

Metlink performance report

JUNE 2025



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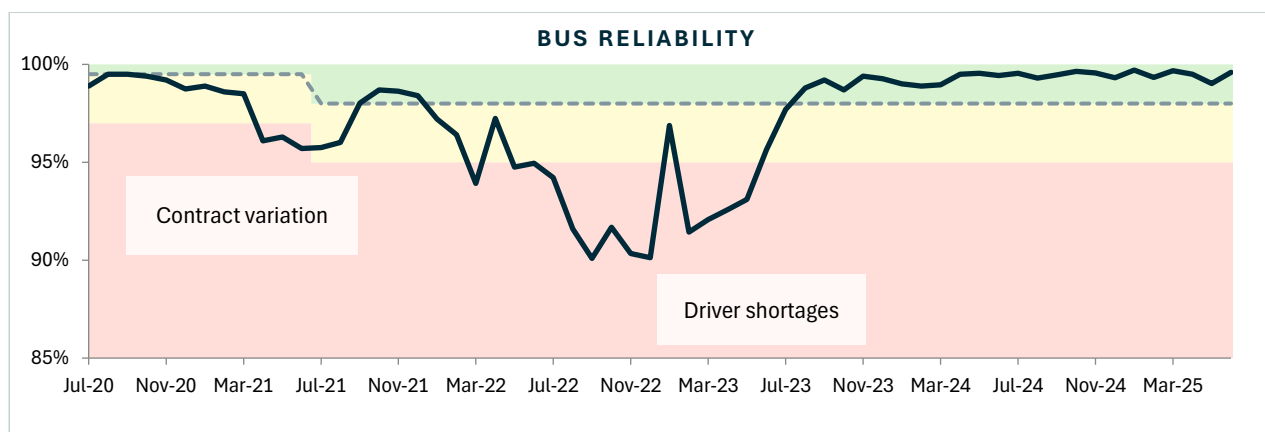
Partner performance



Bus operators

Reliability

The bus reliability measure shows the percentage of scheduled services that ran, as tracked by RTI and Snapper systems. In June, 99.6% of bus services were delivered, and 99.5% for the full year to 30 June. Reliability this month continues to reflect stable driver numbers and retention rates.



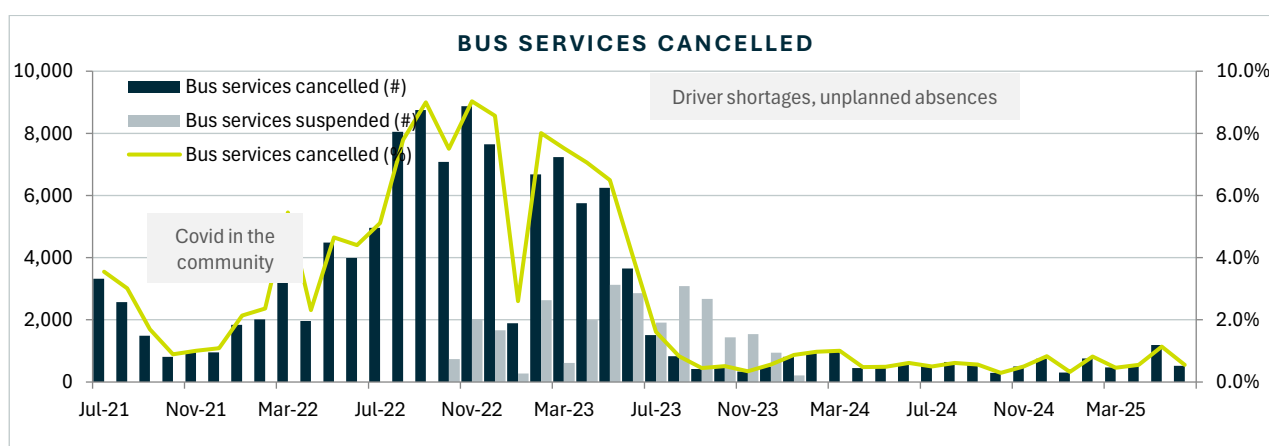
■ ≥98%, Meets/exceeds target
 ■ 98%-95% Needs improvement
 ■ <95% Unsatisfactory

Reliability - current month

	Jun-25	Jun-24	Change
Wellington City			
Newlands & Tawa	99.9%	99.2%	0.7%
East, West & City	99.9%	99.8%	0.1%
North, South, Khandallah & Brooklyn	98.7%	98.6%	0.1%
Hutt Valley	99.8%	99.6%	0.2%
Porirua	99.4%	99.4%	0.0%
Kapiti	99.9%	100.0%	-0.1%
Wairarapa	100.0%	99.1%	0.9%
Total	99.6%	99.4%	0.1%

Reliability - year end (Jul - June)

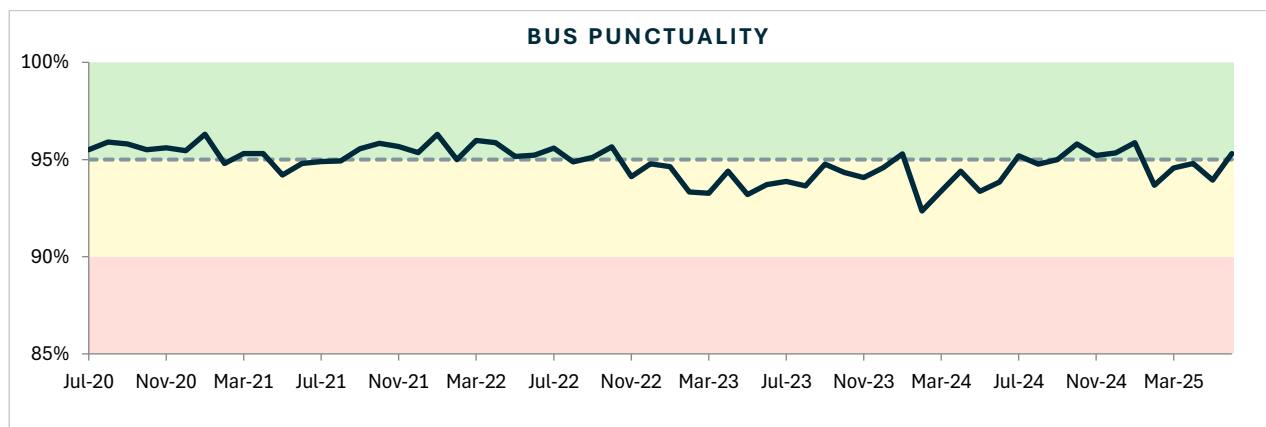
	2024/25	2023/24	Change
Wellington City			
Newlands & Tawa	99.7%	99.2%	0.5%
East, West & City	99.7%	99.8%	-0.1%
North, South, Khandallah & Brooklyn	98.8%	97.9%	0.9%
Hutt Valley	99.8%	99.4%	0.4%
Porirua	99.1%	97.6%	1.5%
Kapiti	99.7%	99.6%	0.1%
Wairarapa	99.5%	98.7%	0.8%
Total	99.5%	99.0%	0.5%



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 95.3% in June and 95.0% for the full year to 30 June. Punctuality this month has been impacted by traffic congestion in the usual places across the region, and various roadworks sites.



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

Punctuality - current month

	Jun-25	Jun-24	Change
Wellington City			
Newlands & Tawa	96.3%	96.0%	0.3%
East, West & City	96.4%	94.8%	1.6%
North, South, Khandallah & Brooklyn	93.3%	91.5%	1.8%
Hutt Valley	94.2%	93.2%	1.1%
Porirua	97.1%	95.9%	1.2%
Kapiti	97.1%	94.3%	2.8%
Wairarapa	94.0%	89.3%	4.7%
Total	95.3%	93.8%	1.5%

Punctuality - year end (Jul - June)

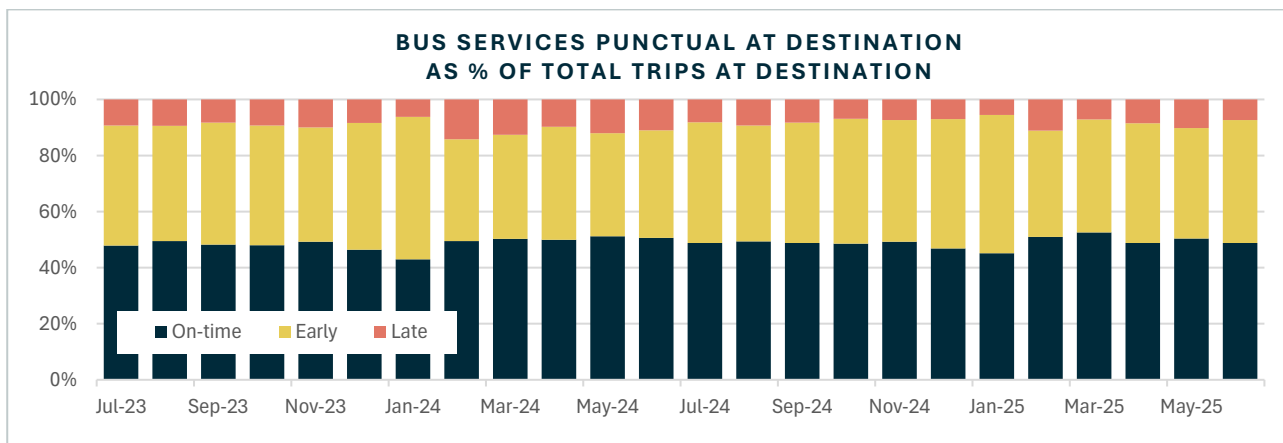
	2024/25	2023/24	Change
Wellington City			
Newlands & Tawa	95.9%	95.5%	0.4%
East, West & City	95.9%	95.2%	0.7%
North, South, Khandallah & Brooklyn	92.9%	91.3%	1.6%
Hutt Valley	94.0%	94.0%	0.0%
Porirua	96.8%	95.4%	1.4%
Kapiti	96.7%	93.4%	3.3%
Wairarapa	93.1%	90.3%	2.8%
Total	95.0%	94.0%	1.0%

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 June, 48.8% of bus services recorded at destination arrived on time, with a further 43.8% arriving more than one minute early, while 7.3% of services arrived more than five minutes late.



