

Metlink performance report

SEPTEMBER 2025



Contents

Partner performance	2
Bus operators	2
Ferry operator	5
Rail operator	6
Rail network owner	8
Operational performance	11
Patronage	11
Bus emissions	15
Customer contact	16
Complaints	16
Financial performance	19
Fare revenue	19

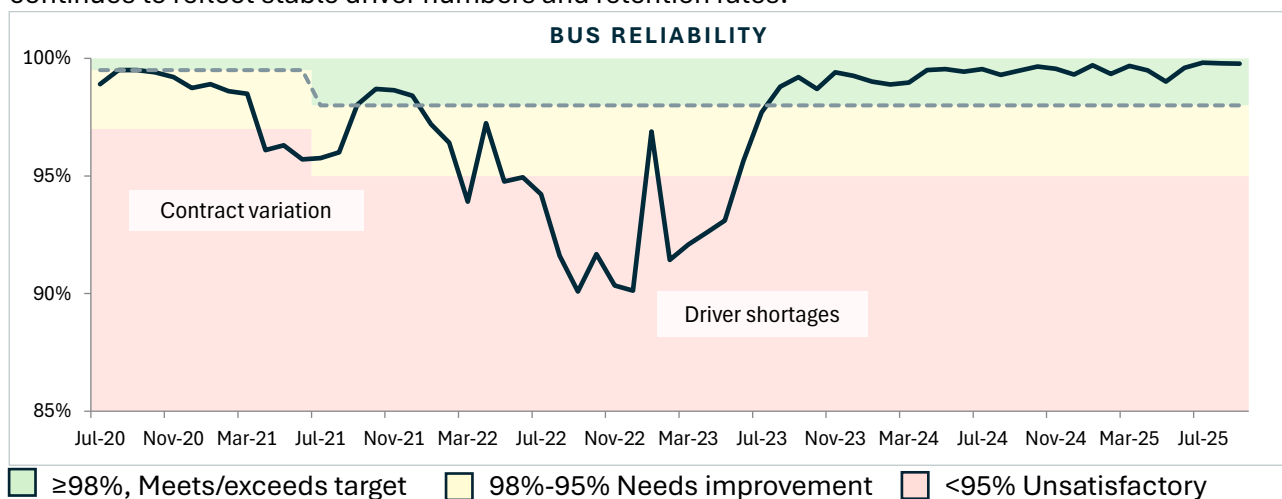
Partner performance



Bus operators

Reliability

The bus reliability measure shows the percentage of scheduled services that ran, as tracked by RTI and Snapper systems. In September, 99.8% of bus services were delivered. Reliability this month continues to reflect stable driver numbers and retention rates.

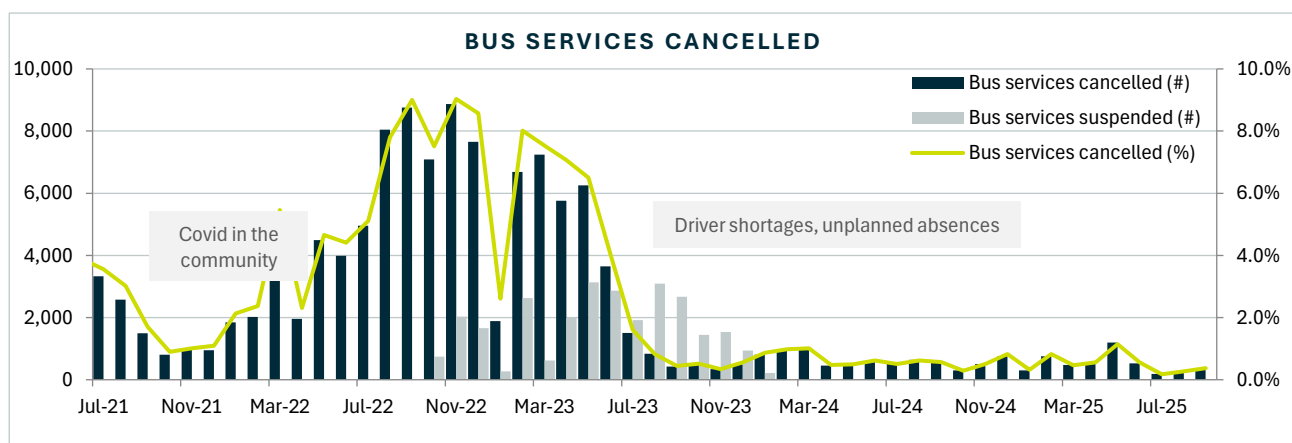


Reliability - current month

	Sep-25	Sep-24	Change
Wellington City			
Newlands & Tawa	99.7%	99.6%	0.1%
East, West & City	99.9%	99.9%	0.0%
North, South, Khandallah & Brooklyn	99.5%	98.8%	0.7%
Hutt Valley	99.8%	99.9%	-0.1%
Porirua	99.6%	98.8%	0.8%
Kapiti	99.9%	99.9%	0.0%
Wairarapa	99.9%	99.6%	0.3%
Total	99.8%	99.6%	0.2%

Reliability - year to date (Jul - Sep)

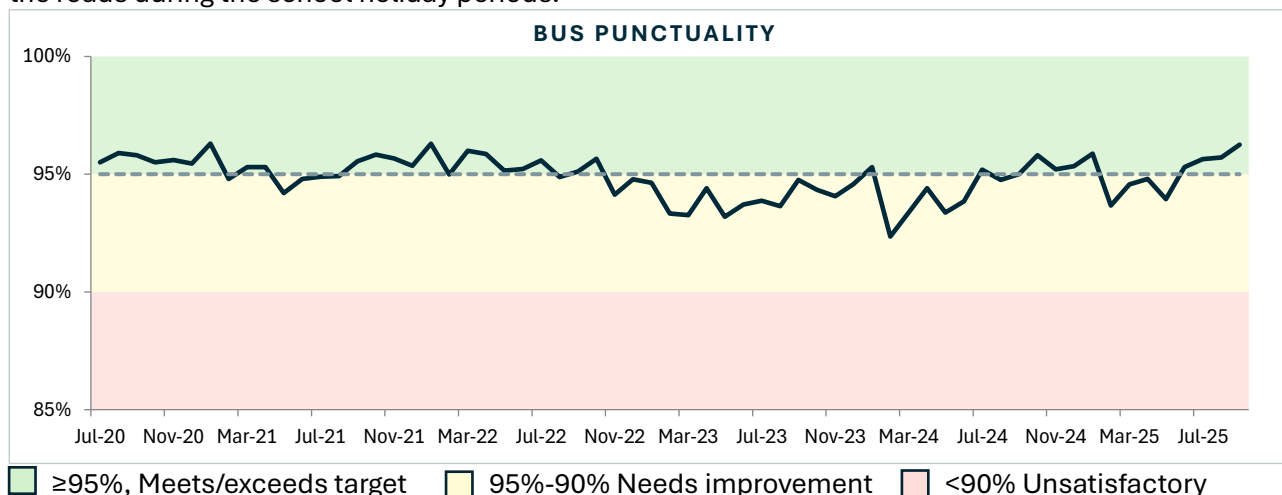
	2025/26	2024/25	Change
Wellington City			
Newlands & Tawa	99.6%	99.2%	0.4%
East, West & City	99.9%	99.9%	0.0%
North, South, Khandallah & Brooklyn	99.6%	98.9%	0.7%
Hutt Valley	99.9%	99.7%	0.2%
Porirua	99.6%	98.8%	0.8%
Kapiti	99.9%	99.9%	0.0%
Wairarapa	99.8%	99.7%	0.1%
Total	99.8%	99.5%	0.3%



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 96.3% in September, and the overall percentage of trips that left early was 0.92%. The improvements in punctuality for September can be attributed to a reduction in traffic on the roads during the school holiday periods.



