

# Metlink performance report

APRIL 2025



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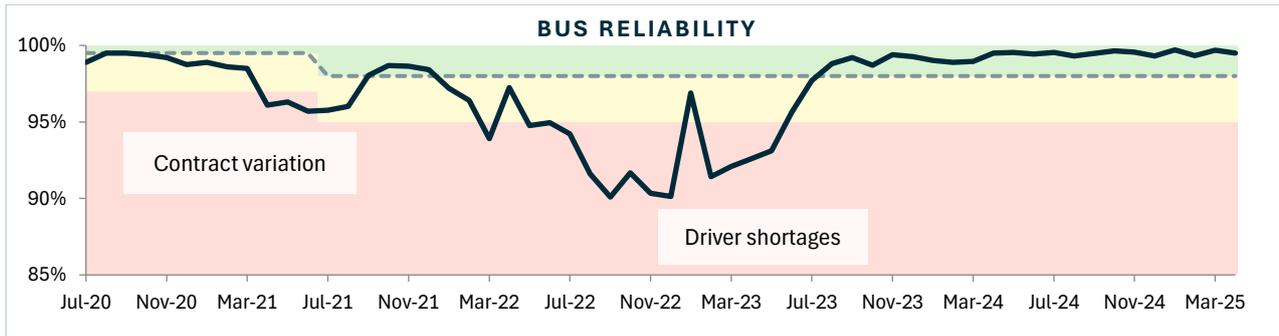
# Partner performance



## Bus operators

### Reliability

The bus reliability measure shows the percentage of scheduled services that ran, as tracked by RTI and Snapper systems. In April, 99.5% 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.



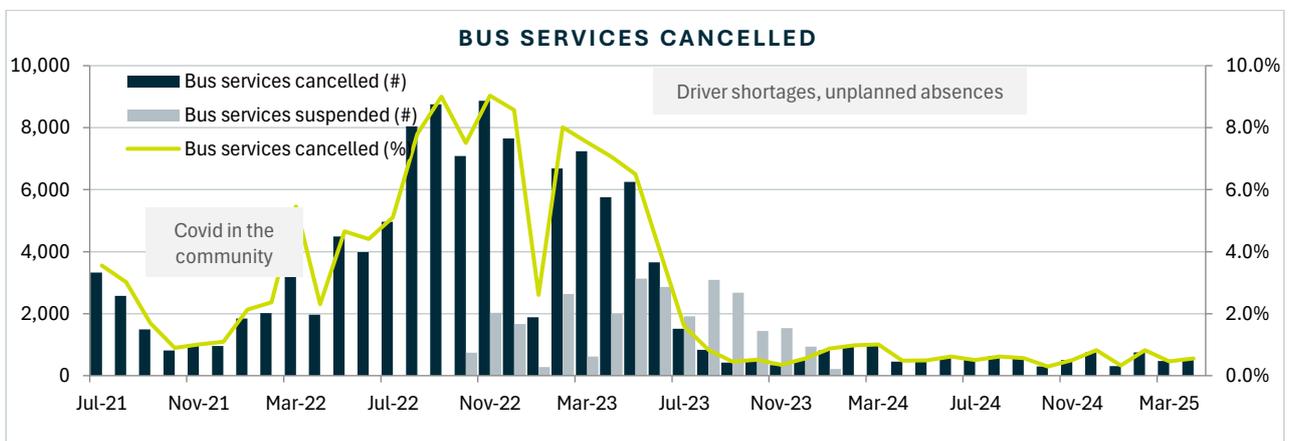
■  $\ge 98\%$ , Meets/exceeds target  
 ■ 98%-95% Needs improvement  
 ■  $< 95\%$  Unsatisfactory

#### Reliability - current month

	Apr-25	Apr-24	Change
Wellington City			
Newlands & Tawa	99.9%	99.5%	0.4%
East, West & City	99.7%	99.8%	-0.1%
North, South, Khandallah & Brooklyn	98.6%	98.8%	-0.2%
Hutt Valley	99.8%	99.9%	0.0%
Porirua	99.3%	98.8%	0.5%
Kapiti	100%	100%	0.0%
Wairarapa	99.8%	98.6%	1.2%
<b>Total</b>	<b>99.5%</b>	<b>99.5%</b>	<b>0.0%</b>

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

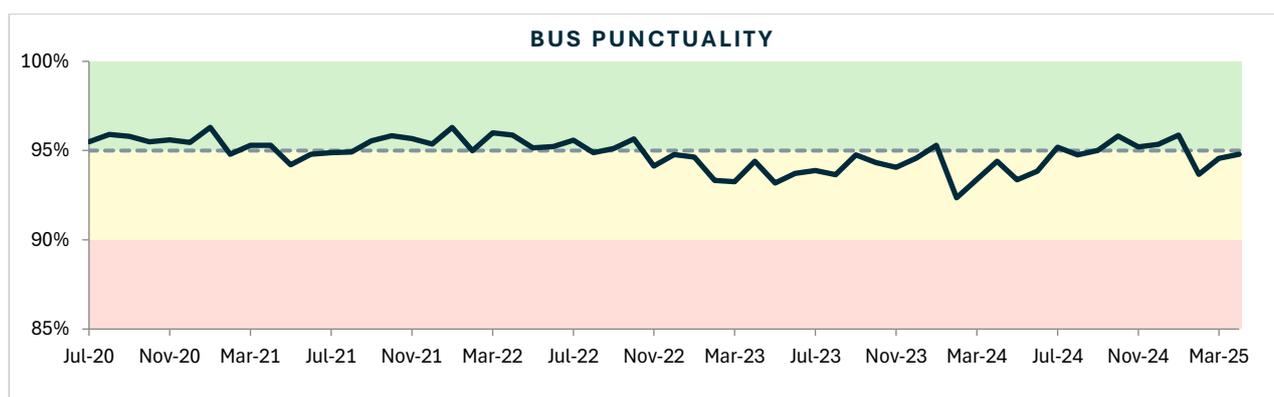
	2024/25	2023/24	Change
Wellington City			
Newlands & Tawa	99.6%	99.3%	0.3%
East, West & City	99.8%	99.8%	0.0%
North, South, Khandallah & Brooklyn	98.9%	97.7%	1.2%
Hutt Valley	99.8%	99.3%	0.5%
Porirua	99.1%	97.3%	1.8%
Kapiti	99.7%	99.5%	0.2%
Wairarapa	99.4%	98.5%	0.9%
<b>Total</b>	<b>99.5%</b>	<b>98.9%</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 94.8% in April and 95.0% 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 Evans Bay Parade and Thorndon Quay. Roadworks at State Highway 2 near Melling and associated traffic congestion had flow on impacts to punctuality across the wider Hutt Valley.



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

### Punctuality - current month

	Apr-25	Apr-24	Change
Wellington City			
Newlands & Tawa	96.8%	96.9%	-0.1%
East, West & City	95.9%	94.8%	1.1%
North, South, Khandallah & Brooklyn	92.9%	93.1%	-0.2%
Hutt Valley	92.9%	94.1%	-1.2%
Porirua	97.1%	96.1%	1.0%
Kāpiti	97.1%	94.1%	3.0%
Wairarapa	91.2%	86.2%	5.0%
<b>Total</b>	<b>94.8%</b>	<b>94.4%</b>	<b>0.4%</b>