Punctuality at destination - current month

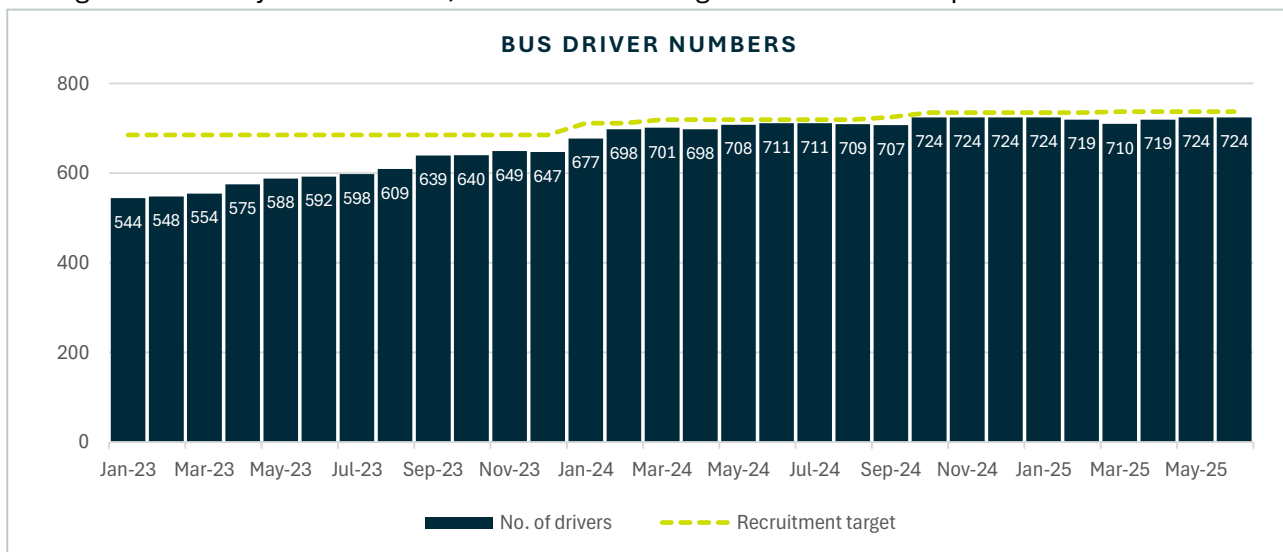
	Jun-25	Jun-24	Change
On-time	48.8%	50.7%	-1.8%
Early	43.8%	38.4%	5.4%
Late	7.3%	11.0%	-3.6%

Punctuality at destination - year end (Jul - June)

	2024/25	2023/24	Change
On-time	48.9%	48.7%	0.2%
Early	42.0%	41.2%	0.8%
Late	9.1%	10.1%	-1.0%

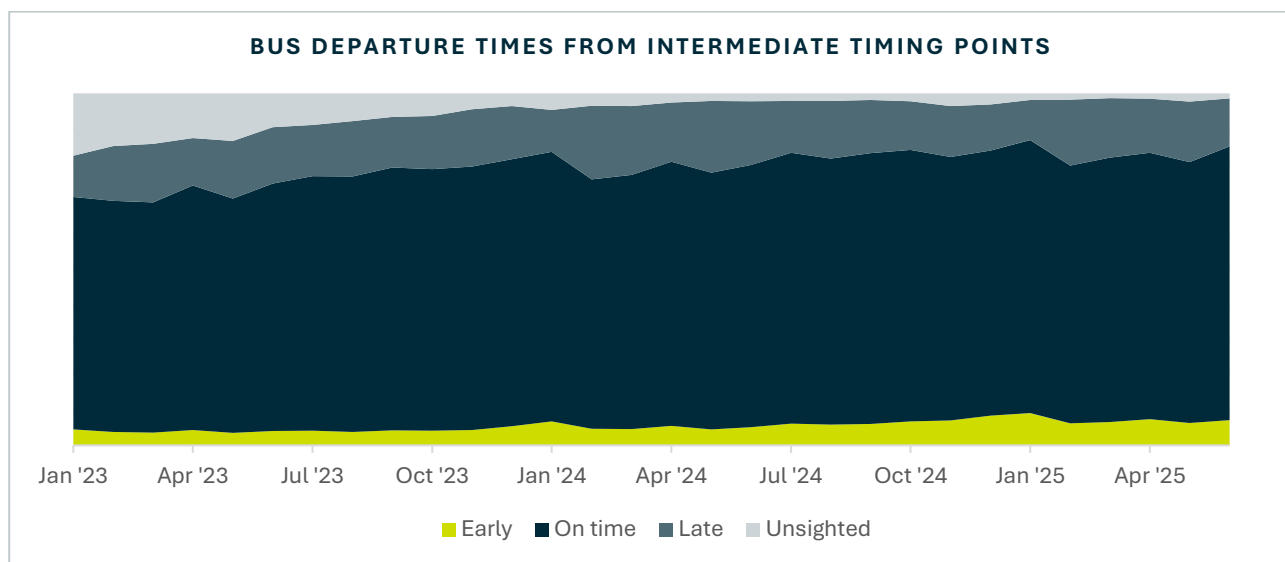
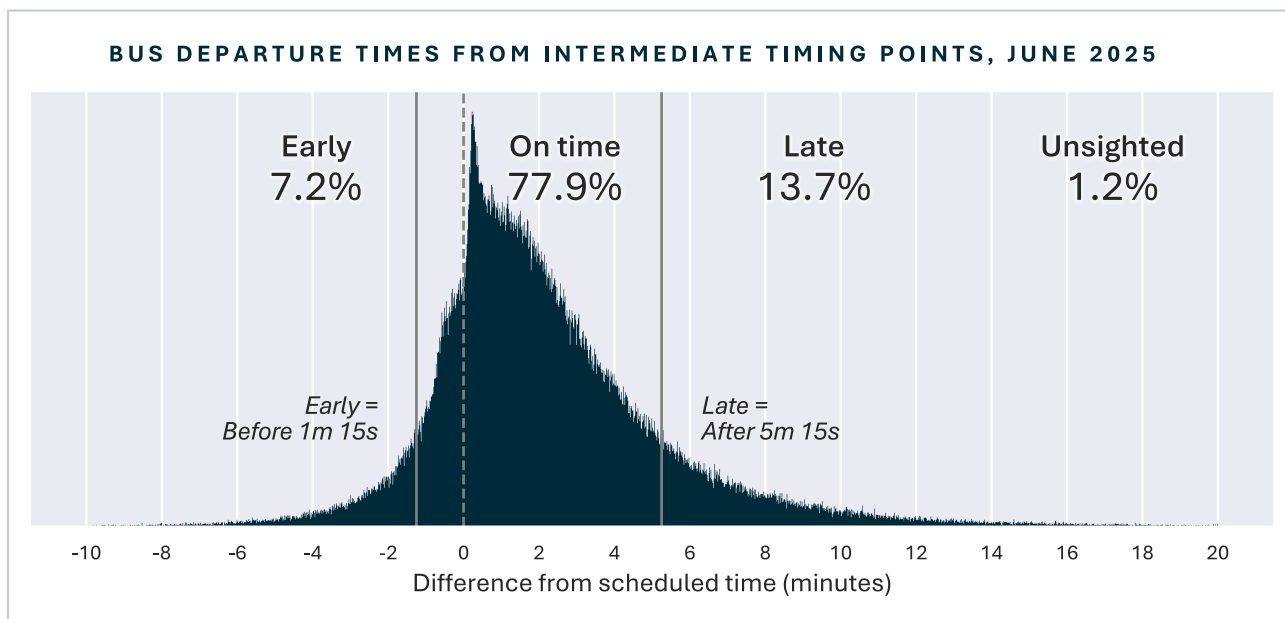
Bus driver recruitment

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.



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 realtime 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.





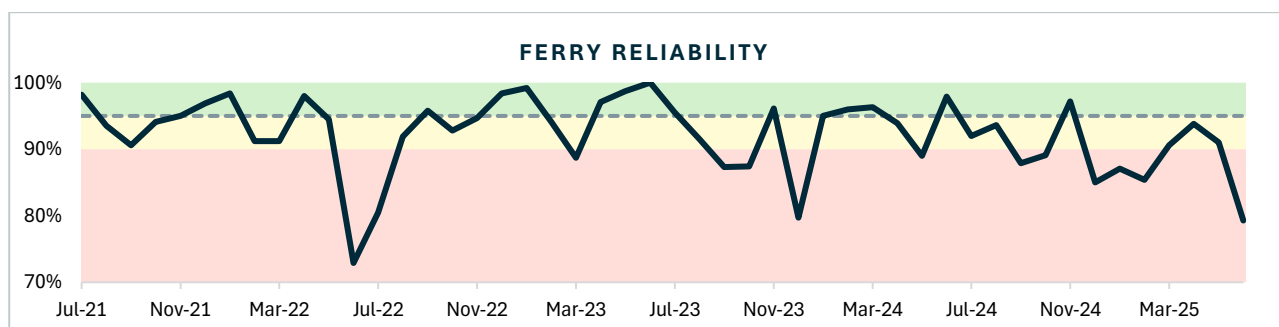
Ferry operator

Reliability

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

Reliability for June was 79.3%, compared to 97.9% for the same month last year. There were 22 weather-related cancellations this month, and 114 non-weather-related cancellations.