Punctuality - current month

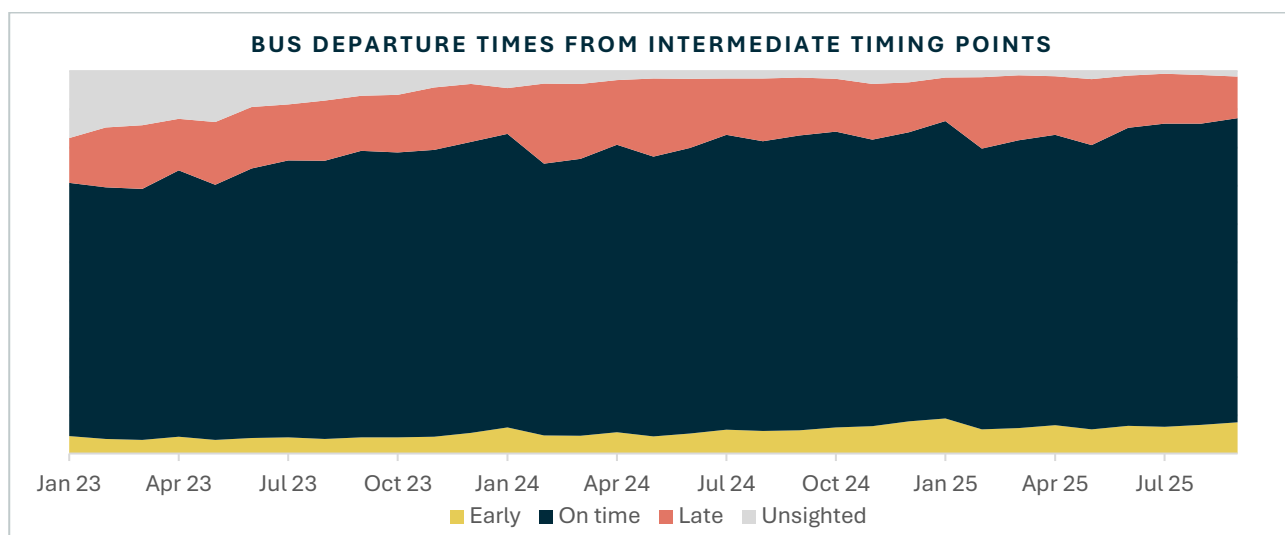
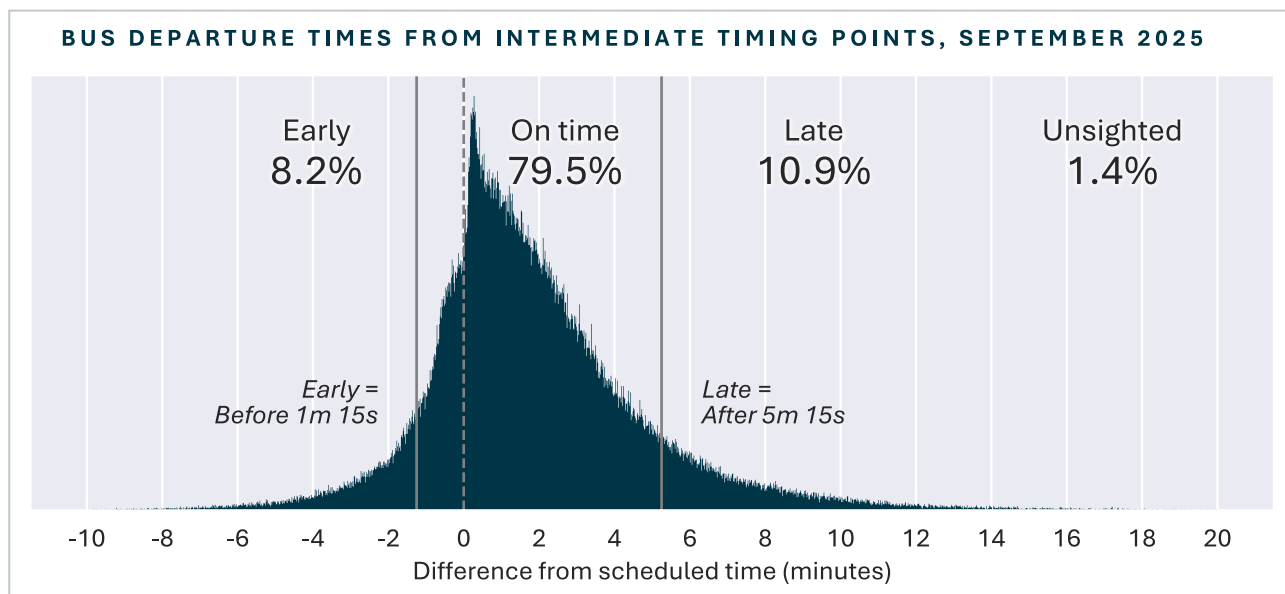
	Sep-25	Sep-24	Change
Wellington City			
Newlands & Tawa	97.4%	95.9%	1.6%
East, West & City	96.9%	95.6%	1.2%
North, South, Khandallah & Brooklyn	94.0%	93.3%	0.8%
Hutt Valley	96.1%	94.8%	1.3%
Porirua	97.0%	97.0%	0.0%
Kapiti	98.0%	97.1%	1.0%
Wairarapa	94.7%	92.8%	1.8%
Total	96.3%	95.2%	1.1%

Punctuality - year to date (Jul - Sep)

	2025/26	2024/25	Change
Wellington City			
Newlands & Tawa	97.4%	96.2%	1.2%
East, West & City	96.6%	95.6%	1.0%
North, South, Khandallah & Brooklyn	93.6%	93.3%	0.3%
Hutt Valley	95.4%	94.6%	0.8%
Porirua	96.8%	96.9%	-0.1%
Kapiti	97.9%	95.7%	2.2%
Wairarapa	94.1%	93.3%	0.8%
Total	95.9%	95.0%	0.9%

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.

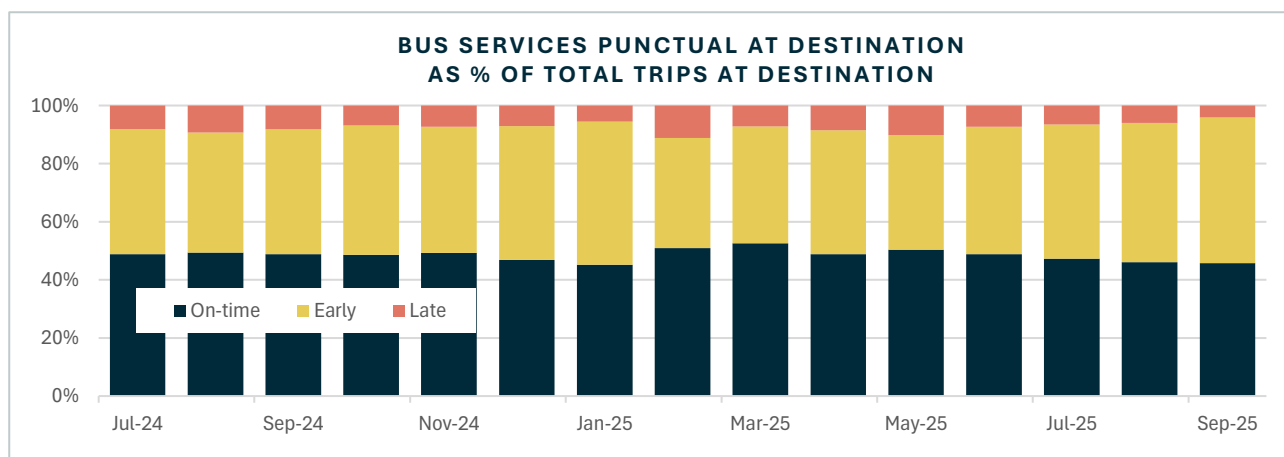


Punctuality at destination

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 September, 45.8% of bus services recorded at destination arrived on time, with a further 50.1% arriving more than one minute early, while 4.1% of services arrived more than five minutes late.



Punctuality at destination - current month

	Sep-25	Sep-24	Change
On-time	45.8%	48.8%	-3.1%
Early	50.1%	43.0%	7.2%
Late	4.1%	8.2%	-4.1%

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

	2025/26	2024/25	Change
On-time	46.4%	48.8%	-2.4%
Early	48.0%	41.5%	6.6%
Late	5.6%	9.8%	-4.2%

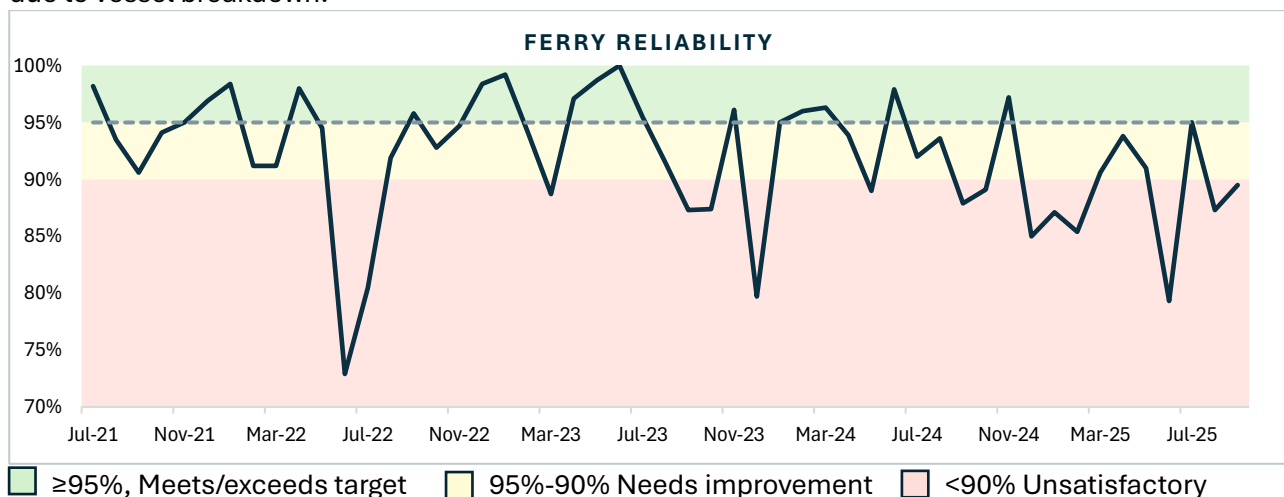


Ferry operator

Reliability

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

Reliability for September was 89.5%, compared to 87.9% for the same month last year. There were 82 cancellations this month, 70 cancellations were weather related and the remaining 12 of these were due to vessel breakdown.