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

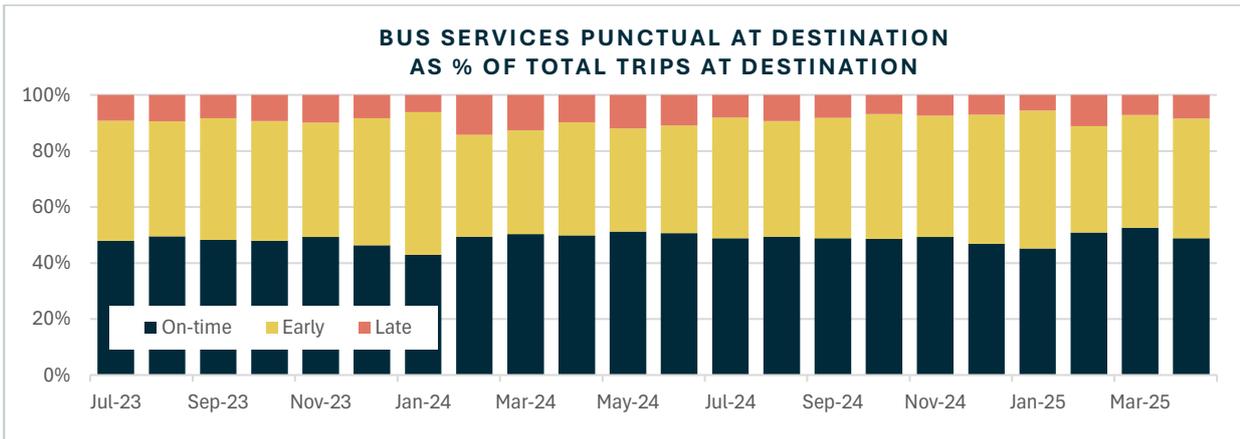
	2024/25	2023/24	Change
Wellington City			
Newlands & Tawa	95.9%	95.5%	0.4%
East, West & City	96.0%	95.4%	0.6%
North, South, Khandallah & Brooklyn	93.0%	91.2%	1.8%
Hutt Valley	94.2%	94.2%	0.0%
Porirua	96.8%	95.3%	1.5%
Kāpiti	96.7%	93.3%	3.4%
Wairarapa	93.1%	90.7%	2.4%
<b>Total</b>	<b>95.0%</b>	<b>94.1%</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 April, 48.8% of bus services recorded at destination arrived on time, with a further 42.7% arriving more than one minute early, while 8.5% of services arrived more than five minutes late.



#### Punctuality at destination - current month

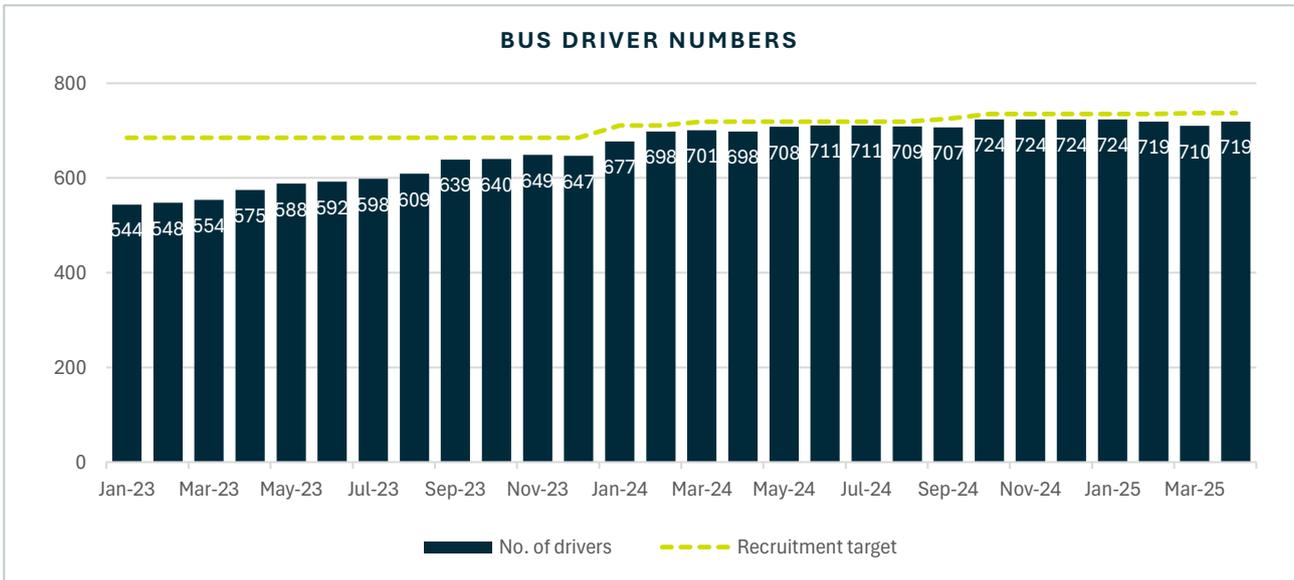
	Apr-25	Apr-24	Change
On-time	48.8%	49.9%	-1.1%
Early	42.7%	40.3%	2.4%
Late	8.5%	9.8%	-1.3%

#### Punctuality at destination - year to date (Jul - April)

	2024/25	2023/24	Change
On-time	48.8%	48.2%	0.6%
Early	42.1%	42.0%	0.1%
Late	9.1%	9.8%	-0.7%

## 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 737 drivers required to run the network.



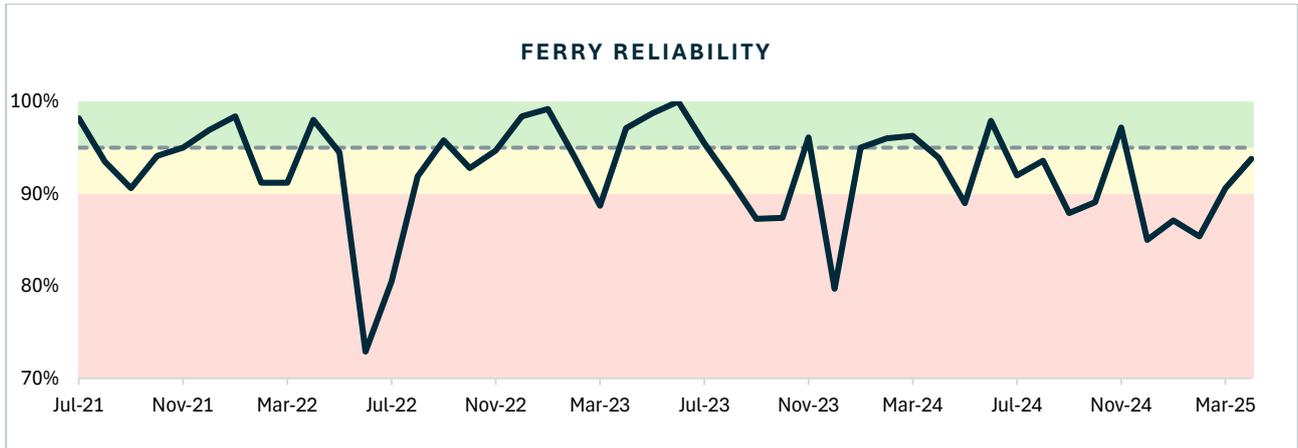


# Ferry operator

## Reliability

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

Reliability for April was 93.8%, compared to 93.9% for the same month last year. There were 34 weather-related cancellations this month, and 12 non-weather-related cancellations.



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

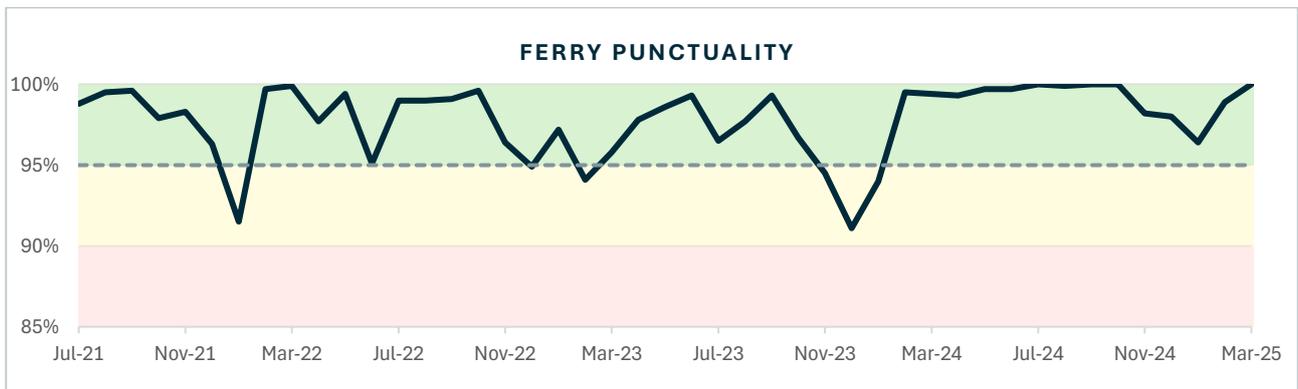
### Reliability - current month

	Apr-25	Apr-24	% Change
Total	93.8%	93.9%	-0.1%

## Punctuality

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

Punctuality for April was 98%, compared to 99.3% for the same month last year.