The non-weather-related cancellations have been due to some damage sustained to City Cat at Days Bay Wharf which meant that the vessel was not watertight. City Cat had to come out of the water for repairs between 9 and 12 May. East By West have also seen an uptick in staff sickness this month which has also affected their reliability.



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

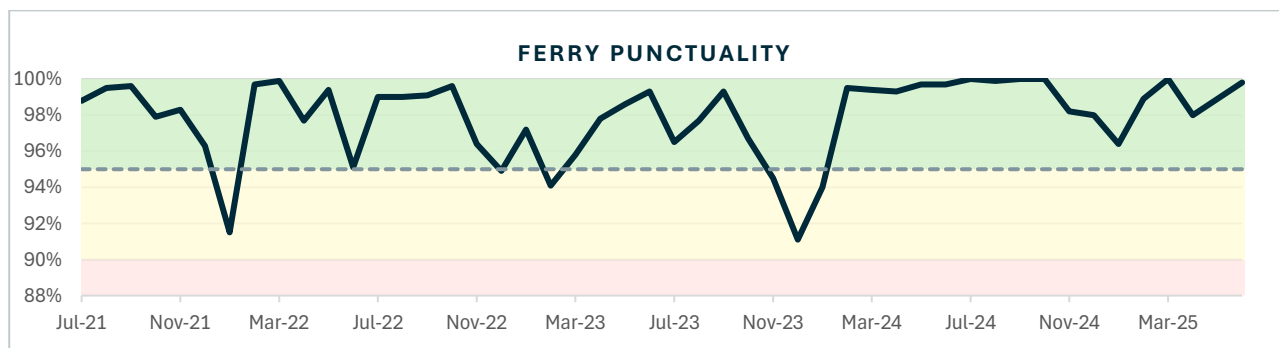
Reliability - current month

	Jun-25	Jun-24	% Change
Total	79.3%	97.9%	-18.6%

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 June was 99.8%, compared to 99.7% for the same month last year.



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

Punctuality - current month

	Jun-25	Jun-24	% Change
Total	99.8%	99.7%	0.1%



Rail operator

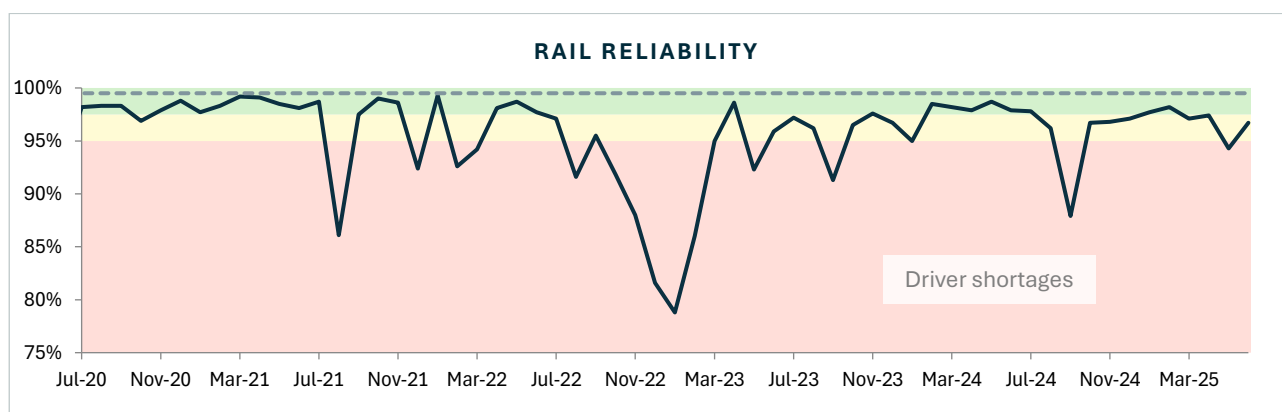
Reliability

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 96.7% in June and 96.1% for the full year to 30 June. Temporary Speed Restrictions on the Kapiti Line continue to impact services leading to some early terminations at Paraparaumu.

Peak services on multiple mornings in June were affected by icy overheads, mainly on the Hutt Valley Line. Heavy winds and sea swells also disrupted some services on 7th June, Ngauranga station was closed as a result.

Mechanical issues affected 0.5% and staffing issues 0.2%.



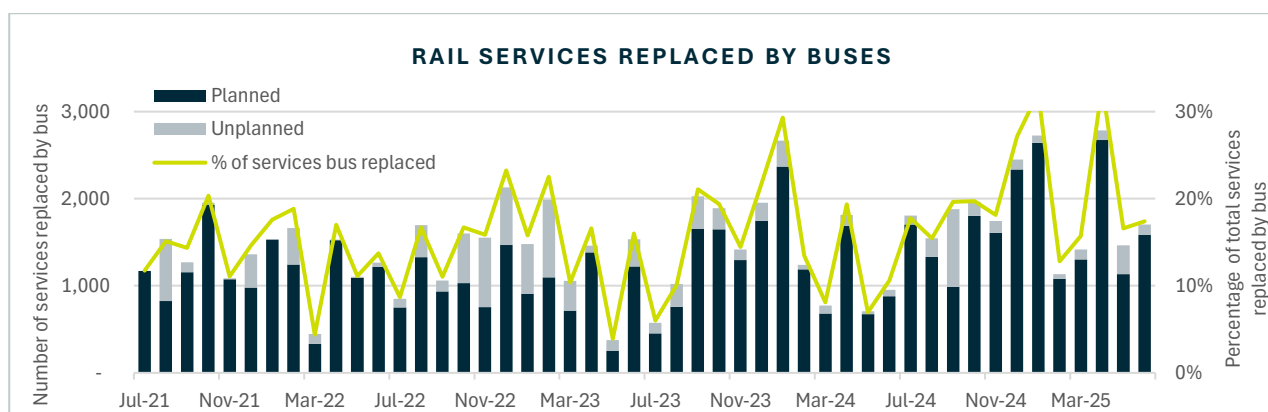
Reliability - current month

	Jun-25	Jun-24	Change
Hutt Valley	96.9%	97.6%	-0.7%
Johnsonville	98.4%	99.0%	-0.6%
Kapiti	96.8%	98.0%	-1.2%
Wairarapa	76.7%	89.5%	-12.8%
Total	96.7%	97.9%	-1.2%

Reliability - year end (Jul - June)

	2024/25	2023/24	Change
Hutt Valley	96.2%	97.6%	-1.4%
Johnsonville	97.7%	96.8%	0.9%
Kapiti	95.7%	97.3%	-1.6%
Wairarapa	83.6%	92.8%	-9.2%
Total	96.1%	97.1%	-1.0%

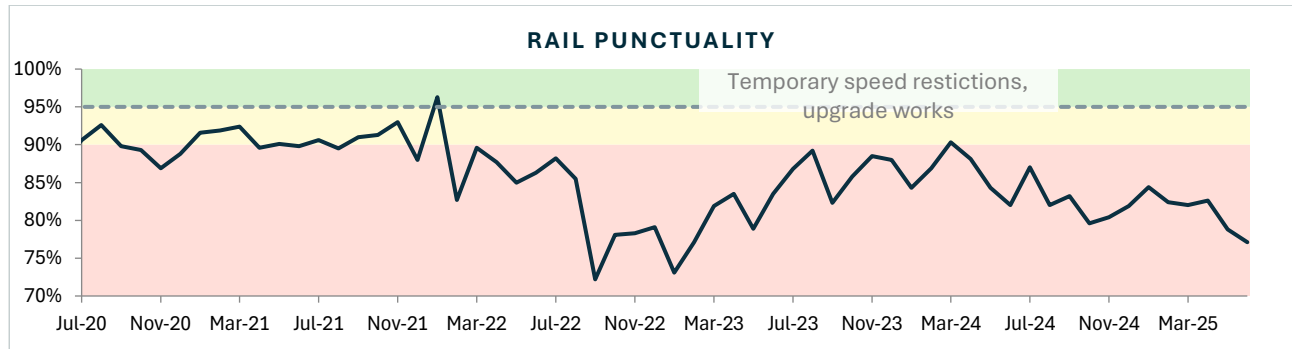
In June, 17.4% of rail services were replaced by buses, compared to 16.6% the previous month.



In June, there were 9177 rail trips run, carrying 775379 passengers.

Punctuality

Punctuality continues to be impacted by a high level of speed restrictions on the Kapiti and Hutt Lines which is delaying services particularly during the peaks.



Punctuality - current month

	Jun-25	Jun-24	Change
Hutt Valley	78.6%	88.0%	-9.4%
Johnsonville	83.9%	93.7%	-9.8%
Kapiti	72.0%	70.8%	1.2%
Wairarapa	46.8%	9.6%	37.2%
Total	77.1%	82.0%	-4.9%

Punctuality - year end (Jul - June)

	2024/25	2023/24	Change
Hutt Valley	85.2%	88.5%	-3.3%
Johnsonville	93.2%	95.8%	-2.6%
Kapiti	71.1%	83.4%	-12.3%
Wairarapa	41.3%	23.5%	17.8%
Total	81.6%	87.1%	-5.5%

Rail frontline staff

The below table provides an overview of Transdev's reported frontline staff numbers as of June:

Frontline Staff	Staff Required	Current number	In training
Train Drivers	114	108	4
Train Managers	111	103	4
Passenger Operators	94	82	9

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.

June Commentary

June performance decreased by 1.45% for Punctuality and increased by 0.17% for Reliability compared to the previous month. The decrease in punctuality was mainly due to high delay minutes for Temporary Speed Restriction's (TSRs), points failures and ICONIS (new train planning software pilot) issues on the Network throughout the month.

June was a productive month with successful blocks of line at Kings Birthday and Matariki weekends.