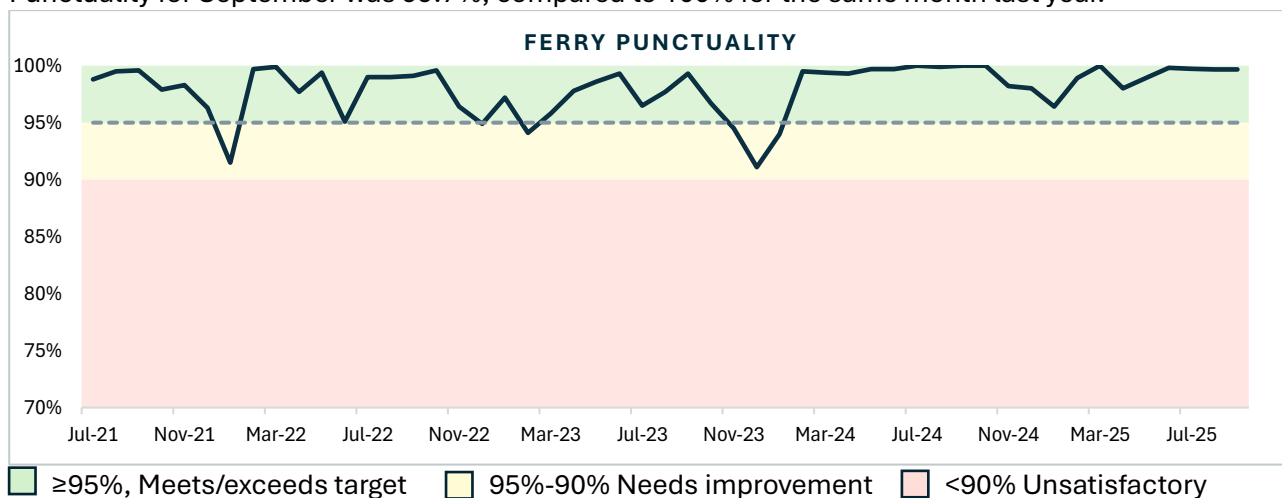


Reliability - current month

	Sep-25	Sep-24	% Change
Total	89.5%	87.9%	1.6%

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 September was 99.7%, compared to 100% for the same month last year.



Punctuality - current month

	Sep-25	Sep-24	% Change
Total	99.7%	100.0%	-0.3%

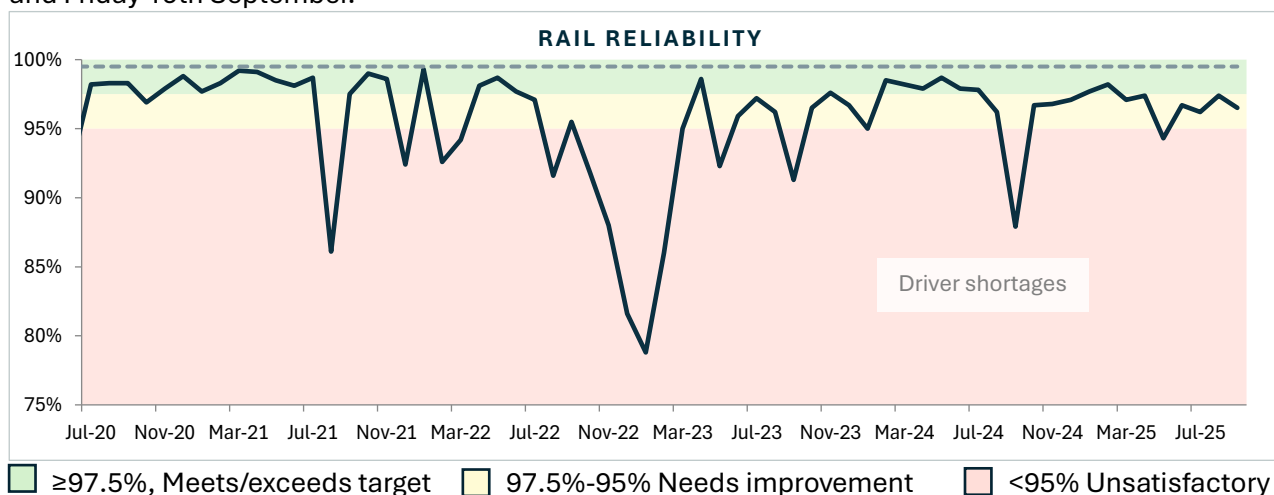


Rail operator

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 96.5% in September and 87.9% for the same month last year. Services on the Kapiti Line were significantly impacted by an overhead fault which resulted in a train being stuck on an overbridge on Friday 19th September. Services on the Hutt Valley line were affected by a signals fault on Tuesday 9 September. The Johnsonville line was impacted by signals faults on Thursday 18th and Friday 19th September.



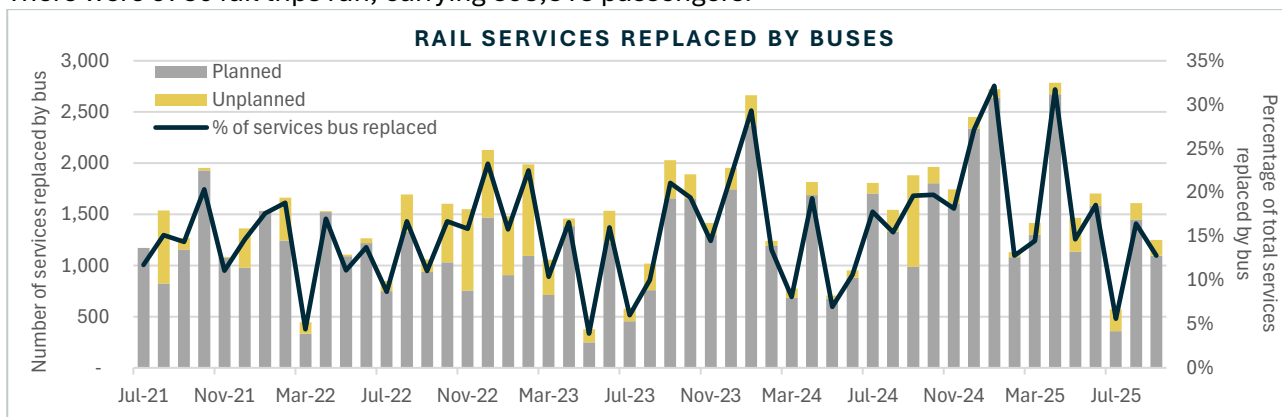
Reliability - current month

	Sep-25	Sep-24	Change
Hutt Valley	97.4%	89.6%	7.8%
Johnsonville	94.9%	91.6%	3.3%
Kapiti	96.5%	84.0%	12.5%
Wairarapa	98.1%	72.0%	26.1%
Total	96.5%	87.9%	8.6%

Reliability - year to date (Jul - Sep)

	2025/26	2024/25	Change
Hutt Valley	96.7%	95.1%	1.6%
Johnsonville	97.5%	96.2%	1.3%
Kapiti	96.7%	91.9%	4.8%
Wairarapa	89.4%	84.7%	4.7%
Total	96.7%	94.1%	2.6%

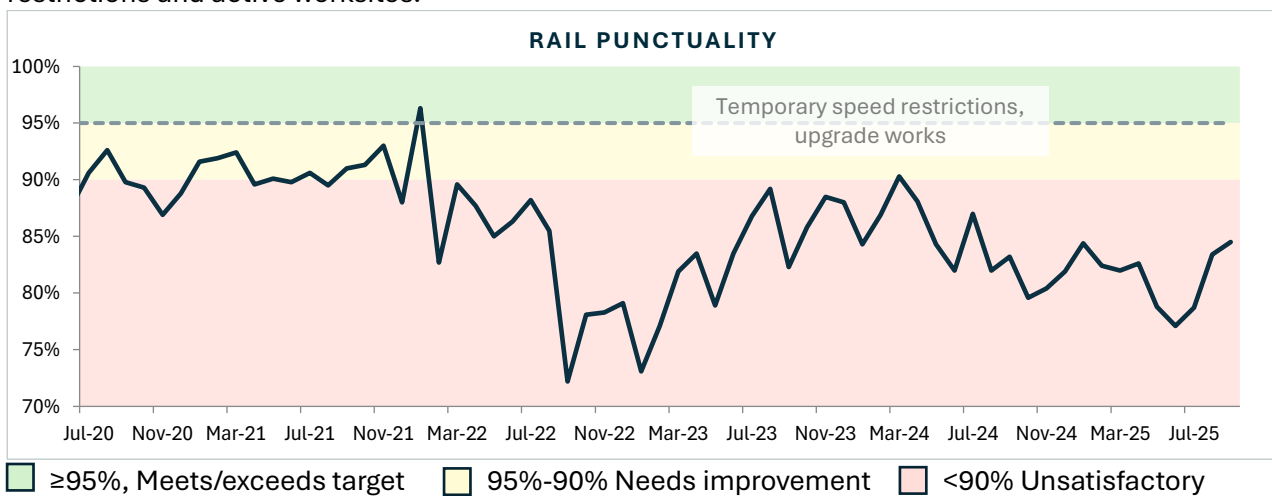
In September, 12.8% of rail services were replaced by buses, compared to 16.4% the previous month. There were 9780 rail trips run, carrying 893,818 passengers.