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

### Punctuality - current month

	Apr-25	Apr-24	% Change
Total	98.0%	99.3%	-1.3%



# 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.

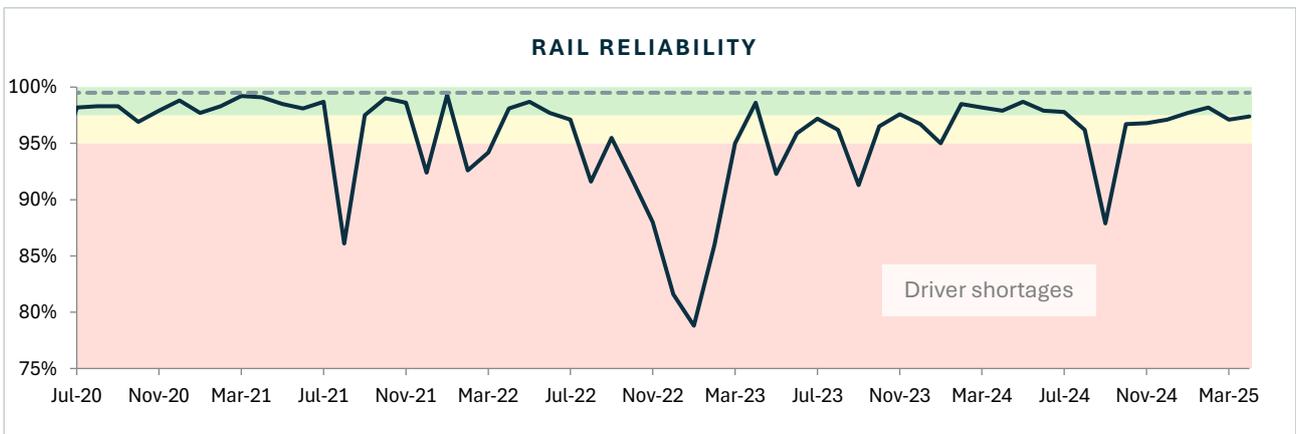
Rail service reliability was 97.4% in April and 96.2% for the year to date.

TSRs on the Kāpiti Line continue to impact services leading to some early terminations at Paraparaumu.

In April, the Wairarapa line experienced significant disruption due to staff shortages, with the weekday 3:38pm departure from Masterton, and the 6:18pm departure from Wellington; and the Friday-only 10.25pm departure from Wellington services being replaced by bus.

All services on the Johnsonville Line were bus replaced for two weeks and the Hutt Valley Line for 10 days over the Easter/ ANZAC period – this was to enable KiwiRail to carry out major network renewals works

Staff sickness affected 0.2% of services.



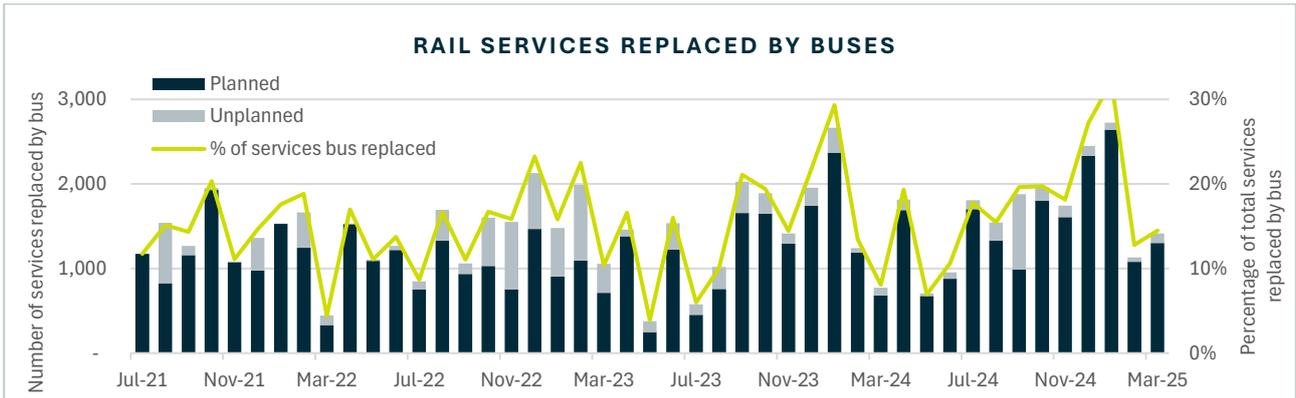
### Reliability - current month

	Apr-25	Apr-24	Change
Hutt Valley	97.7%	97.9%	-0.2%
Johnsonville	99.1%	99.0%	0.1%
Kapiti	97.5%	97.4%	0.1%
Wairarapa	74.7%	93.5%	-18.8%
<b>Total</b>	<b>97.4%</b>	<b>97.9%</b>	<b>-0.5%</b>

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

	2024/25	2023/24	Change
Hutt Valley	96.7%	97.5%	-0.8%
Johnsonville	97.6%	96.3%	1.3%
Kapiti	95.4%	97.0%	-1.6%
Wairarapa	85.8%	93.0%	-7.2%
<b>Total</b>	<b>96.2%</b>	<b>96.9%</b>	<b>-0.7%</b>

In April, 31.7% of rail services were replaced by buses, compared to 14.5% the previous month.



In April, there were 8783 rail trips run, carrying 819,378 passengers.

## Punctuality

Punctuality continues to be impacted by a high level of speed restrictions across the network, particularly on the Kāpiti and Wairarapa Lines. Following the work that KiwiRail undertook over the Easter/ANZAC period, a large amount of speed restrictions were removed on the Wairarapa Line which will bring improvements to punctuality on the line. Speed restrictions are put in place to help keep everyone safe while KiwiRail are working on maintaining the line.



### Punctuality - current month

	Apr-25	Apr-24	Change
Hutt Valley	81.1%	91.6%	-10.5%
Johnsonville	92.6%	96.0%	-3.4%
Kapiti	79.9%	82.8%	-2.9%
Wairarapa	42.7%	22.8%	19.9%
<b>Total</b>	<b>82.6%</b>	<b>88.1%</b>	<b>-5.5%</b>

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

	2024/25	2023/24	Change
Hutt Valley	86.7%	88.7%	-2.0%
Johnsonville	94.8%	96.0%	-1.2%
Kapiti	70.3%	85.3%	-15.0%
Wairarapa	40.2%	26.6%	13.6%
<b>Total</b>	<b>82.4%</b>	<b>87.8%</b>	<b>-5.4%</b>

# Rail network owner

## Commentary

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*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.*

### **April Commentary**

April performance decreased slightly for both Punctuality and Reliability on the previous month. The decrease in Punctuality was predominately due to TSRs on the Kāpiti Line, Hutt Valley and Wairarapa Line continuing to be over KPI throughout most of the month.

Asset renewal works completed during Easter/ANZAC Block of Line included Bridge 4 work, Rerails and slope stability work on the NIMT, Rerails, Turnout renewals & slope stability sites on the Johnsonville Line, 77 points renewal at Taita, a turnout renewal at Woburn, a rerailed on Bridge 28 at Pomare and a Track relay at Manor Park on the Hutt Valley Line.