Following Kings Birthday block of Line Rusty rail conditions were in place on the NIMT (Kapiti Line) and high ballast left trackside caused trip activations to the trains and signals, this caused a disruptive morning peak. Rusty rail conditions were also in place on the NIMT following Matariki Block of Line.

On the 4th of June #66 track points failed at Wellington during the evening peak. On arrival the Signal technician readjusted the detection on the points, and the fault was clear within an hour.

On the 9th of June in the late evening Signals Engineering carried out a planned upgrade to the CTC (Signalling) System. This was expected to have a low impact, however resulted in a nationwide outage for 20 minutes. On the 12th of June Signals Engineering planned to try and repair an ongoing CTC issue at Woodville which led to an outage across the Network.

ICONIS faults continued to impact the network throughout the month. A new software was released on the 17th of June which has led to a decrease in faults since.

A long standing TSR on the Wairarapa Line for a warning device fault at Renall Street Level Crossing was lifted after Matariki weekend. Two TSRs on the Johnsonville line were lifted after distress works completed, and Tamper settlement occurred. Two TSRs on the NIMT were lifted for #772B turnout renewal and ballast added post a Rerail between Linden and Kenepuru.

A new TSR was added on the Johnsonville line towards the end of June as multiple broken concrete sleepers were found and require a spot replacement. This is programmed for November at this stage, pending access and resources.

On the Wairarapa Line a new TSR was added for ballast required on shoulder between Manor Park and Silverstream, with work occurring during night shift. The Up Main has now been completed, and the Down main work is ongoing.

Network Availability

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

Maintenance Compliance

Maintenance is 100% compliant across both Track and STTE.

Maintenance Backlog

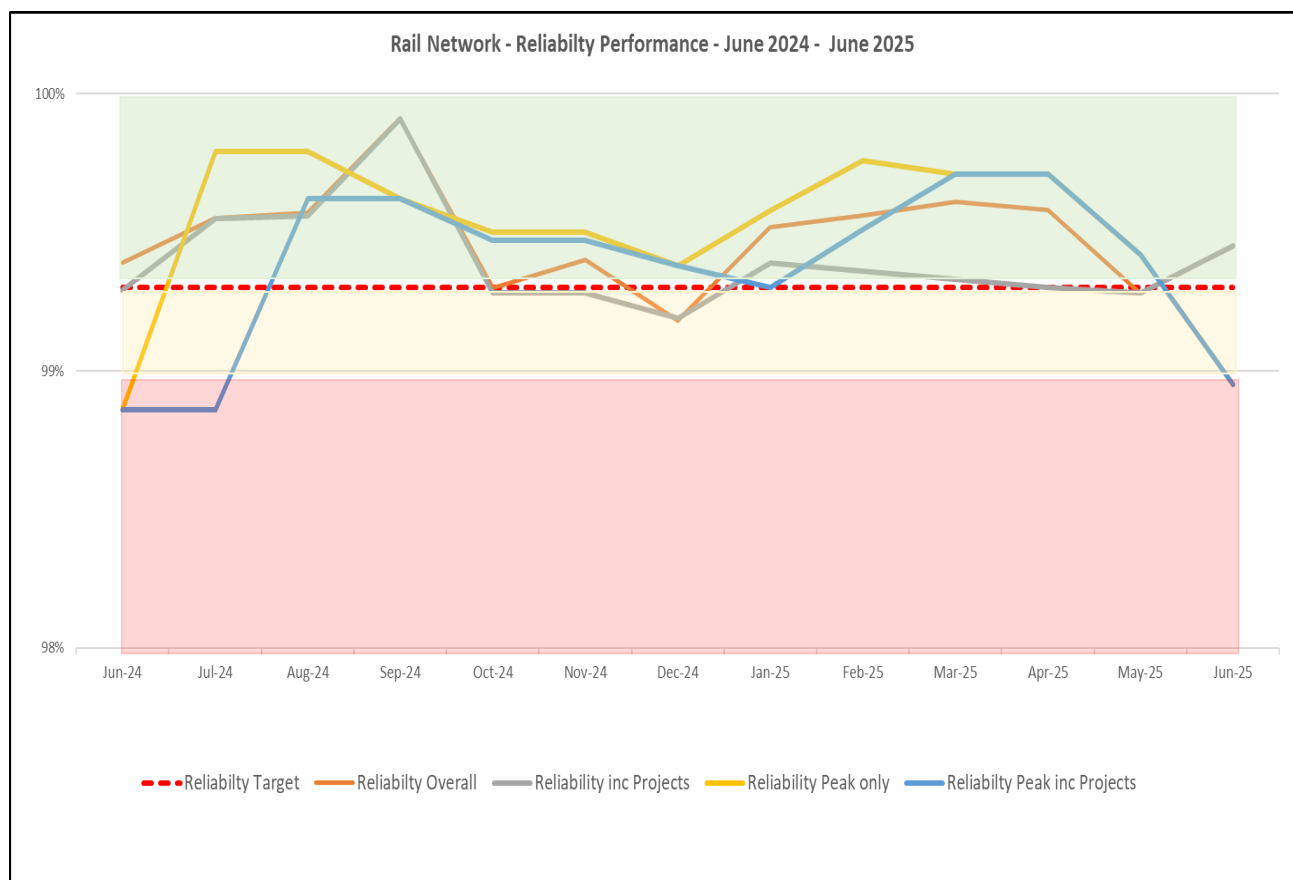
Three signals maintenance work orders remain open, all awaiting materials.

HSE

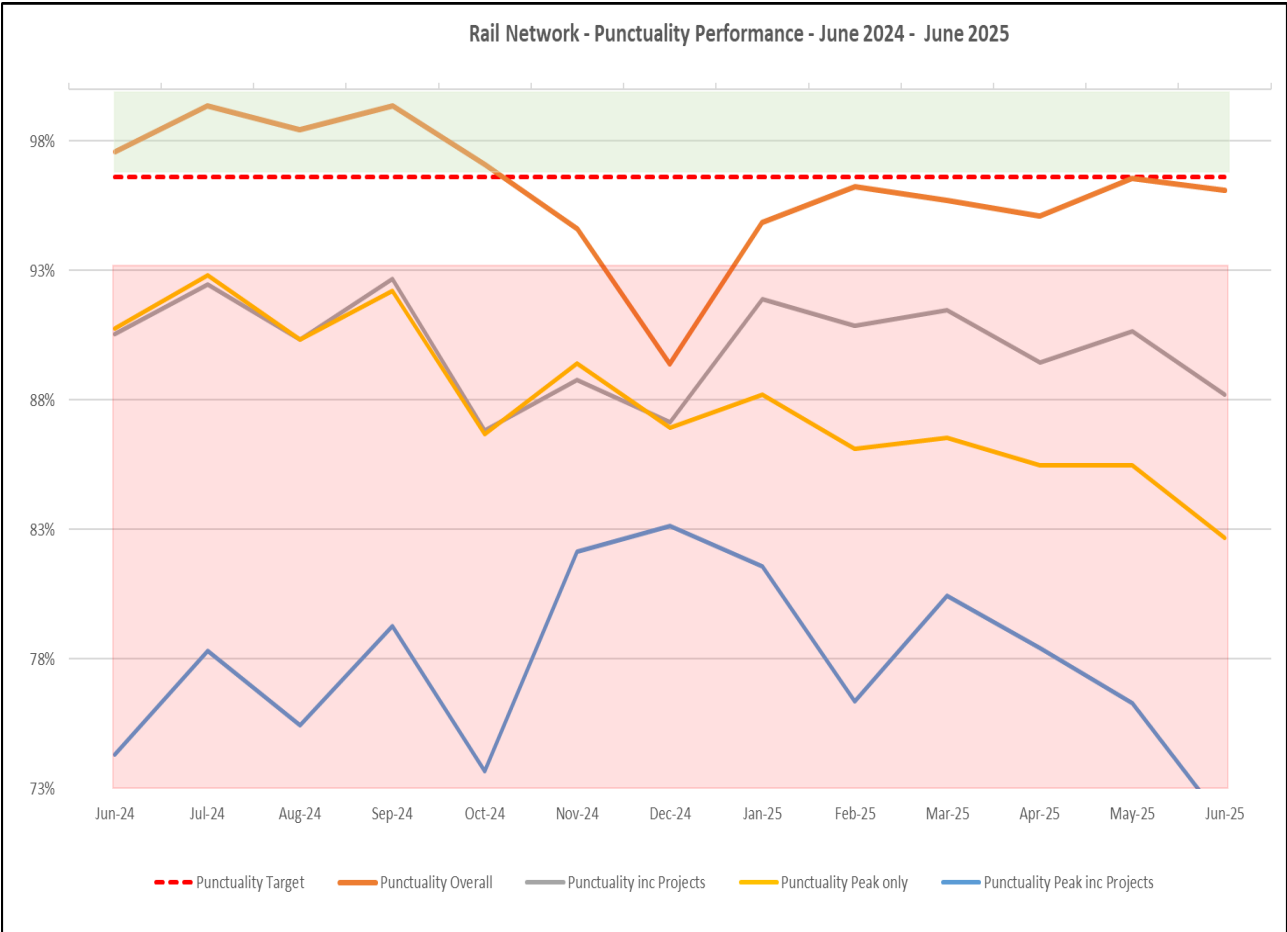
30 Harm Free Days in June

Graphs showing Network Punctuality and Reliability performance rolling 12- month trend