Punctuality

Punctuality continues to be impacted by a high level of speed restrictions on the Hutt and Kapiti lines which are delaying services particularly during peaks. Services on the Kapiti line experienced significant delays on Friday 19th following the overhead power fault. Infrastructure issues continue to cause delays across all lines.

Interpeak services on the Wairarapa Line continue to experience delays due to network speed restrictions and active worksites.



Punctuality - current month

	Sep-25	Sep-24	Change
Hutt Valley	82.4%	89.4%	-7.0%
Johnsonville	93.6%	94.3%	-0.7%
Kapiti	82.9%	70.8%	12.1%
Wairarapa	47.0%	32.0%	15.0%
Total	84.5%	83.2%	1.3%

Punctuality - year to date (Jul - Sep)

	2025/26	2024/25	Change
Hutt Valley	81.6%	90.6%	-9.0%
Johnsonville	85.6%	95.9%	-10.3%
Kapiti	83.1%	71.8%	11.3%
Wairarapa	47.7%	19.2%	28.5%
Total	82.2%	84.1%	-1.9%

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.

September Summary

September's performance decreased for both Punctuality and Reliability on the previous month.

On September 19th during morning peak, a traction overhead failure occurred south of tunnel 2 NIMT (Kapiti line) which resulted in a failed traction wire and causing several disabled Metlink services. The associated service disruption led to over 700 delay minutes and 71 service cancellations. An Investigation of the initial cause is ongoing.

On the 18th of September in the afternoon peak a cable fault occurred between Khandallah and Johnsonville. Signal technicians attended the fault at 3pm and worked to pinpoint the location of the faulty cable. Fault finding continued into the following day and was eventually traced to a waterlogged communications cable joint at Raroa Station. The fault was fixed at 4pm on the 19th of September.

On the 9th of September an ICONIS system fault occurred on the Hutt Valley Line during the afternoon peak, affecting all services. 48 services were delayed, 9 services cancelled, and 27 services were bus replaced.

On the Johnsonville Line a new TSR was added for rail wear at the 1.500km – 2.050km between Wellington and Wadestown. A TSR for broken sleepers at between Awarua Street and Boxhill was removed following Resleepering work on the weekend of the 11th of October.

On the NIMT 3 new Temporary speeds were added. One for Resleepering on the Down Main between Kaiwharawhara and Takapu Road. One on the Up Main between Takapu Road and Tawa and one for a

Resleeper on the Up Main between Plimmerton and Pukerua Bay. These are all due to lift following Labour weekend when the Tamper is next scheduled.

On the Wairarapa Line a TSR was lifted for work at Woodside Loop (WMUP 6B), an EM80 found fault was rectified with a rerail and track lifted between 56.470km – 56.590km between Maymorn and Featherston.

Network Availability

The Down Main was closed on the NIMT from 0730 – 1600 hours during Overhead Line failure on the 19th of September.

Maintenance Compliance

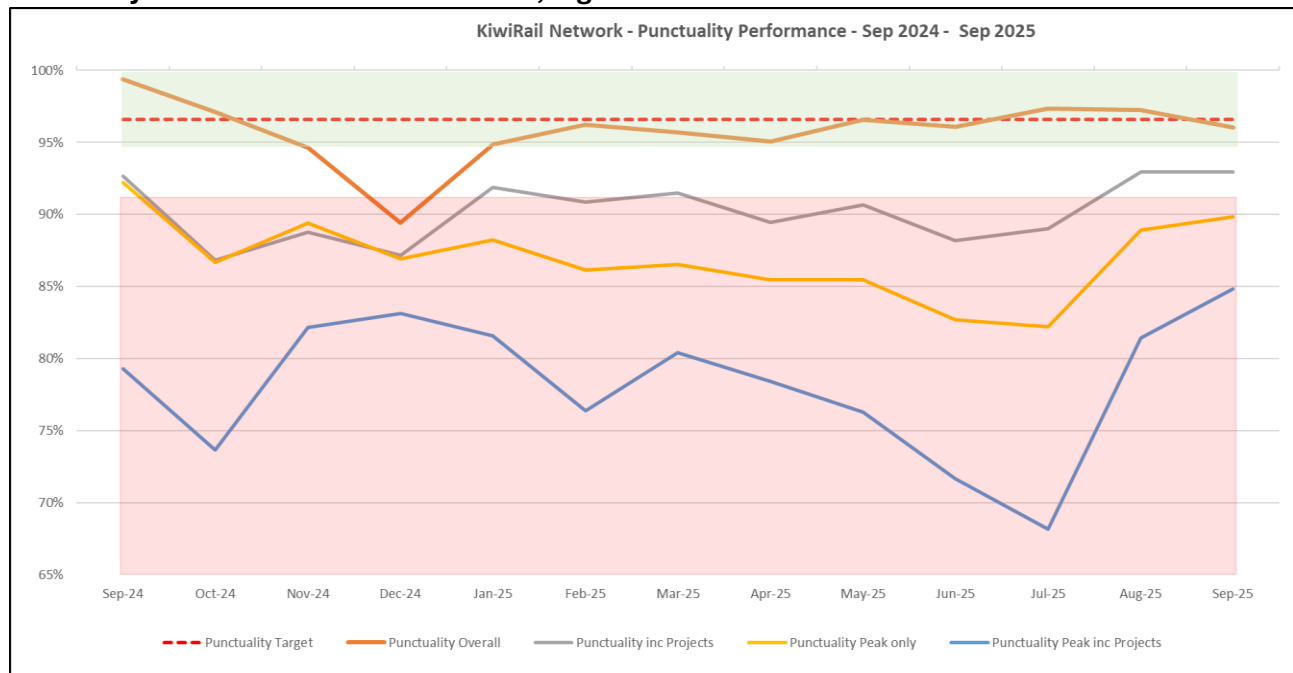
Maintenance is 100% compliant across both Track and STTE.

HSE

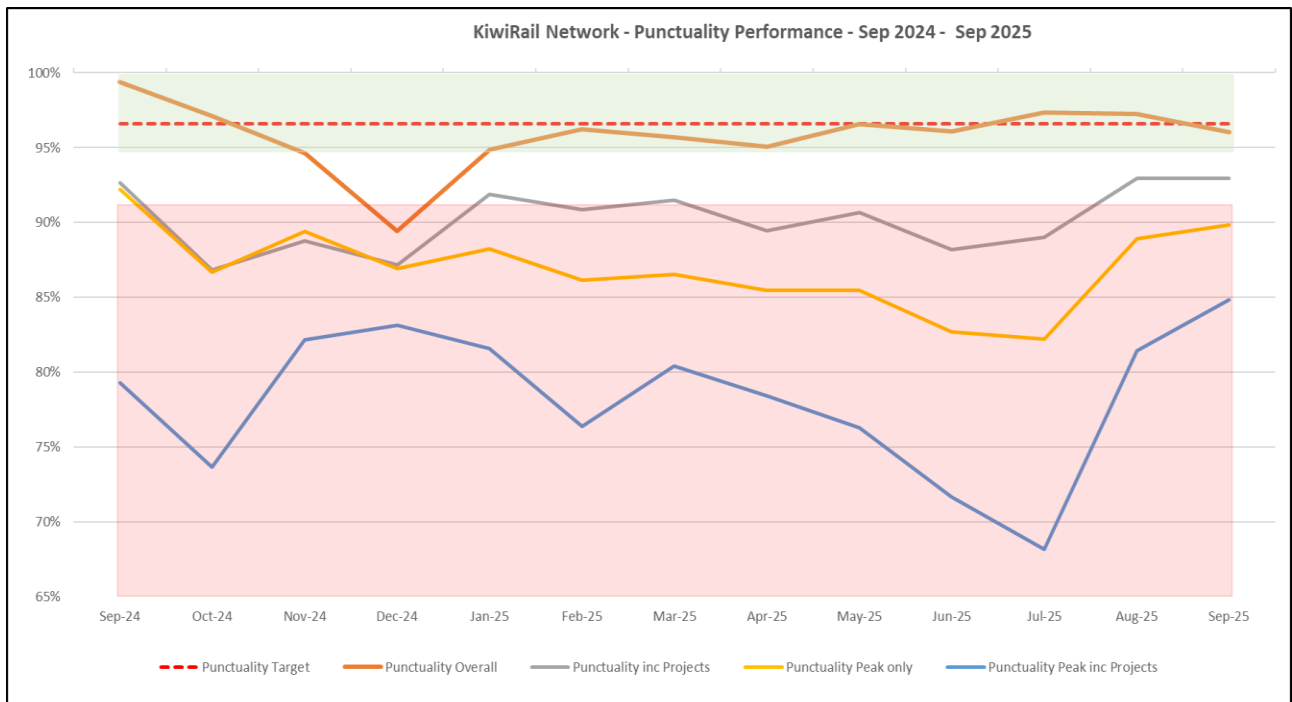
30 Harm Free Days in September.

