variance should partially recover as the year progresses.

The ferry fare revenue in March was \$138,226.

Fare revenue - current month

	Mar-26	Budget	Excess/Shortfall
Bus	4,753,740	3,982,533	771,207
Rail	4,167,858	3,729,698	438,160
Total	\$ 8,921,599	\$ 7,712,231	\$ 1,209,368

Fare revenue - year to date (Jul - Mar)

	2025/26	Budget	Excess/Shortfall
Bus	34,658,726	35,842,800	-1,184,074
Rail	29,279,709	33,567,280	-4,287,571
Total	\$ 63,938,435	\$ 69,410,080	-\$ 5,471,645