Reliability of the Rail Network - IE: Track, Signal etc



Punctuality of the Rail Network - IE: Track, Signal etc



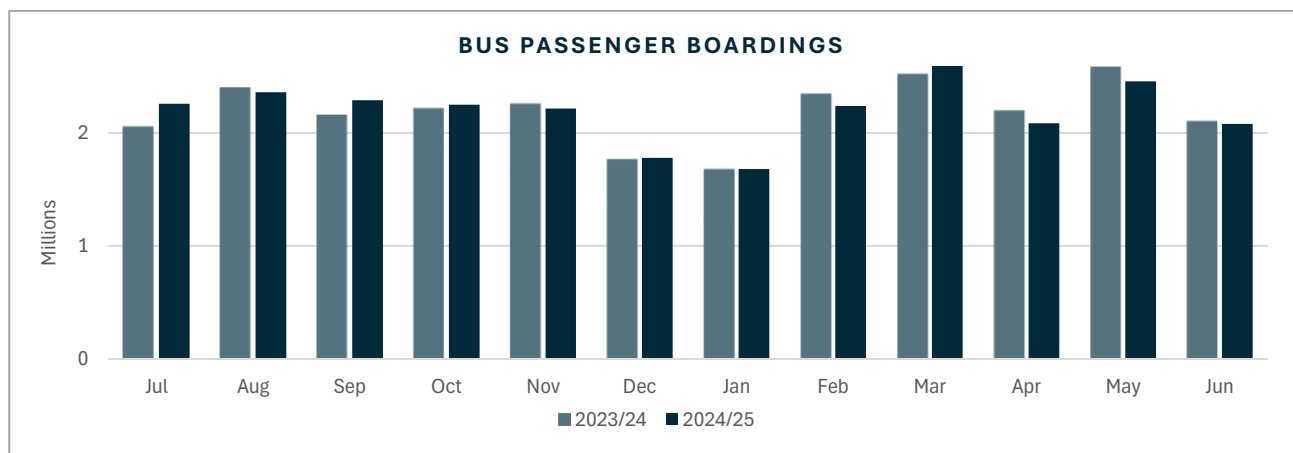
Operational performance

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

June bus passenger boardings were 0.4% lower than the same month last year, and 0.3% higher for the full year to 30 June.



Boardings by area - current month

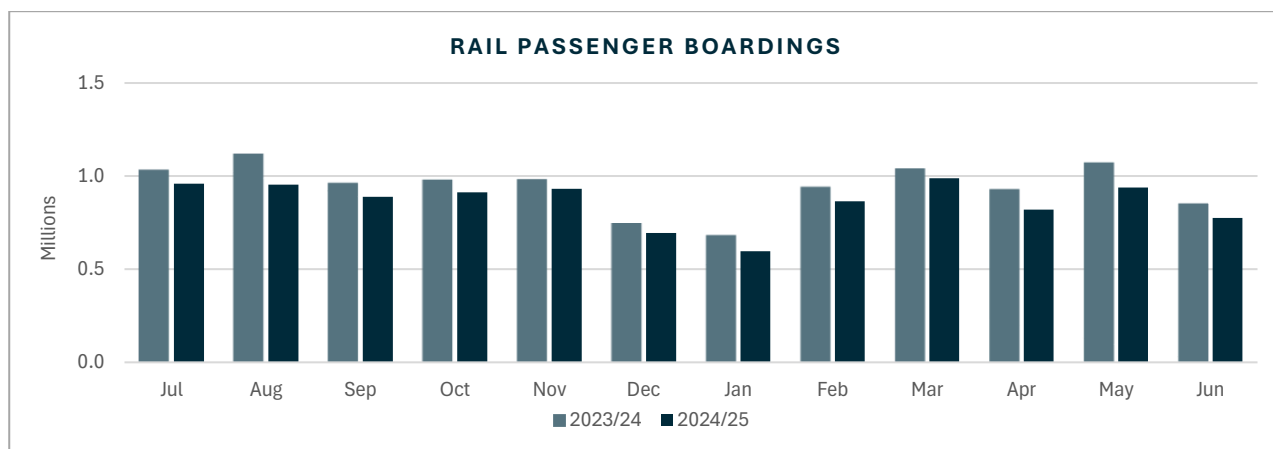
	Jun-25	Jun-24	% Change
Wellington	1,535,114	1,533,059	0.1%
Hutt Valley	396,171	400,237	-1.0%
Porirua	81,964	85,701	-4.4%
Kapiti	54,784	57,017	-3.9%
Wairarapa	13,089	12,642	3.5%
Total	2,081,122	2,088,656	-0.4%

Boardings by area - year end (Jul - June)

	2024/25	2023/24	% Change
Wellington	19,449,350	19,376,672	0.4%
Hutt Valley	4,941,162	4,956,156	-0.3%
Porirua	1,013,162	960,392	5.5%
Kapiti	658,507	674,304	-2.3%
Wairarapa	151,020	165,572	-8.8%
Total	26,213,201	26,133,096	0.3%

Rail passenger boardings

June rail passenger boardings were 8.7% lower than the same month last year, and 8.6% lower for the full year to 30 June.



Boardings by line - current month

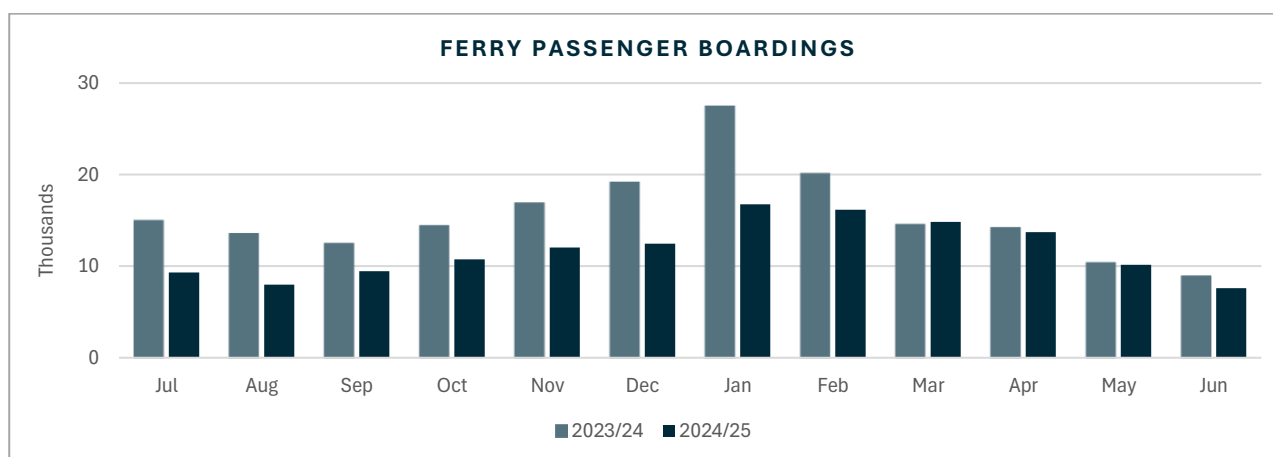
	Jun-25	Jun-24	% Change
Hutt Valley	339,366	359,806	-5.7%
Kapiti	315,331	351,367	-10.3%
Johnsonville	78,931	93,617	-15.7%
Wairarapa	41,751	44,524	-6.2%
Total	775,379	849,314	-8.7%

Boardings by line - year end (Jul - June)

	2024/25	2023/24	% Change
Hutt Valley	4,540,622	4,827,243	-5.9%
Kapiti	4,196,377	4,619,311	-9.2%
Johnsonville	1,070,943	1,252,154	-14.5%
Wairarapa	518,930	603,349	-14.0%
Total	10,326,872	11,302,057	-8.6%

Ferry passenger boardings

Ferry boardings show a decrease of 15.7% on the same month last year, and a decrease of 24.9% for the full year to 30 June. This month we saw several cancellations across the month.



Boardings - current month

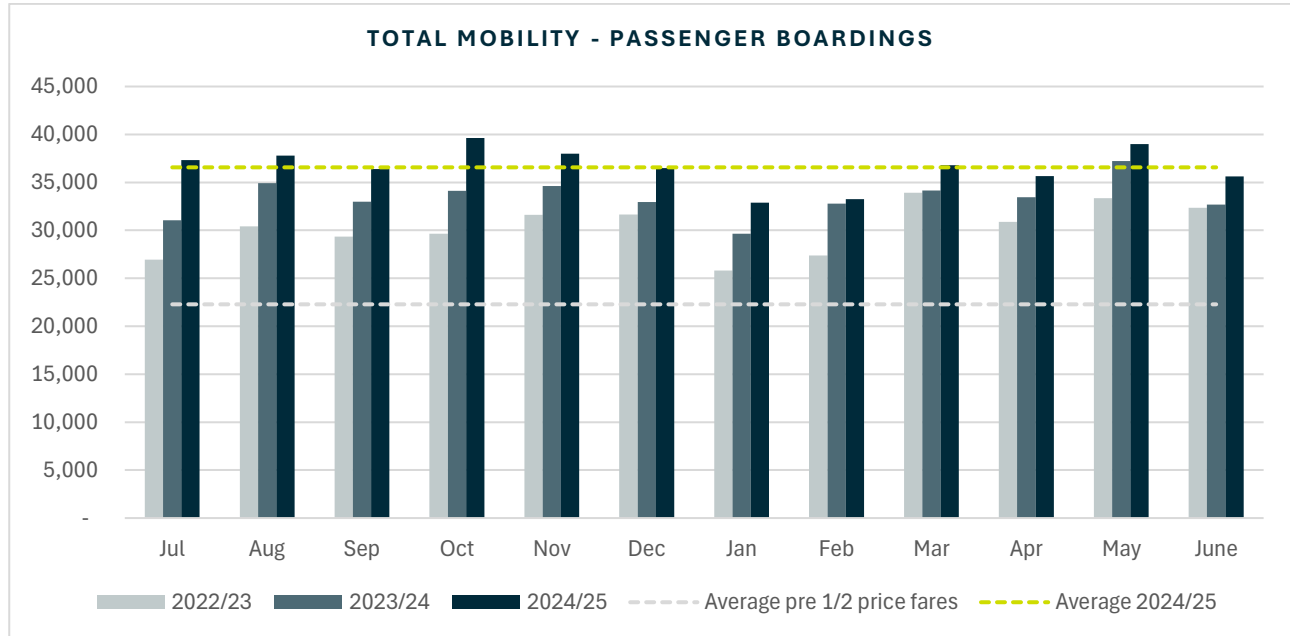
	Jun-25	Jun-24	% Change
Total	7,605	9,021	-15.7%