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

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



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



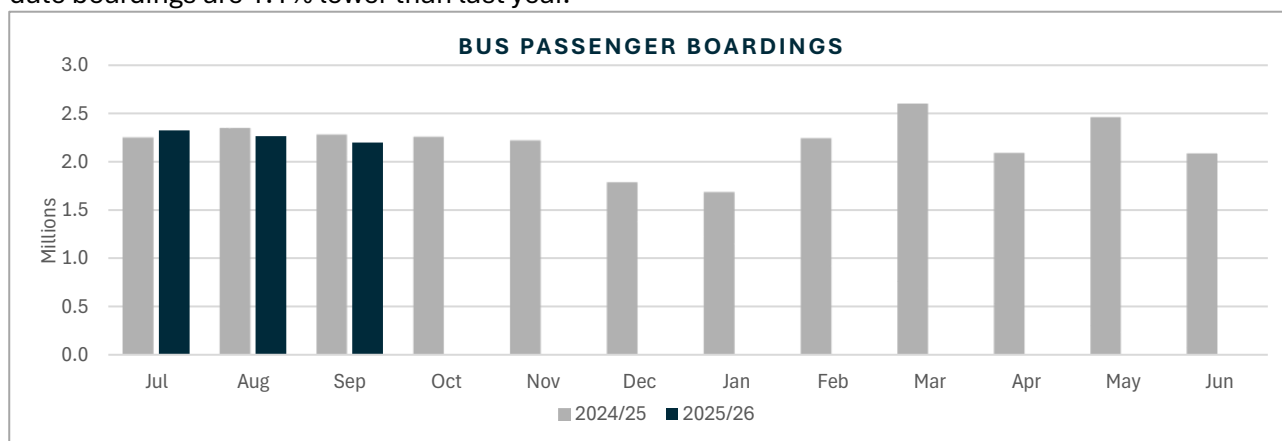
Operational performance

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

September bus passenger boardings were 3.4% lower than the same month last year, and the year to date boardings are 1.1% lower than last year.



Boardings by area - current month

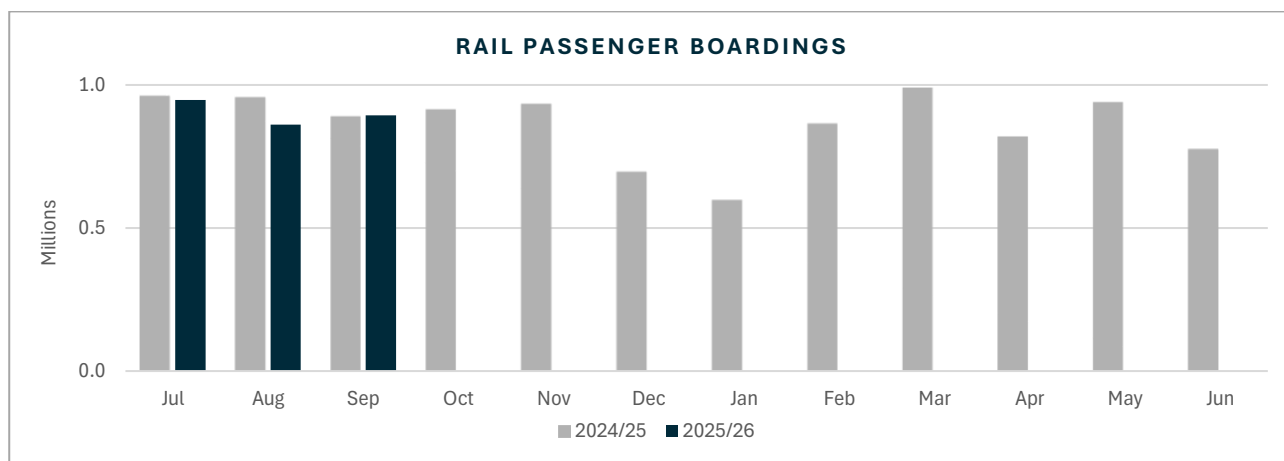
	Sep-25	Sep-24	% Change
Wellington	1,646,043	1,682,622	-2.2%
Hutt Valley	404,802	430,768	-6.0%
Porirua	81,080	87,979	-7.8%
Kapiti	52,037	58,269	-10.7%
Wairarapa	13,644	14,663	-6.9%
Total	2,197,606	2,274,301	-3.4%

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

	2025/26	2024/25	% Change
Wellington	5,083,276	5,088,847	-0.1%
Hutt Valley	1,245,953	1,292,027	-3.6%
Porirua	252,759	265,145	-4.7%
Kapiti	164,791	175,046	-5.9%
Wairarapa	42,234	42,614	-0.9%
Total	6,789,013	6,863,679	-1.1%

Rail passenger boardings

September rail passenger boardings were 0.5% higher than the same month last year.



Boardings by line - current month

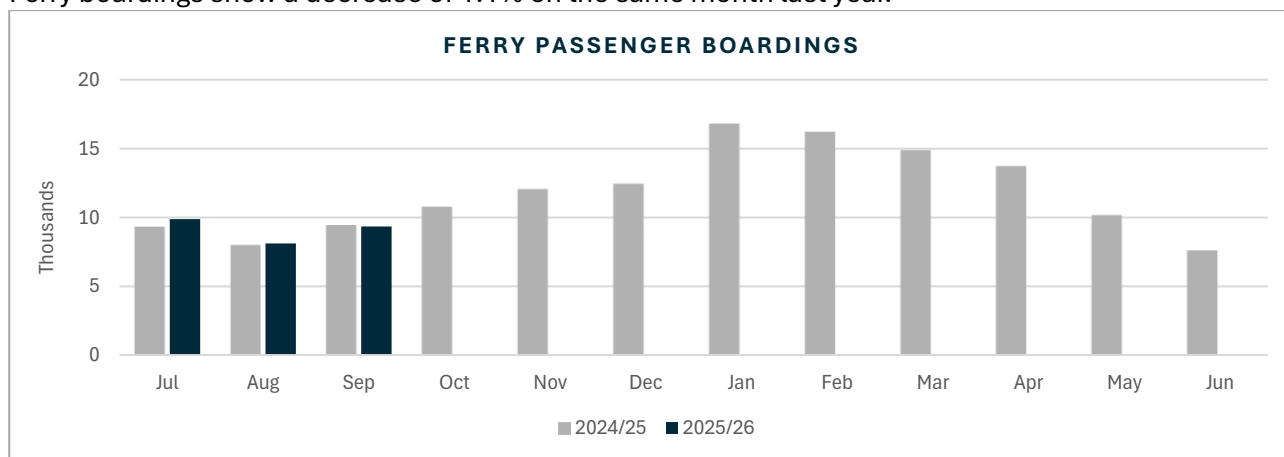
	Sep-25	Sep-24	% Change
Hutt Valley	389,764	395,939	-1.6%
Kapiti	366,637	353,829	3.6%
Johnsonville	86,379	97,857	-11.7%
Wairarapa	51,038	41,924	21.7%
Total	893,818	889,549	0.5%

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

	2025/26	2024/25	% Change
Hutt Valley	1,178,763	1,227,580	-4.0%
Kapiti	1,107,126	1,134,807	-2.4%
Johnsonville	268,008	294,964	-9.1%
Wairarapa	149,658	147,256	1.6%
Total	2,703,555	2,804,607	-3.6%

Ferry passenger boardings

Ferry boardings show a decrease of 1.1% on the same month last year.



Boardings - current month

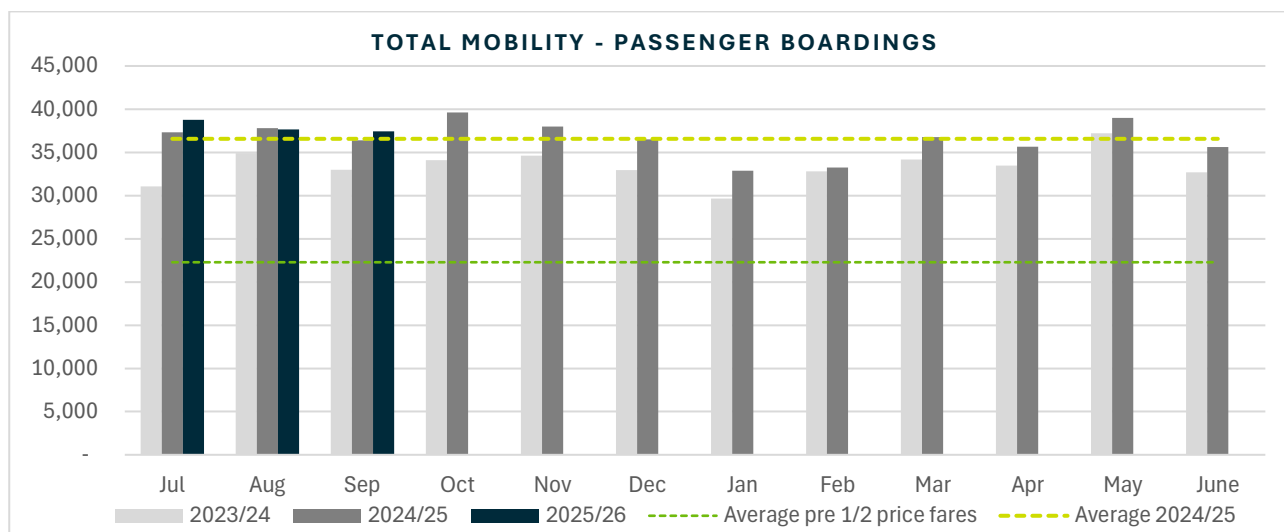
	Sep-25	Sep-24	% Change
Total	9,336	9,436	-1.1%