Following the successful Block of Line, 2 TSRs on the NIMT, and 8 TSRs on the Wairarapa Line were lifted and significantly improved the punctuality at the end of the month, with the NIMT, Hutt Valley and Wairarapa Lines becoming under KPI. This included the TSR in the Remutaka Tunnel with a return to line speed.

On 5 April 2025, Signals 694 and 832 blacked out in Tunnel 2 on the NIMT. This was a result of a faulty cable with the technician completing a temporary fix, this led to six services being bus replaced, and 14 services delayed.

On 11 April 2025 in the afternoon peak Signal 134 at Taita was unable to be cleared by Train control. On arrival Signal Tech could find no reason for the fault and the Signal was working correctly at the time. Three services were cancelled and 13 delayed while this fault was investigated.

### **Network Availability**

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

### **Maintenance Compliance**

Maintenance is 100% compliant across both Track and STTE.

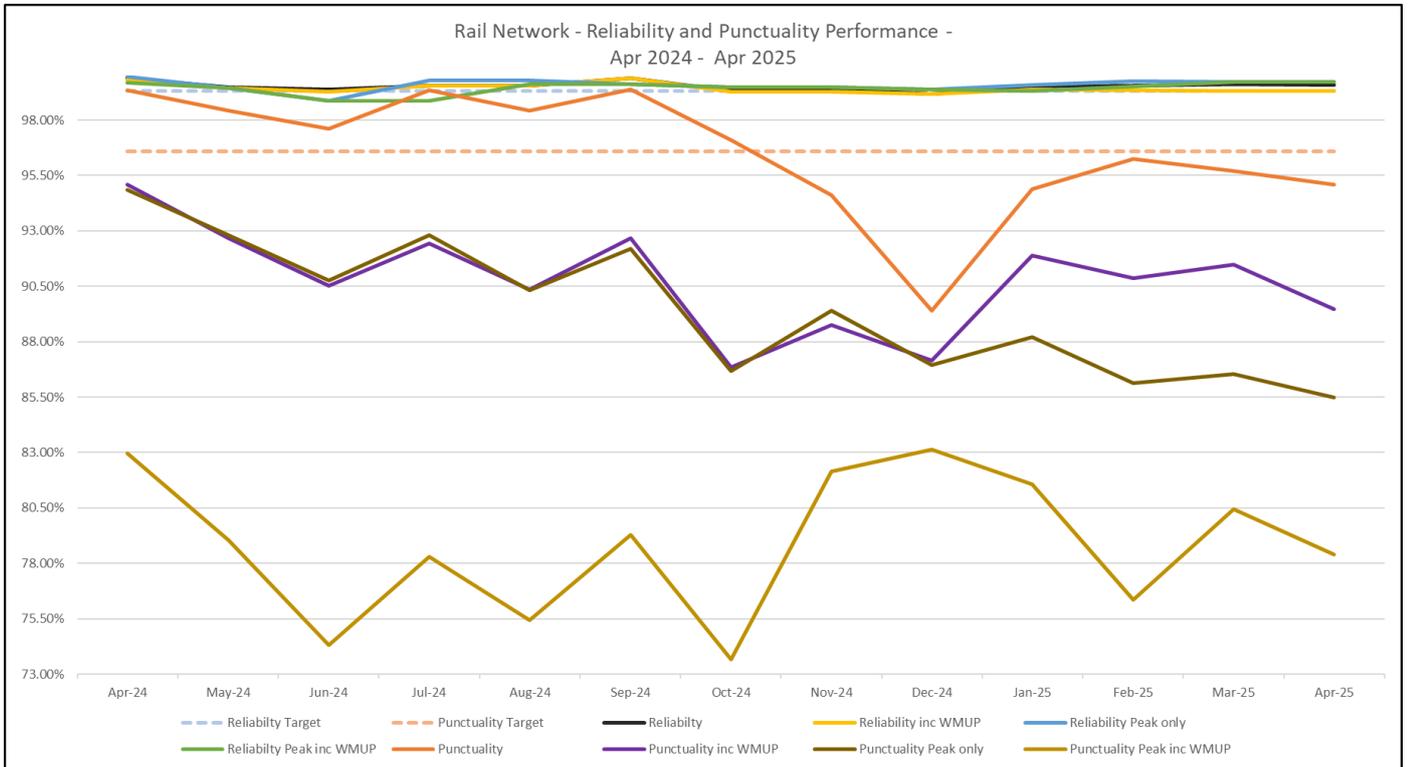
## Maintenance Backlog

Four Signals maintenance work orders remain open, all awaiting materials.

## Health and Safety (HSE)

30 Zero Harm Free Days in April.

Graph showing Network Punctuality and reliability performance trends



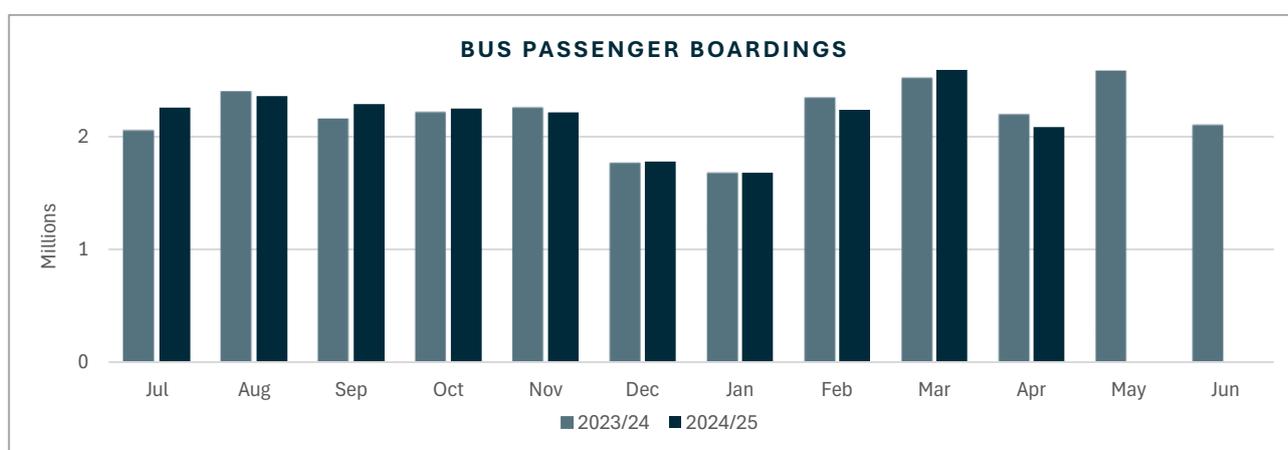
# Operational performance

## 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

April bus passenger boardings were 4.5% lower than the same month last year, and 0.9% higher for the year to date.



#### Boardings by area - current month

	Apr-25	Apr-24	% Change
Wellington	1,550,906	1,637,061	-5.3%
Hutt Valley	392,899	401,657	-2.2%
Porirua	81,166	80,346	1.0%
Kāpiti	50,022	51,967	-3.7%
Wairarapa	11,523	13,032	-11.6%
<b>Total</b>	<b>2,086,516</b>	<b>2,184,063</b>	<b>-4.5%</b>

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

	2024/25	2023/24	% Change
Wellington	16,092,050	15,949,956	0.9%
Hutt Valley	4,090,738	4,074,341	0.4%
Porirua	832,544	772,351	7.8%
Kāpiti	538,393	547,805	-1.7%
Wairarapa	123,711	135,366	-8.6%
<b>Total</b>	<b>21,677,436</b>	<b>21,479,819</b>	<b>0.9%</b>

## Rail passenger boardings

April rail passenger boardings were 11.4% lower than the same month last year, and 8.2% lower for the year to date.