Boardings - year end (Jul - June)

	2024/25	2023/24	% Change
Total	141,235	187,952	-24.9%

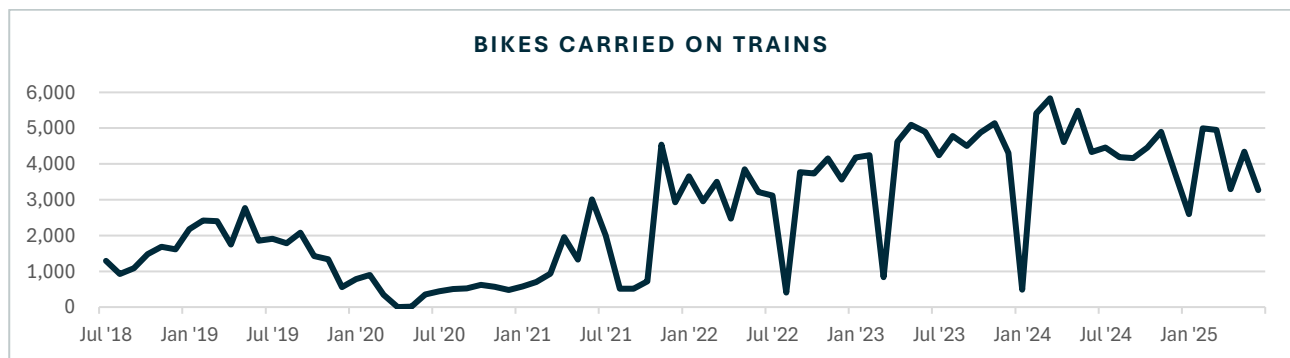
Te Hunga Whaikaha Total Mobility passenger boardings

In June there were 35,634 Te Hunga Whaikaha Total Mobility trips, an increase of 8.99% 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.



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 June 2025, 3,267 bikes were counted onboard rail services, vs 4,335 in June 2024.

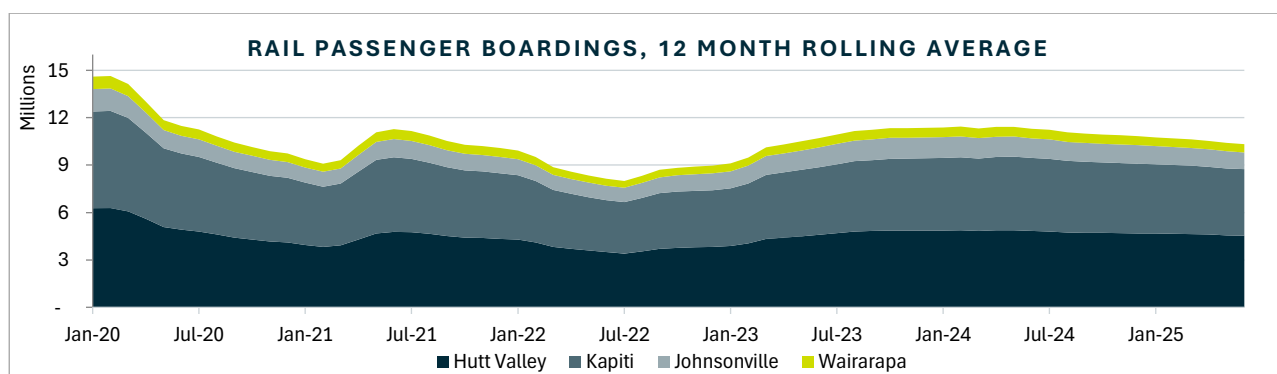
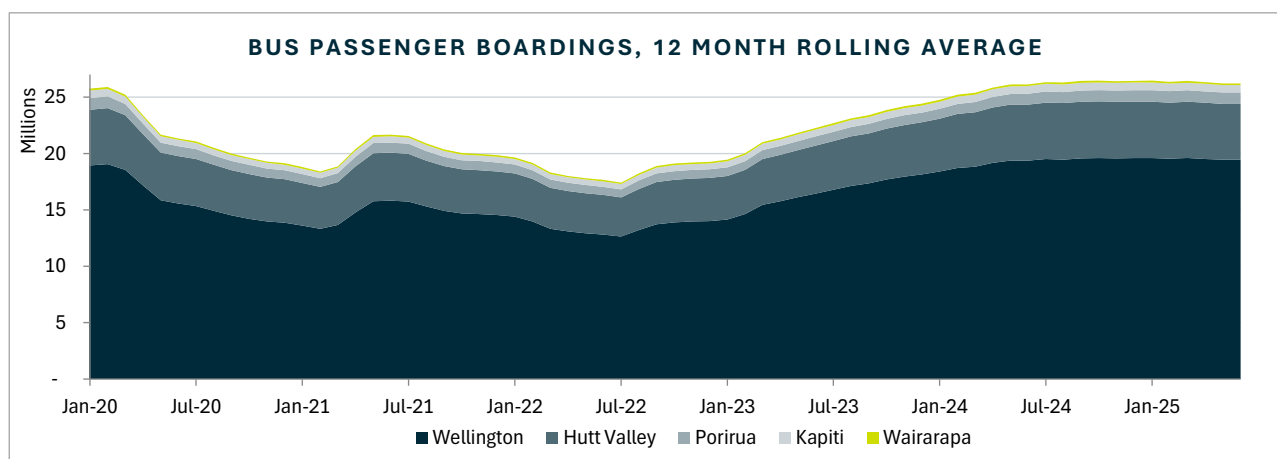
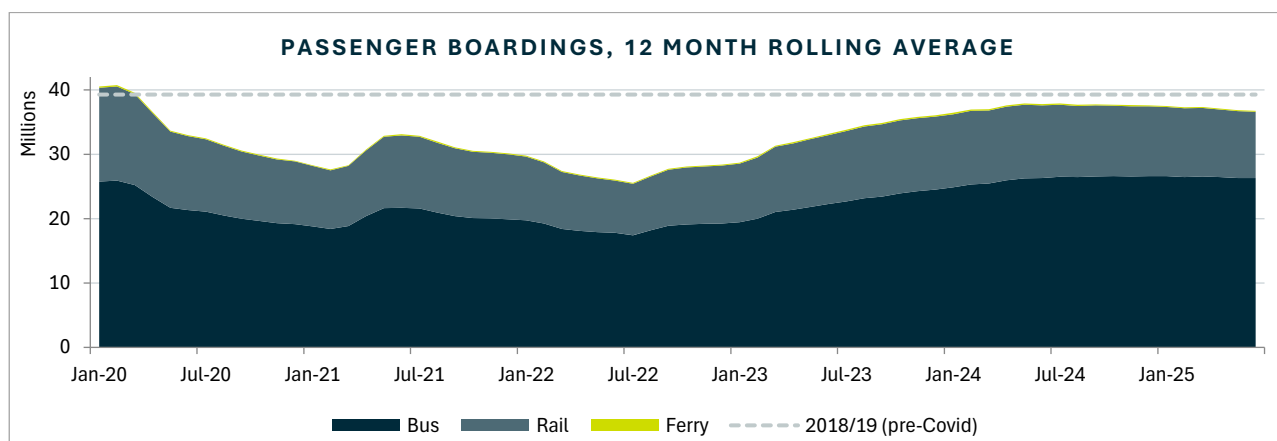


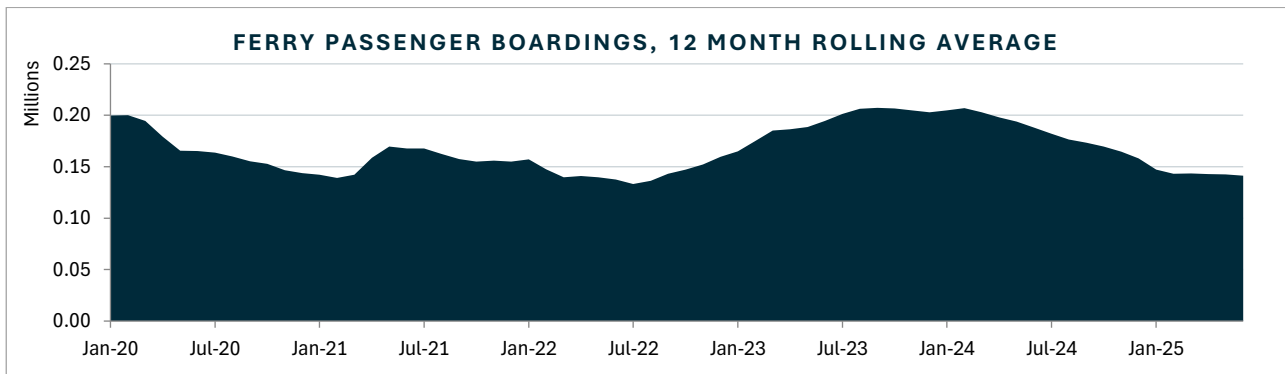
Passenger boardings trend – 12 month rolling totals

The following graphs show the number of passengers boardings using a 12-month rolling total.

Each column in the graphs below represents the total boardings for the 12 months prior (e.g., for January 2024, the column is total boardings for February 2023 to January 2024). Rolling totals smooth out any seasonal differences (e.g., school and public holidays) and are a better indication of growth trends overall. For month-on-month totals refer to the graphs in the section above.