Boardings - year to date (Jul - Sep)

	2025/26	2024/25	% Change
Total	27,304	26,747	2.1%

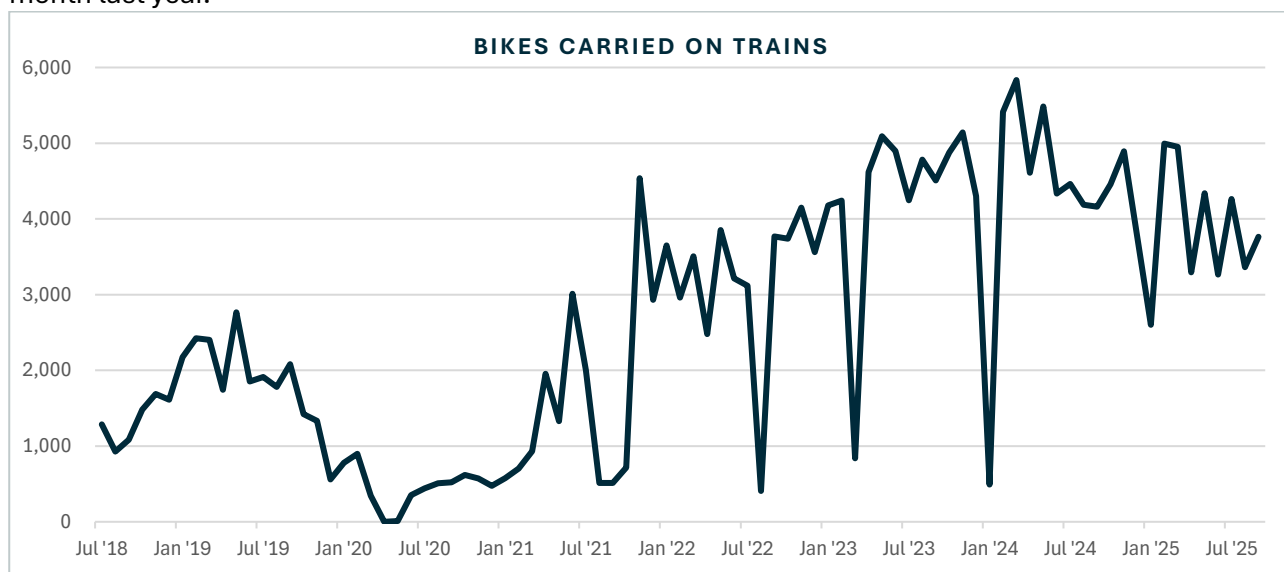
Te Hunga Whaikaha Total Mobility passenger boardings

In September there were 37,437 Te Hunga Whaikaha Total Mobility trips, an increase of 2.9% 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

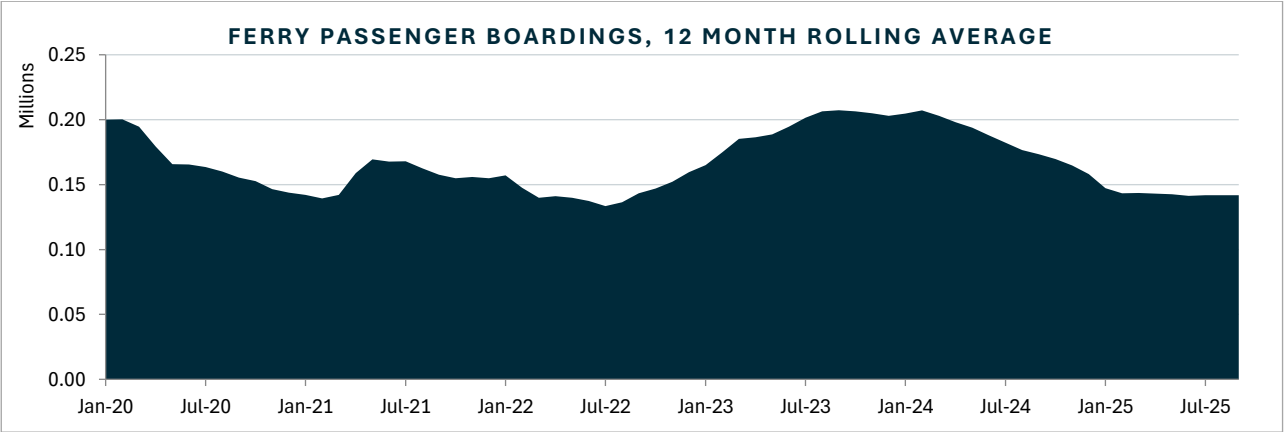
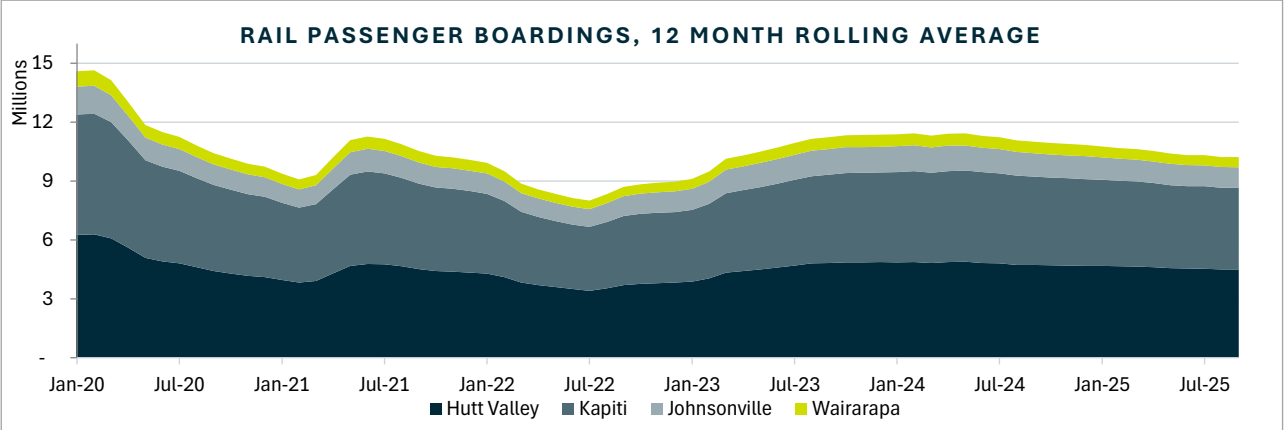
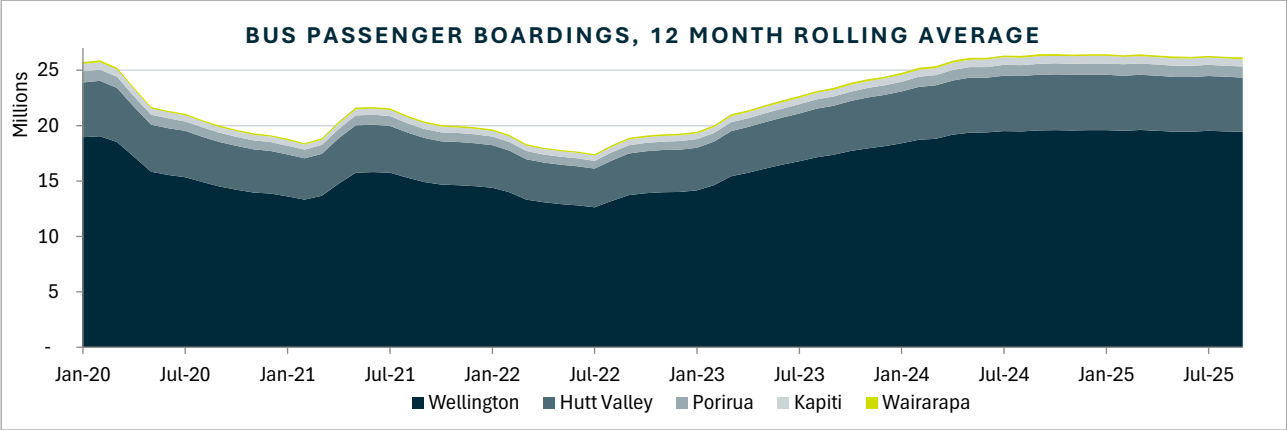
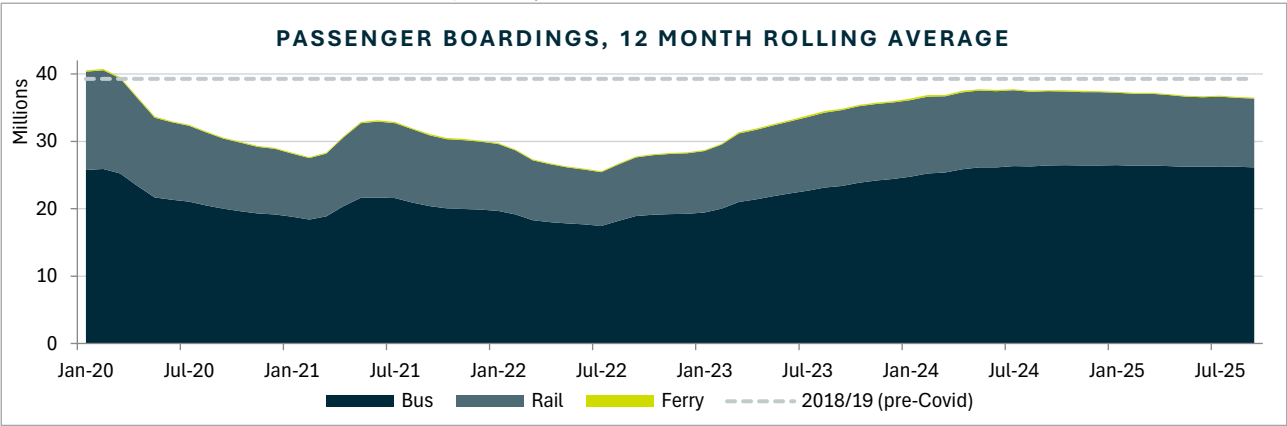
The following graph provides an estimate of the number of bikes carried on rail services, as recorded by onboard staff counts. These results may change over time as we improve data collection processes. In September 2025 3,763 bikes were counted onboard rail services, vs 4,162 over the same month last 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