Boardings by line - current month

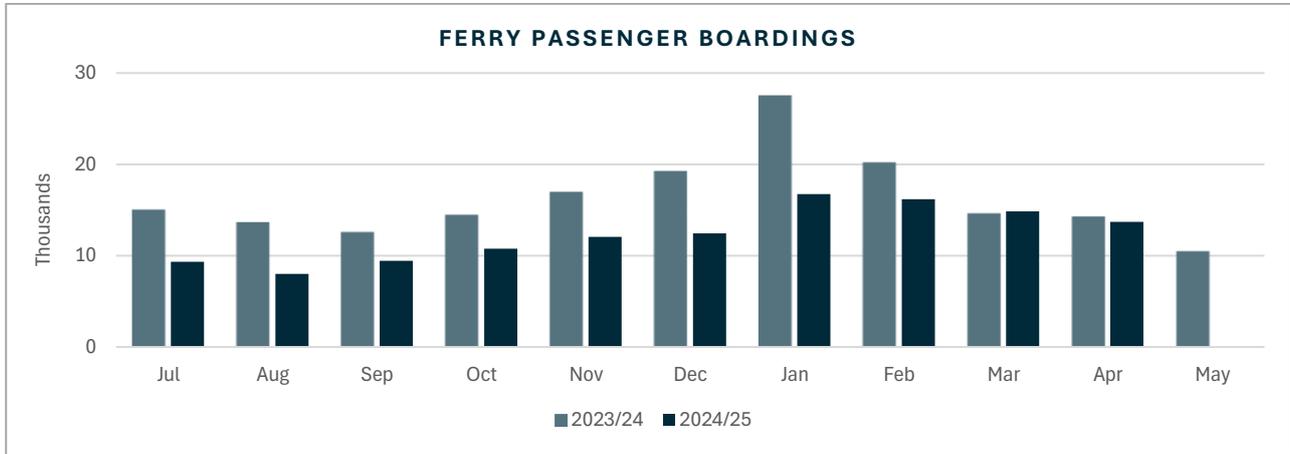
	Apr-25	Apr-24	% Change
Hutt Valley	370,951	399,745	-7.2%
Kapiti	330,091	378,649	-12.8%
Johnsonville	80,322	95,508	-15.9%
Wairarapa	38,014	50,818	-25.2%
<b>Total</b>	<b>819,378</b>	<b>924,720</b>	<b>-11.4%</b>

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

	2024/25	2023/24	% Change
Hutt Valley	3,795,743	4,009,142	-5.3%
Kapiti	3,492,426	3,827,407	-8.8%
Johnsonville	895,340	1,045,184	-14.3%
Wairarapa	429,622	503,280	-14.6%
<b>Total</b>	<b>8,613,131</b>	<b>9,385,013</b>	<b>-8.2%</b>

## Ferry passenger boardings

Ferry boardings show a decrease of 4% on the same month last year, and a decrease of 26.7% for the year to date. This month we saw several cancellations across the month; 34 of those cancellations were due to weather related disruption, and 12 cancellations were due to mechanical issues.



### Boardings - current month

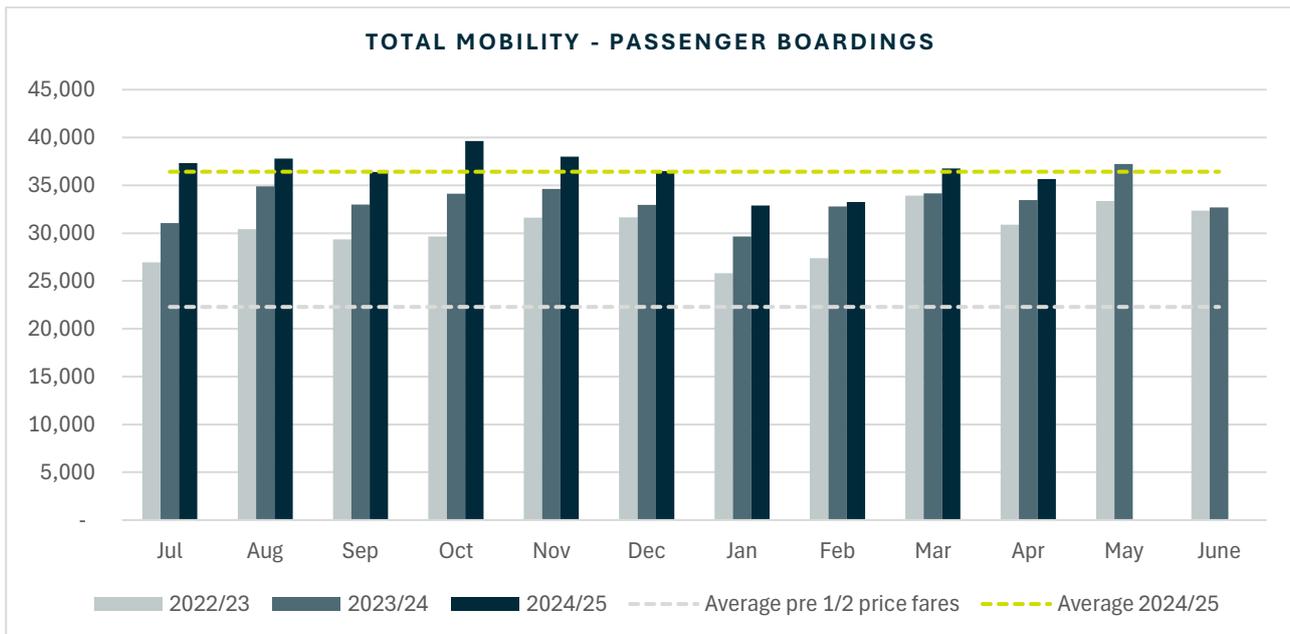
	Apr-25	Apr-24	% Change
Total	13,711	14,277	-4.0%

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

	2024/25	2023/24	% Change
Total	123,473	168,447	-26.7%

## Te Hunga Whaikaha Total Mobility passenger boardings

In April there were 35,673 Te Hunga Whaikaha Total Mobility trips, an increase of 6.63% 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.