There had been continuing growth up to February 2020, then decreases with the Covid-19 pandemic (mid-March 2020 onwards, a move to level 4 in August 2021, and a move to Red of the Covid-19 Protection Framework in late January 2022) - we can now see trending growth again for all modes, but this has not yet reached pre-Covid levels, as shown by the dotted line in the graph below.

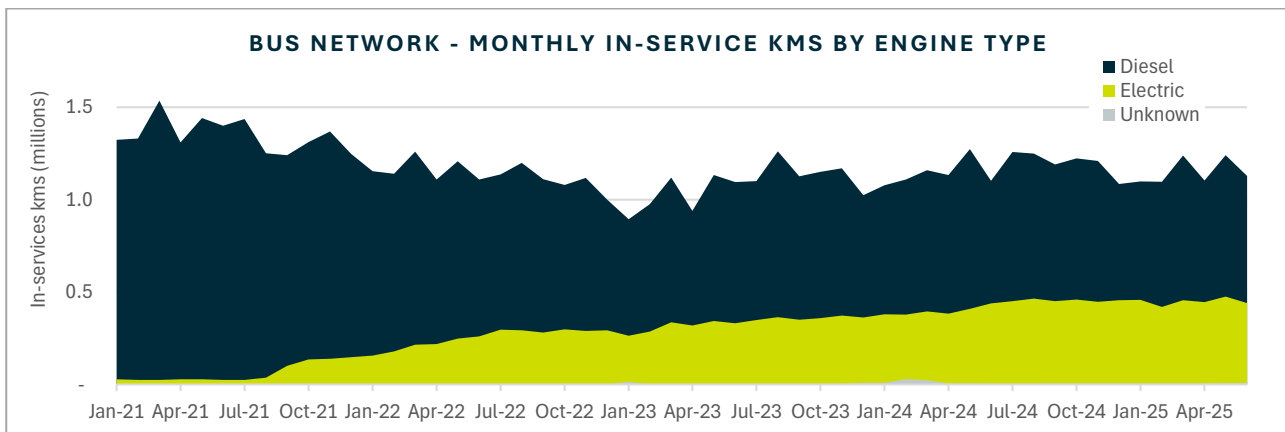




Bus emissions

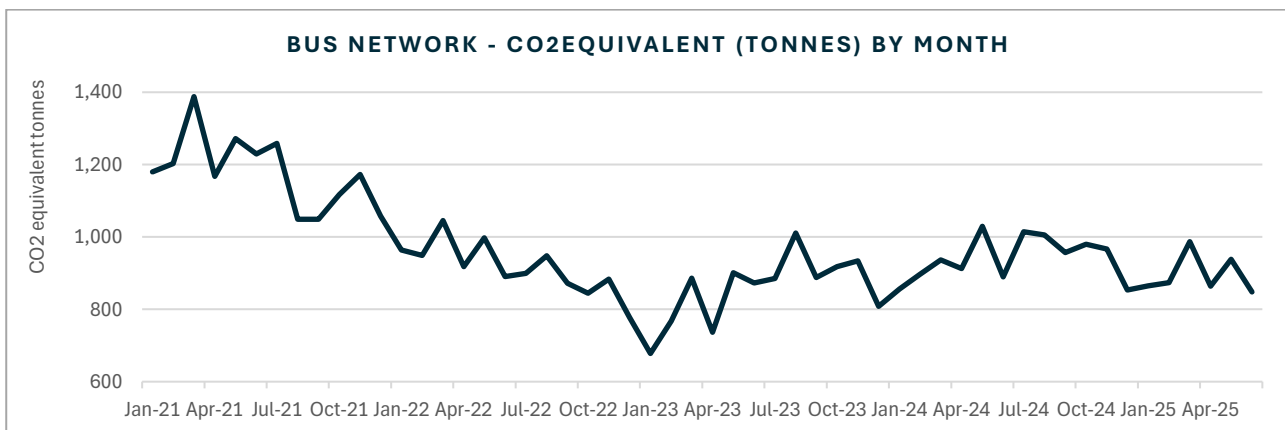
In-service kilometres by engine type

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



CO2 equivalent tonnes

The graph below shows the monthly CO2 equivalent tonnes emitted by vehicles that have run Greater Wellington bus network services.



Bus vehicles by engine type

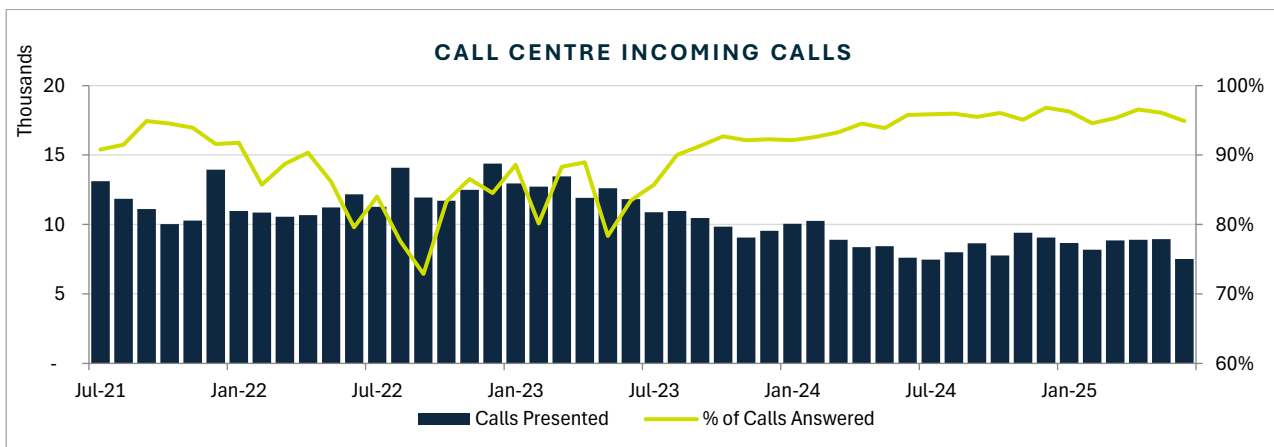
The table below shows the number of vehicles by engine type that ran bus network services in the Greater Wellington region in June 2025.

Engine type	Count
Electric	117
EURO3	46
EURO4	18
EURO5	72
EURO6	212
Unknown	5
Total	470

Customer contact

Call centre incoming calls

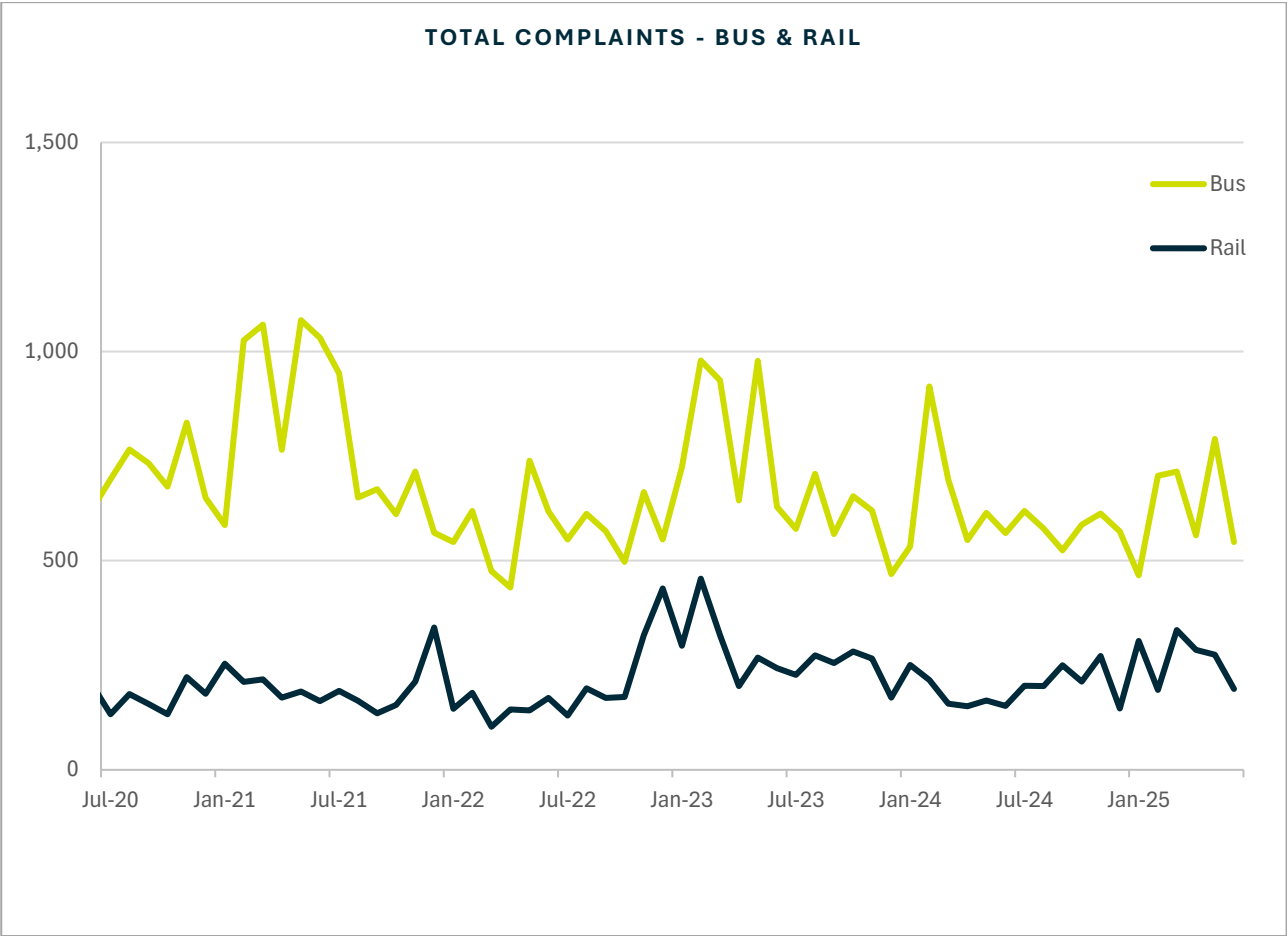
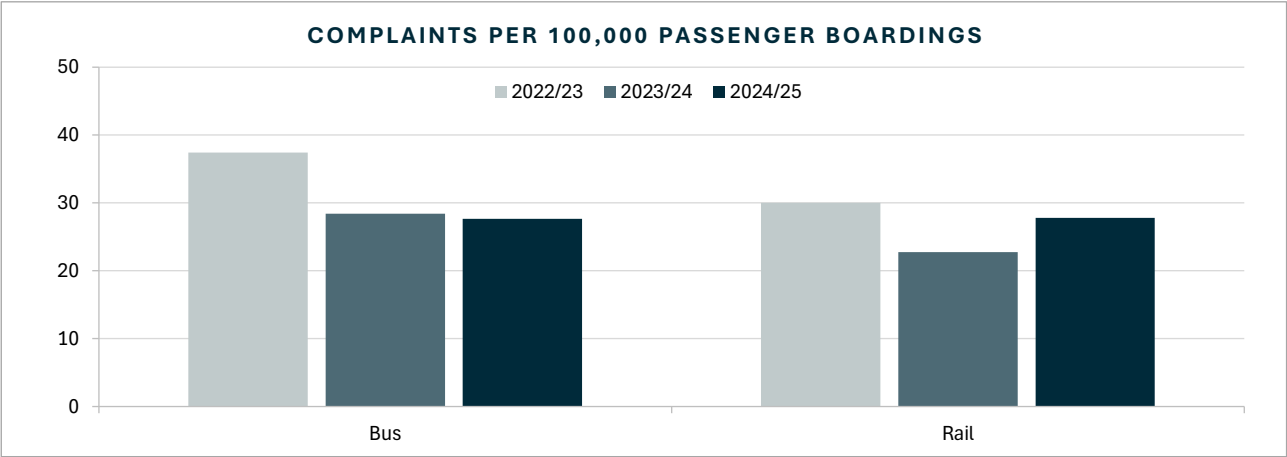
Metlink answered 94.9% of the 7527 calls received in June 2025.