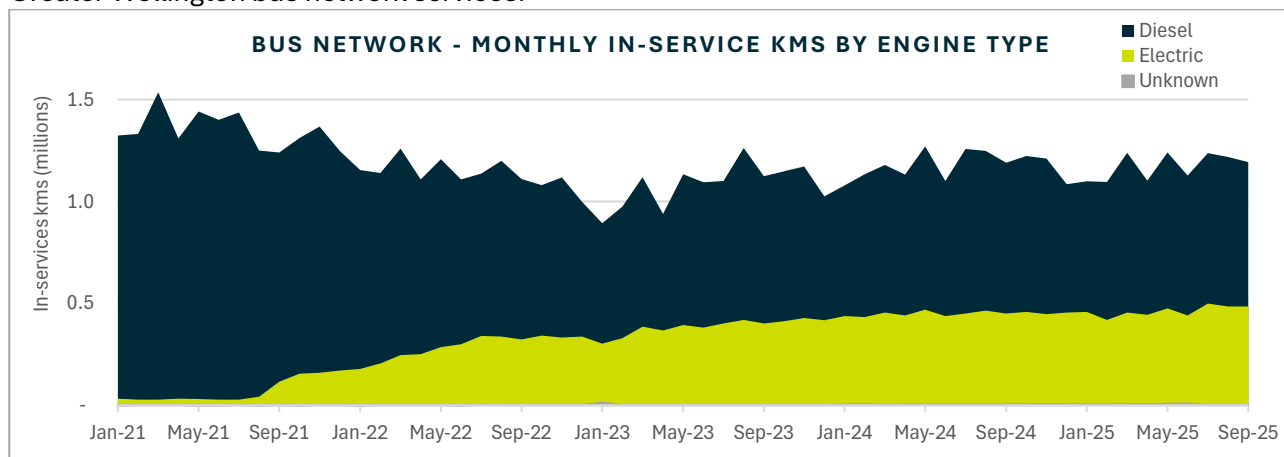
Protection Framework in late January 2022).



Bus emissions

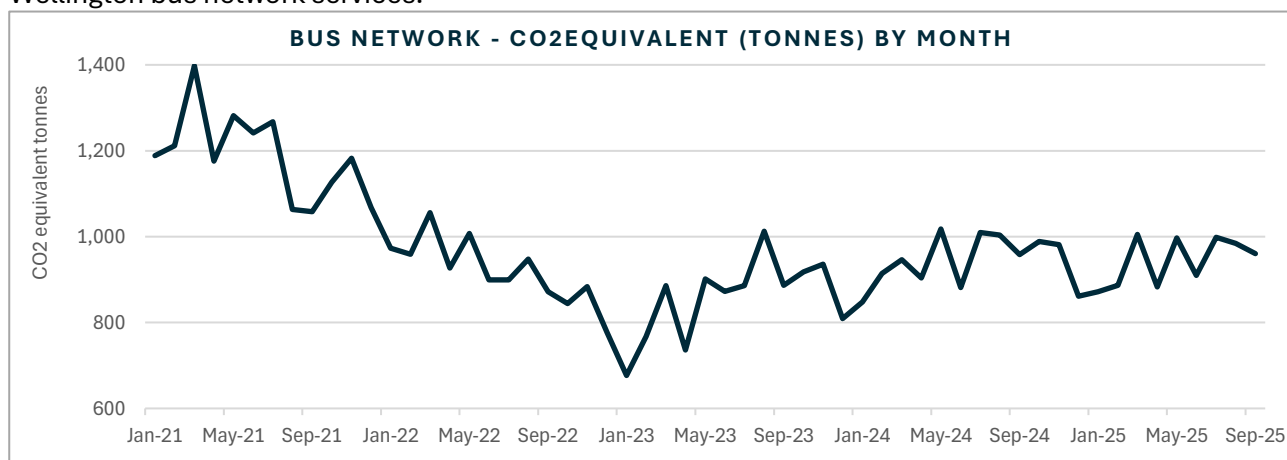
In-service kilometres by engine type

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



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

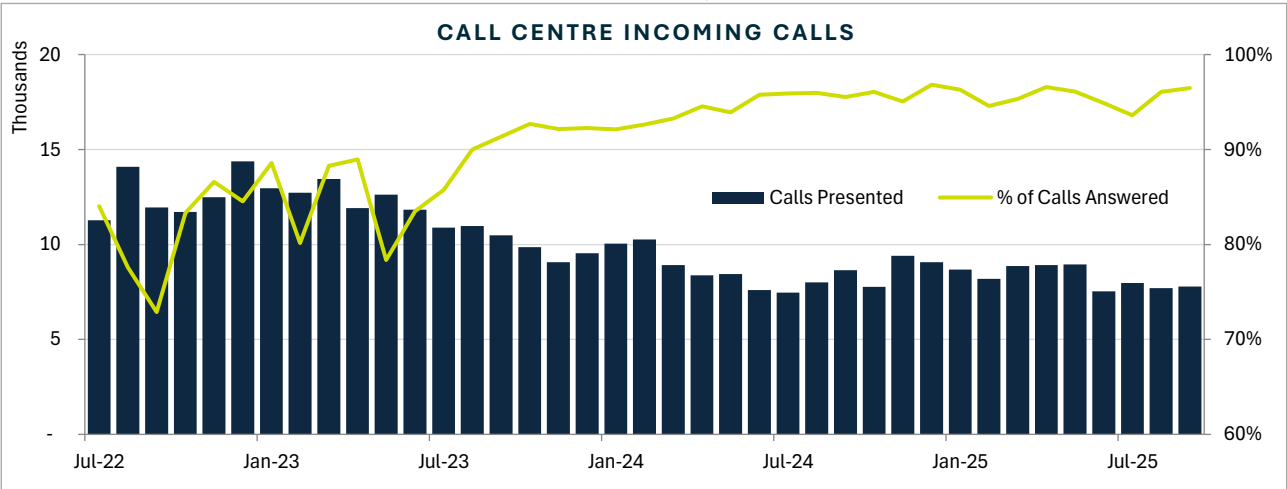
The table below shows the number of vehicles by engine type that ran bus network services in the Greater Wellington region in September.

Engine type	Count
Electric	119
EURO3	46
EURO4	19
EURO5	71
EURO6	214
Unknown	3
Total	472

Customer contact

Call centre incoming calls

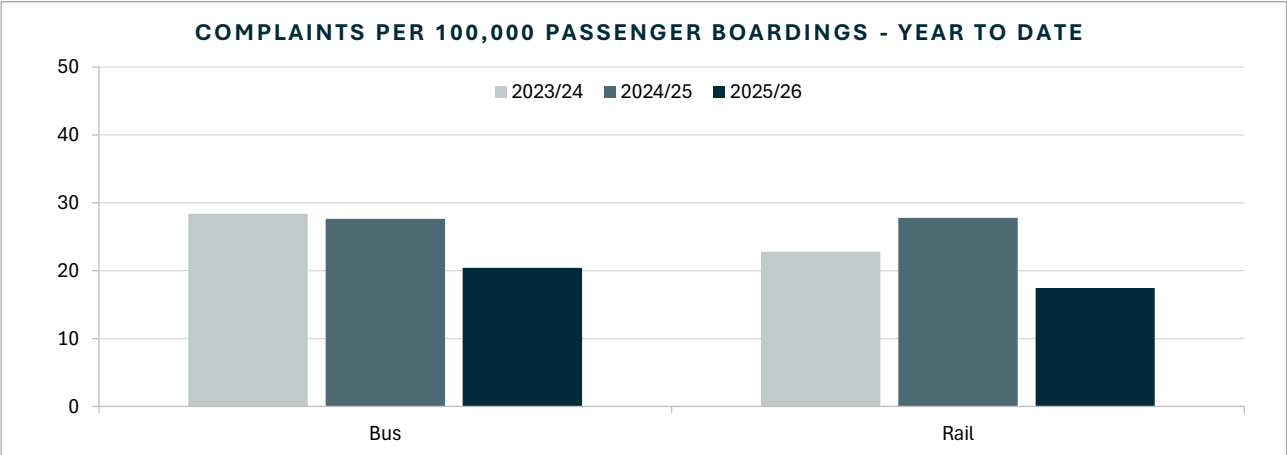
Metlink answered 96.5% of the 7779 calls received in September 2025.