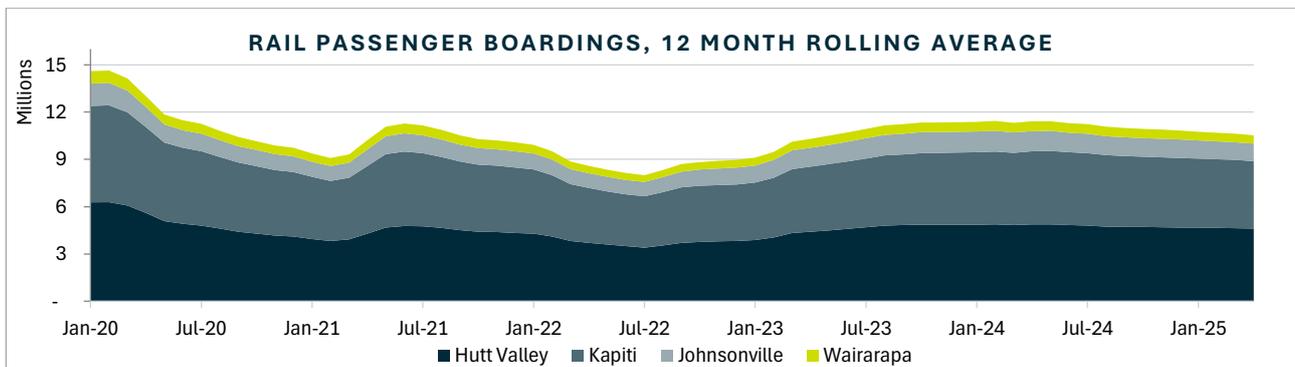
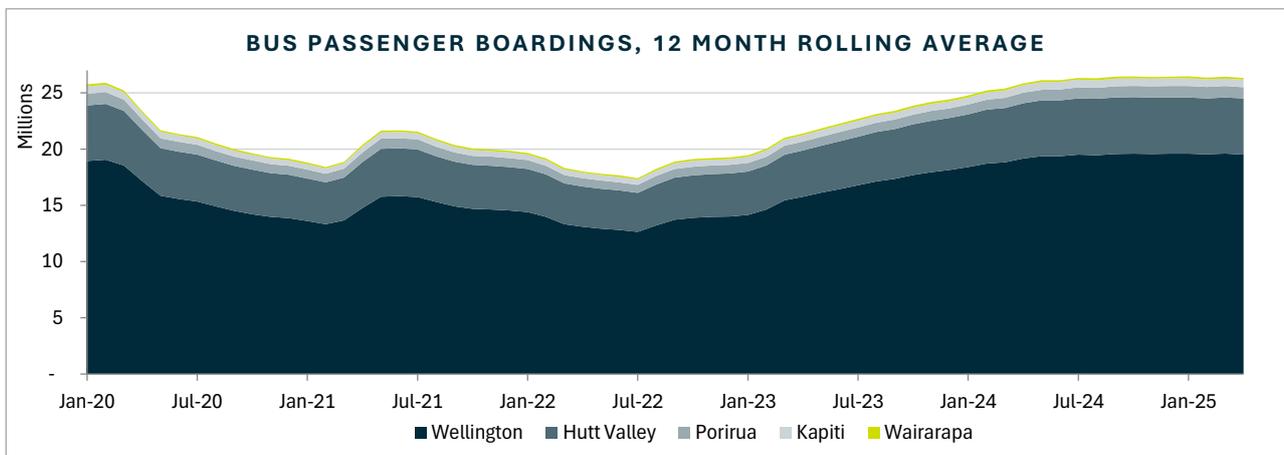
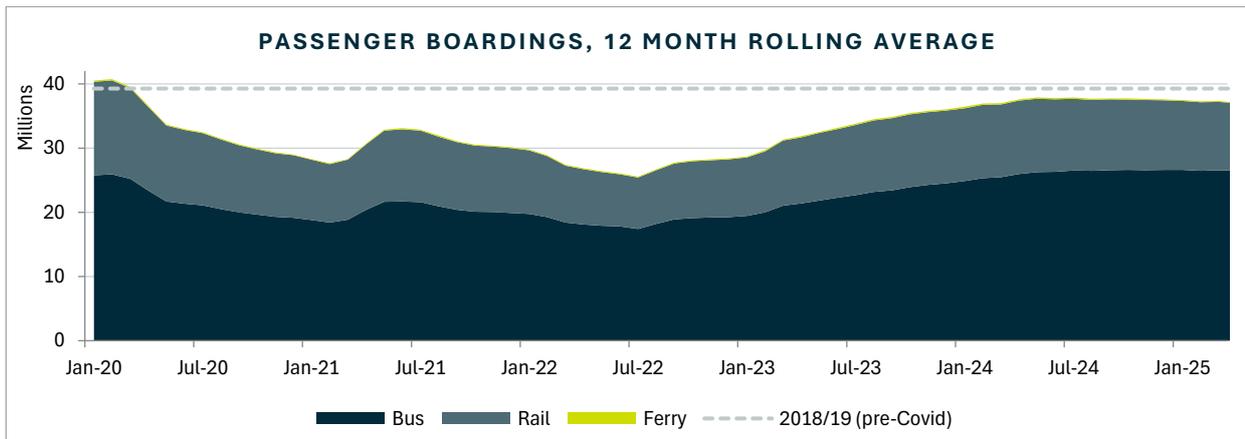


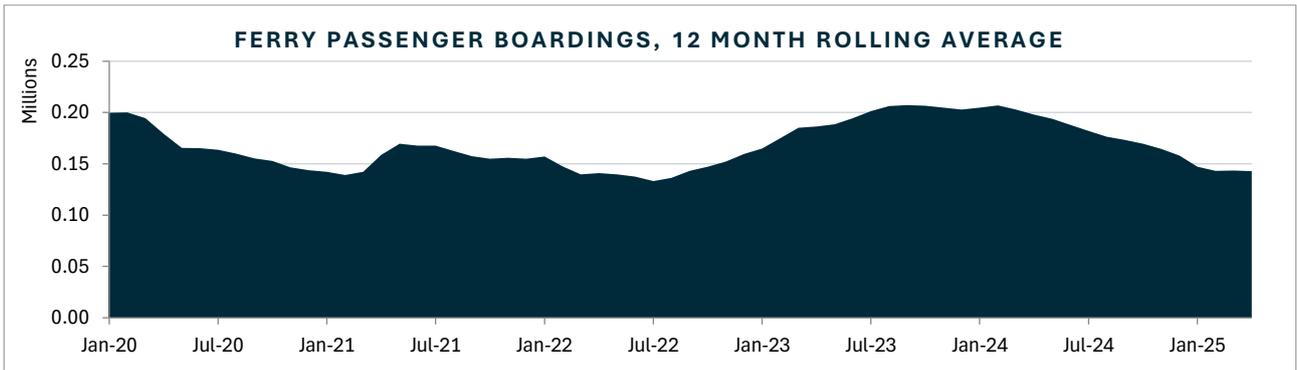
## Passenger boardings trend – 12 month rolling totals

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 2025, the column is total boardings for February 2024 to January 2025). 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.