Complaints

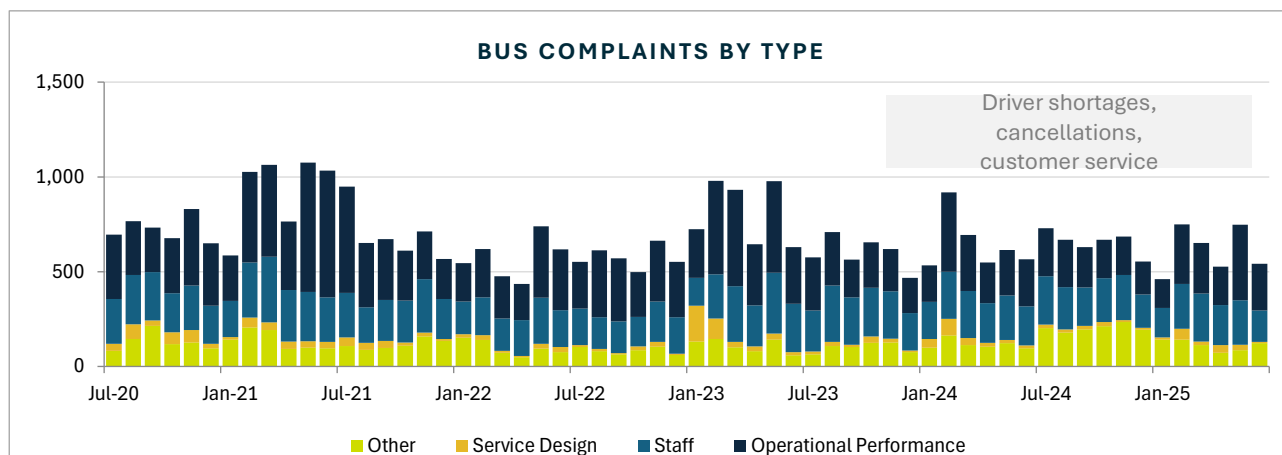
Complaints volume

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 14% lower than June last year, and 3.4% lower for the full year to 30 June. Complaint levels remain consistent. They relate mostly to customer service and driver behaviour.



Bus complaints - current month

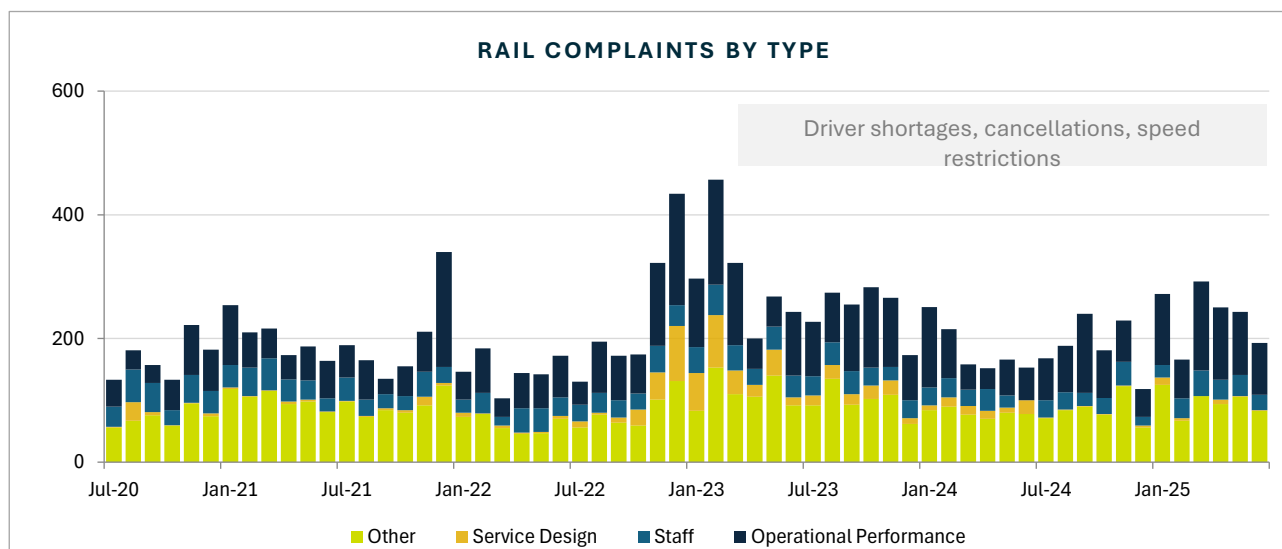
	Jun-25	Jun-24	Change
Wellington			
Newlands, Tawa	24	29	-17.2%
East-West, City	142	187	-24.1%
North-south, Khandallah, Brooklyn	168	175	-4.0%
Hutt Valley	114	125	-8.8%
Porirua	16	26	-38.5%
Kapiti	15	17	-11.8%
Wairarapa	8	7	14.3%
Total	487	566	-14.0%

Bus complaints - year end (Jul - June)

	2024/25	2023/24	Change
Wellington			
Newlands, Tawa	480	456	5.3%
East-West, City	2,437	2,245	8.6%
North-south, Khandallah, Brooklyn	2,176	2,238	-2.8%
Hutt Valley	1,555	1,841	-15.5%
Porirua	282	365	-22.7%
Kapiti	201	237	-15.2%
Wairarapa	79	82	-3.7%
Total	7,210	7,464	-3.4%

Rail complaints

Rail complaints decreased slightly this month. The received complaints can mainly be attributed to the ongoing performance issues on the Wairarapa Line, bus replacements and continuing poor performance of services.



Rail complaints - current month

	Jun-25	Jun-24	Change
Hutt Valley	70	52	34.6%
Kapiti	46	49	-6.1%
Johnsonville	28	4	600.0%
Wairarapa	30	23	30.4%
General	19	25	-24.0%
Total	193	153	26.1%

Rail complaints - year end (Jul - June)

	2024/25	2023/24	Change
Hutt Valley	1,013	887	14.2%
Kapiti	851	802	6.1%
Johnsonville	173	135	28.1%
Wairarapa	378	351	7.7%
General	454	398	14.1%
Total	2,869	2,573	11.5%

Financial performance

Fare revenue

Bus and rail fare revenue

In June 2025, there was a budget shortfall of \$2.27 million for the month across bus and rail services. The year-end budget shortfall is \$17.95 million.

There are several factors contributing to the year-end fare revenue budget shortfall, including lower patronage on rail – which has higher fares revenue collection and lower average fare payments for the network overall.

From 1 May 2025, the fare revenue includes ferry fare revenue (prior to 1 May 2025, the harbour ferry services operated under a different (net) PTOM contract, which meant that the ferry operator had revenue responsibility for its Metlink harbour ferry services).

Fare revenue - current month

	Jun-25	Budget	Excess/Shortfall
Bus	\$ 3,032,133	\$ 3,861,871	-\$ 829,738
Rail	\$ 2,740,904	\$ 4,186,172	-\$ 1,445,269
Total	\$ 5,773,037	\$ 8,048,044	-\$ 2,275,00

Fare revenue - year end (Jul - June)

	2024/25	Budget	Excess/Shortfall
Bus	\$ 42,441,830	\$ 46,342,459	-\$ 3,900,629
Rail	\$ 36,186,323	\$ 50,234,068	-\$ 14,047,745
Total	\$ 78,628,153	\$ 96,576,527	-\$ 17,948,374