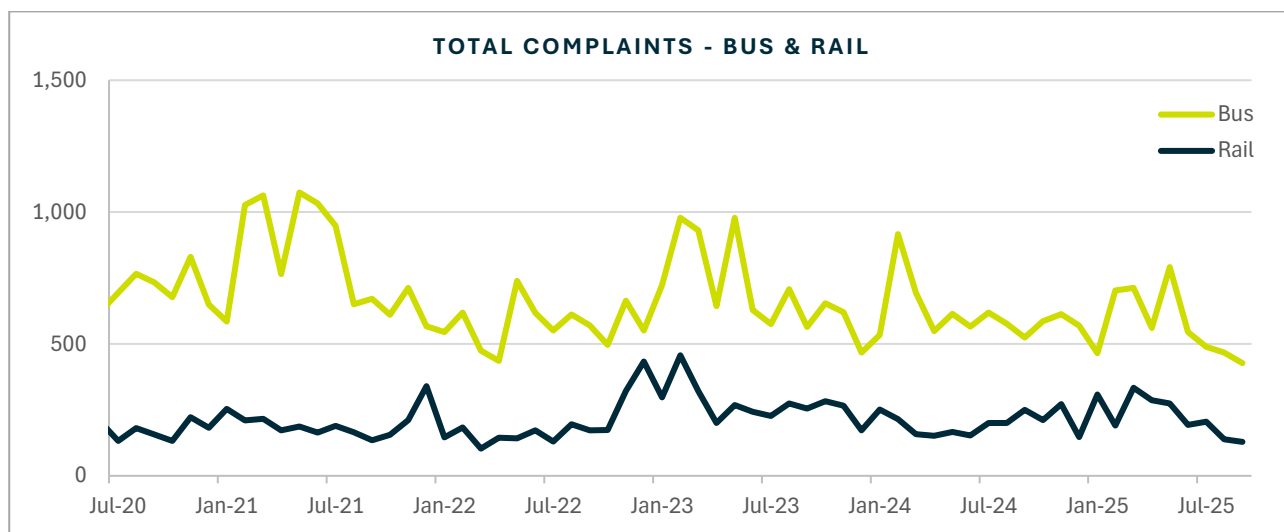


Complaints

Complaints volume

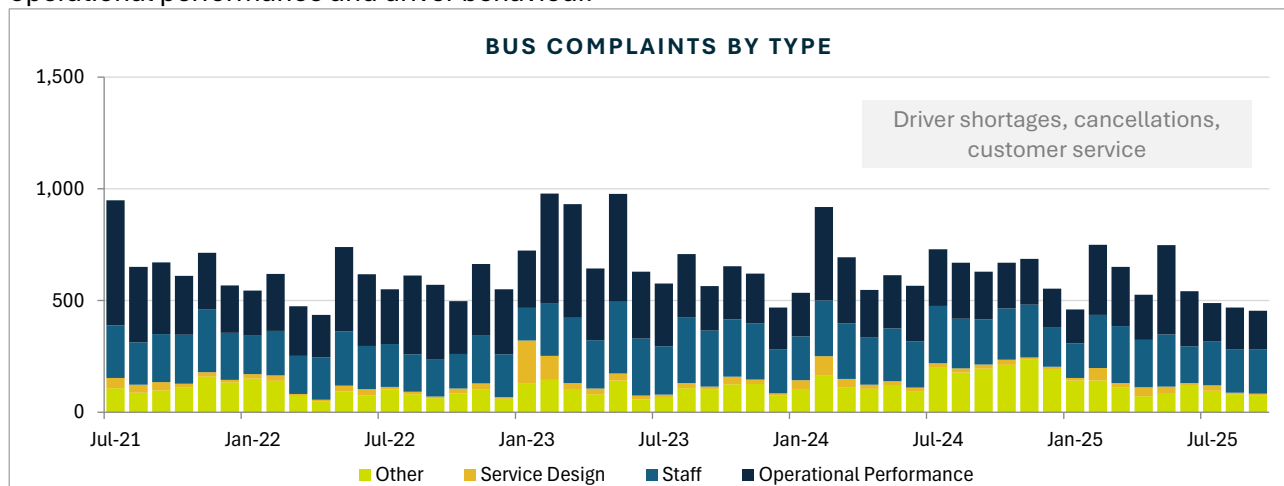
To compare complaint volumes, Metlink reports the number of complaints per 100,000 passenger boardings. This month, complaint volumes relative to passenger boardings are lower for rail than bus.





Bus complaints

Bus complaints for the month were 18.5% lower than September last year. They relate mostly to operational performance and driver behaviour.



Bus complaints - current month

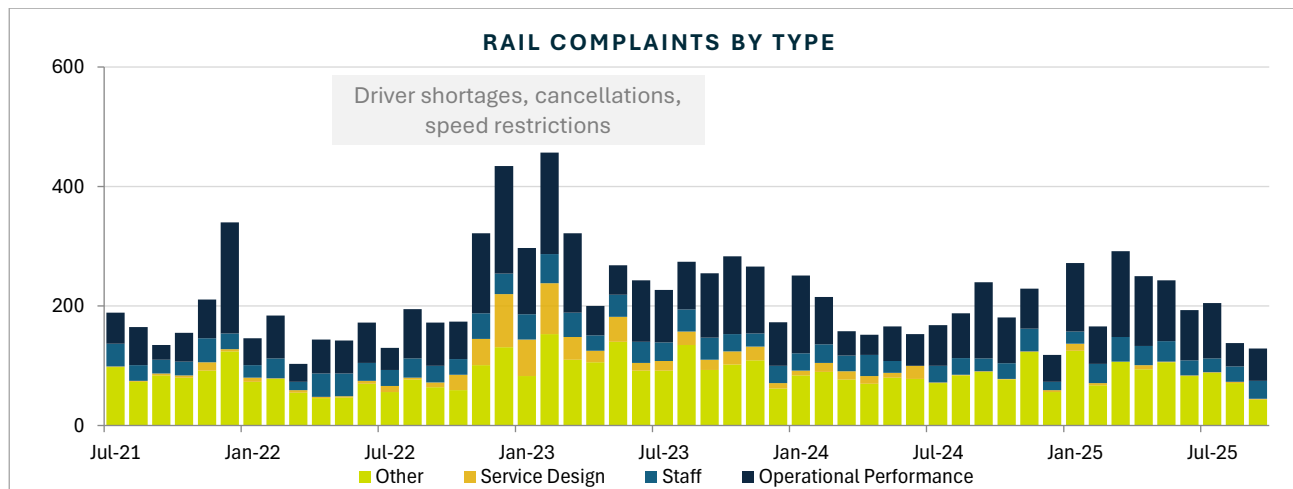
	Sep-25	Sep-24	Change
Wellington			
Newlands, Tawa	27	47	-42.6%
East-West, City	145	158	-8.2%
North-south, Khandallah, Brooklyn	122	162	-24.7%
Hutt Valley	86	117	-26.5%
Porirua	24	21	14.3%
Kapiti	16	17	-5.9%
Wairarapa	8	3	166.7%
General	26	-	
Total	428	525	-18.5%

Bus complaints - year to date (Jul - Sep)

	2025/26	2024/25	Change
Wellington			
Newlands, Tawa	99	124	-20.2%
East-West, City	405	553	-26.8%
North-south, Khandallah, Brooklyn	440	491	-10.4%
Hutt Valley	282	394	-28.4%
Porirua	57	83	-31.3%
Kapiti	42	60	-30.0%
Wairarapa	19	16	18.8%
General	67	-	
Total	1,344	1,721	-21.9%

Rail complaints

Rail complaints for the month were 48.4% lower than September last year. They relate mostly to operational performance and staff.



Rail complaints - current month

	Sep-25	Sep-24	Change
Hutt Valley	46	64	-28.1%
Kapiti	42	103	-59.2%
Johnsonville	4	17	-76.5%
Wairarapa	30	19	57.9%
General	7	47	-85.1%
Total	129	250	-48.4%

Rail complaints - year to date (Jul - Sep)

	2025/26	2024/25	Change
Hutt Valley	187	209	-10.5%
Kapiti	115	221	-48.0%
Johnsonville	73	32	128.1%
Wairarapa	59	61	-3.3%
General	38	128	-70.3%
Total	472	651	-27.5%

Financial performance

Fare revenue

Bus and rail fare revenue

In September 2025, there was a budget shortfall of \$35,955 for the month across bus and rail services. The year-to-date budget shortfall for bus and rail fare revenue is \$20,385.

There are several factors contributing to the year-to-date fare revenue budget variance, including the growth in bus patronage, and higher average fare payments for the network overall due to the reduction to off-peak discount.

The ferry fare revenue in September was \$94,093.

Fare revenue - current month

	Sep-25	Budget	Excess/Shortfall
Bus	4,156,054	3,982,533	173,521
Rail	3,520,221	3,729,698	-209,476
Total	\$ 7,676,276	\$ 7,712,231	-\$ 35,955

Fare revenue - year to date (Jul - Sep)

	2025/26	Budget	Excess/Shortfall
Bus	12,661,188	11,947,600	713,588
Rail	10,455,120	11,189,093	-733,973
Total	\$ 23,116,308	\$ 23,136,693	-\$ 20,385