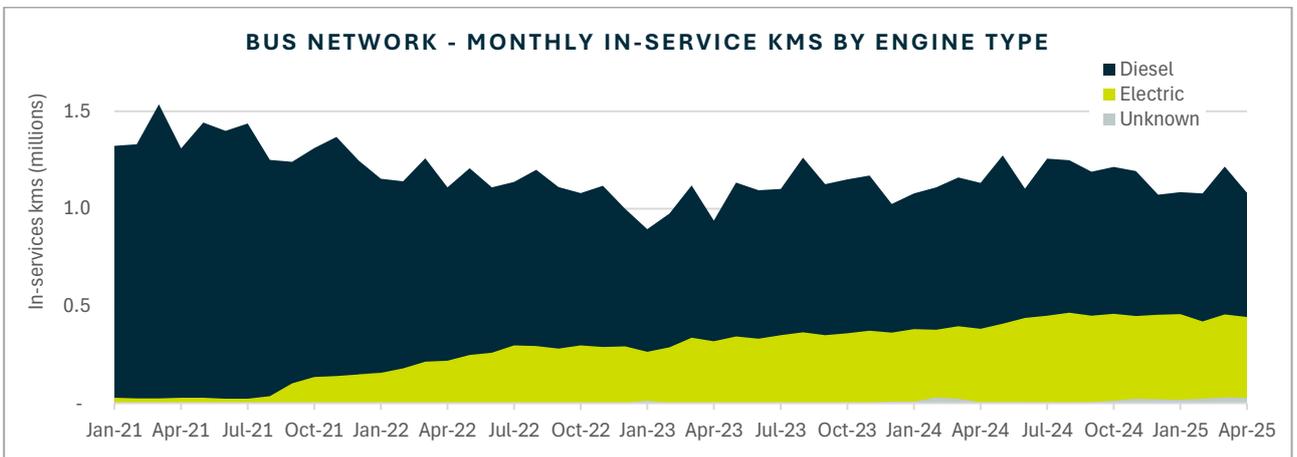




## Bus emissions

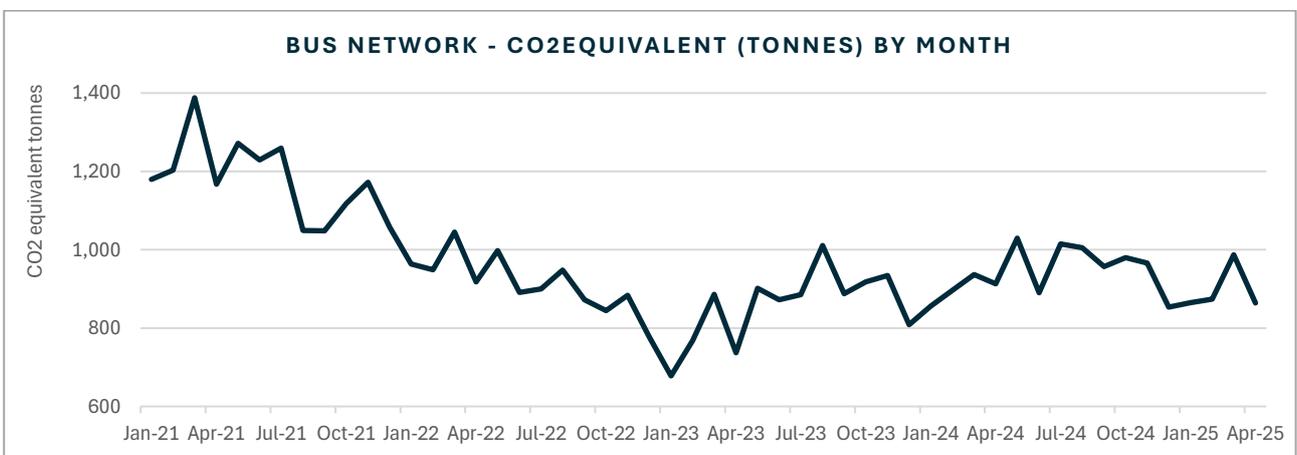
### In-service kilometres by engine type

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

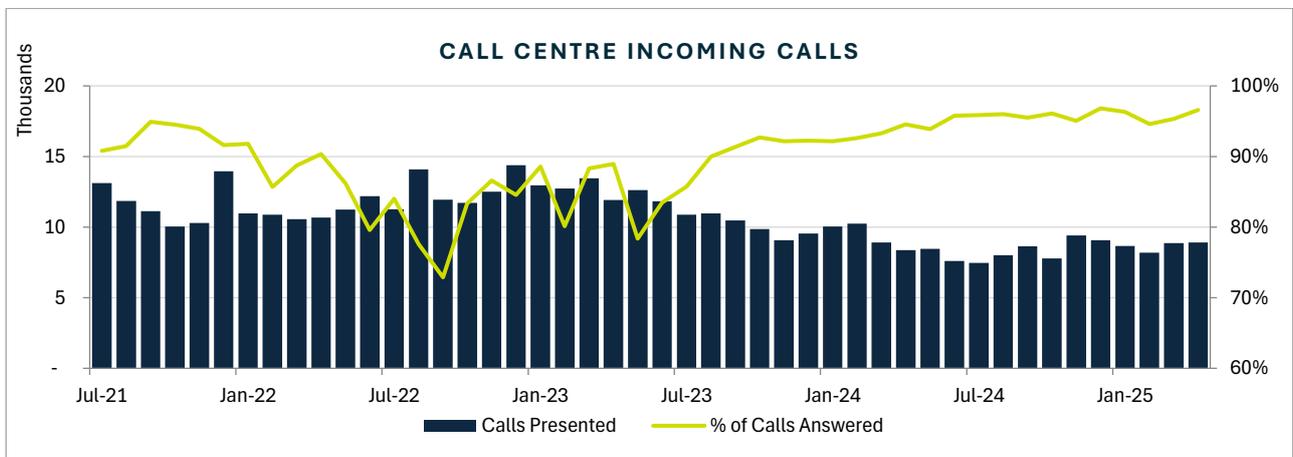
The table below shows the number of vehicles by engine type that ran bus network services in the Greater Wellington region in April 2025.

Engine type	Count
Electric	97
EURO3	45
EURO4	17
EURO5	69
EURO6	211
Unknown	10
<b>Total</b>	<b>449</b>

## Customer contact

### Call centre incoming calls

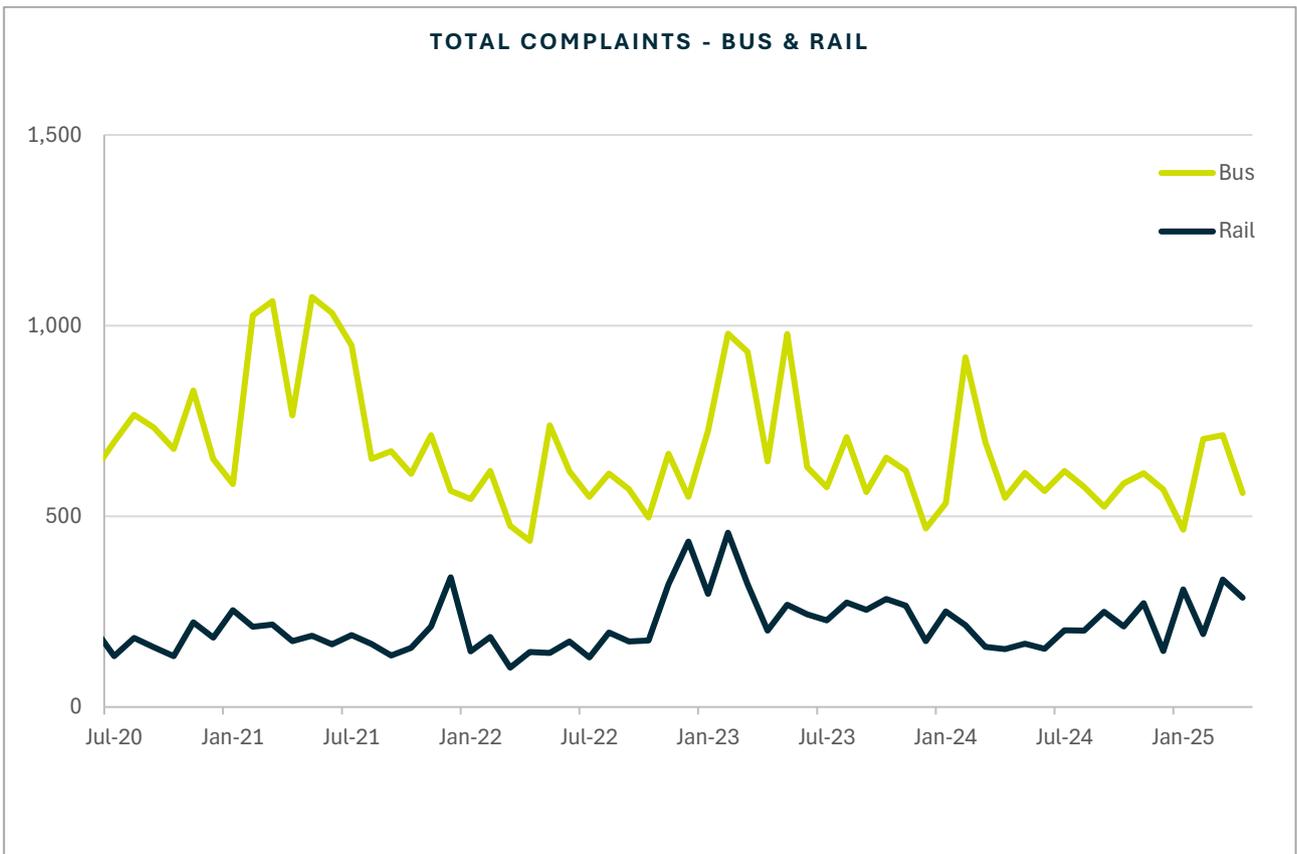
Metlink answered 96.6% of the 8907 calls received in April 2025.



## Complaints

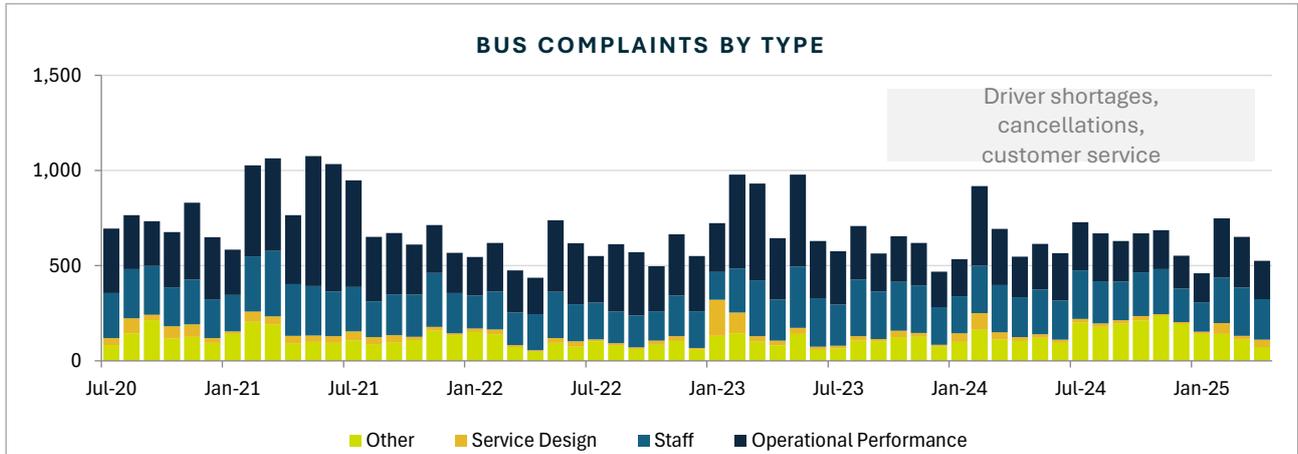
### Complaints volume

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.



## Bus complaints

Bus complaints for the month were 2.2% higher than April last year, and 5.6% lower for the year to date. Complaint levels remain consistent. They relate mostly to customer service and driver behaviour.



### Bus complaints - current month

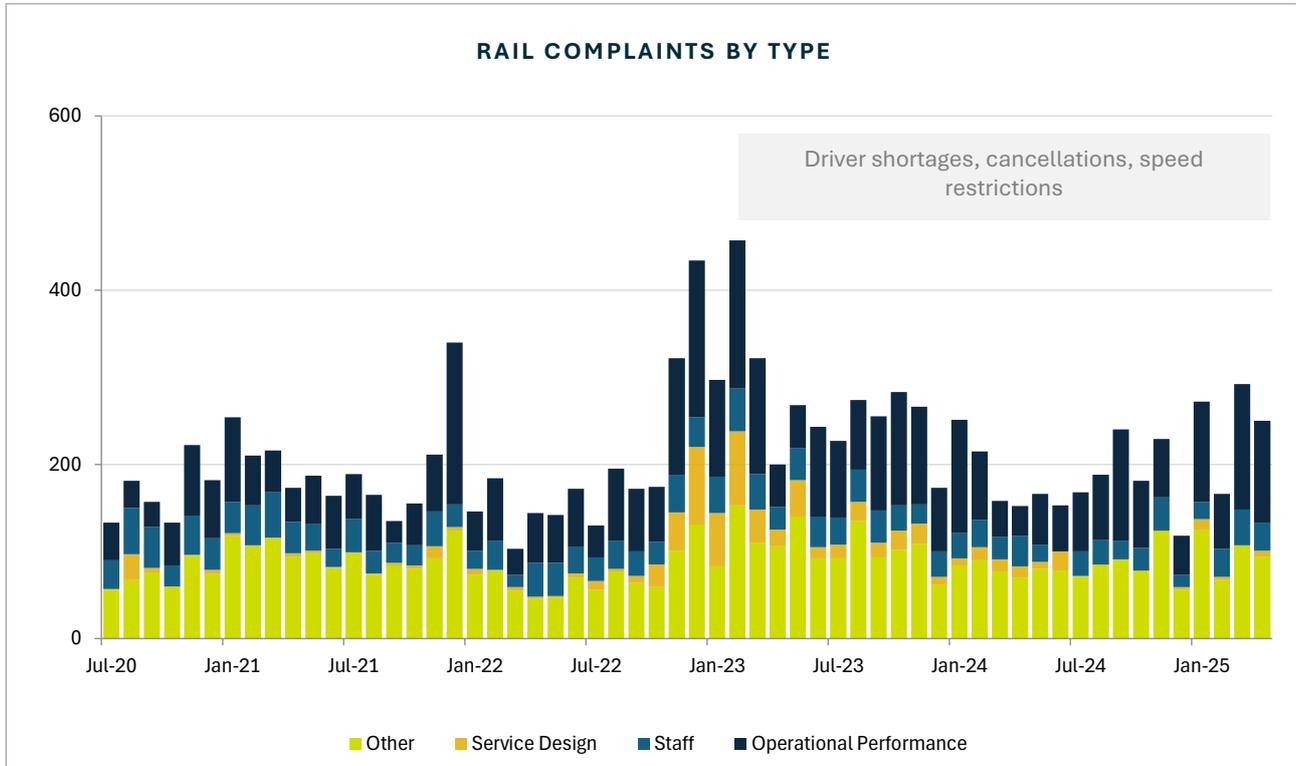
	Apr-25	Apr-24	Change
Wellington			
Newlands, Tawa	24	42	-42.9%
East-West, City	192	162	18.5%
North-south, Khandallah, Brooklyn	166	148	12.2%
Hutt Valley	133	149	-10.7%
Porirua	19	17	11.8%
Kāpiti	17	22	-22.7%
Wairarapa	10	9	11.1%
<b>Total</b>	<b>561</b>	<b>549</b>	<b>2.2%</b>

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

	2024/25	2023/24	Change
Wellington			
Newlands, Tawa	435	378	15.1%
East-West, City	2,016	1,872	7.7%
North-south, Khandallah, Brooklyn	1,732	1,893	-8.5%
Hutt Valley	1,282	1,547	-17.1%
Porirua	237	317	-25.2%
Kāpiti	169	205	-17.6%
Wairarapa	61	72	-15.3%
<b>Total</b>	<b>5,932</b>	<b>6,284</b>	<b>-5.6%</b>

## Rail complaints

Rail complaints decreased slightly this month. The received complaints can mainly be attributed to the Staff shortages on the Wairarapa Line and bus replacements, although significantly less negative feedback was received for this year's Easter/ANZAC shutdown than we have seen in previous years.



### Rail complaints - current month

	Apr-25	Apr-24	Change
Hutt Valley	113	40	182.5%
Kāpiti	79	41	92.7%
Johnsonville	22	13	69.2%
Wairarapa	41	16	156.3%
General	32	42	-23.8%
<b>Total</b>	<b>287</b>	<b>152</b>	<b>88.8%</b>

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

	2024/25	2023/24	Change
Hutt Valley	852	760	12.1%
Kāpiti	733	705	4.0%
Johnsonville	129	127	1.6%
Wairarapa	289	309	-6.5%
General	398	353	12.7%
<b>Total</b>	<b>2,401</b>	<b>2,254</b>	<b>6.5%</b>

# Financial performance

## Fare revenue

### Bus and rail fare revenue

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In April 2025, there was a budget shortfall of \$1,972,532 for the month across bus and rail services. The year-to-date budget shortfall is \$15.05 million.

There are several factors contributing to the year-to-date fare revenue budget shortfall, including:

- a. the budget being phased evenly across the year
- b. lower patronage on rail – which has higher fares revenue collection and lower average fare payments for the network overall.

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

	Apr-25	Budget	Excess/Shortfall
Bus	3,335,931	3,861,872	- 525,941
Rail	2,739,581	4,186,172	- 1,446,591
<b>Total</b>	<b>\$ 6,075,512</b>	<b>\$ 8,048,044</b>	<b>-\$ 1,972,532</b>

**Fare revenue - year to date (Jul - April)**

	2024/25	Budget	Excess/Shortfall
Bus	35,400,244	38,618,716	- 3,218,471
Rail	30,029,029	41,861,723	- 11,832,694
<b>Total</b>	<b>\$ 65,429,274</b>	<b>\$ 80,480,439</b>	<b>-\$ 15,051,165</b>