

# Metlink performance report

FEBRUARY 2025



## Contents

<b>Partner performance</b>	<b>2</b>
Bus operators	2
Ferry operator	6
Rail operator	7
Rail network owner	8
<b>Operational performance</b>	<b>11</b>
Patronage	11
Bus emissions	15
Customer contact	16
Complaints	17
<b>Financial performance</b>	<b>20</b>
Fare revenue	20

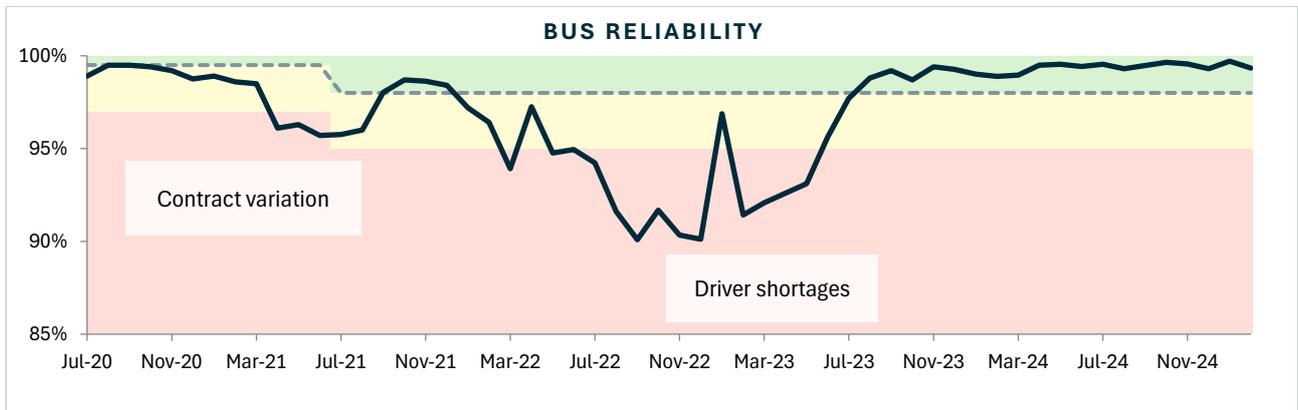
# Partner performance



## Bus operators

### Reliability

The bus reliability measure shows the percentage of scheduled services that ran, as tracked by RTI and Snapper systems. In February, 99.3% 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. We have seen an increase in cancellations due to vehicle availability for some of our operators. Service levels have increased as students return to school and we are seeing the usual heavy loadings that come with the start of term one.



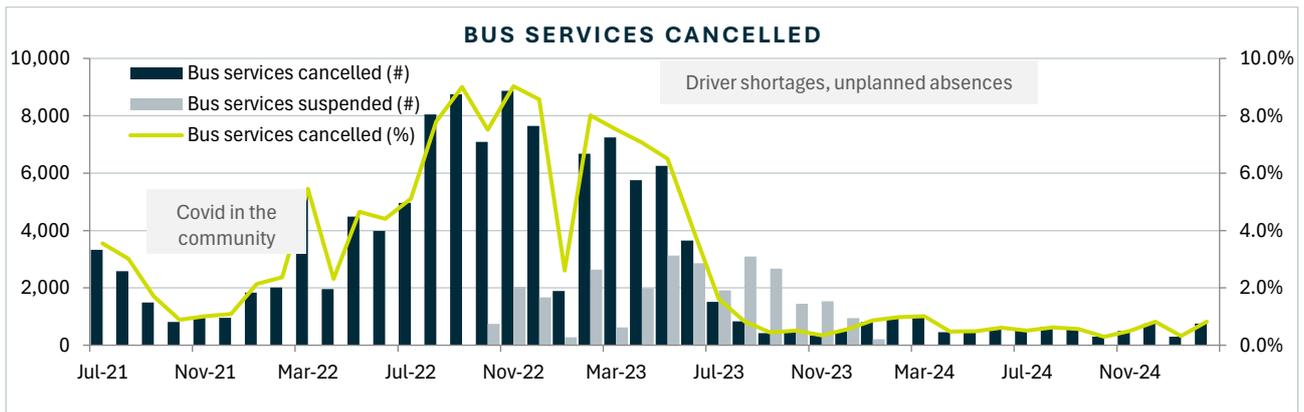
■ ≥98%, Meets/exceeds target  
 ■ 98%-95% Needs improvement  
 ■ <95% Unsatisfactory

#### Reliability - current month

	Feb-25	Feb-24	Change
Wellington City			
Newlands & Tawa	99.3%	99.3%	0.0%
East, West & City	99.9%	99.7%	0.2%
North, South, Khandallah & Brooklyn	98.0%	97.5%	0.4%
Hutt Valley	99.9%	99.5%	0.4%
Porirua	98.9%	96.4%	2.4%
Kapiti	99.7%	99.8%	-0.1%
Wairarapa	99.7%	98.4%	1.4%
<b>Total</b>	<b>99.3%</b>	<b>98.9%</b>	<b>0.4%</b>

#### Reliability - year to date (July - February)

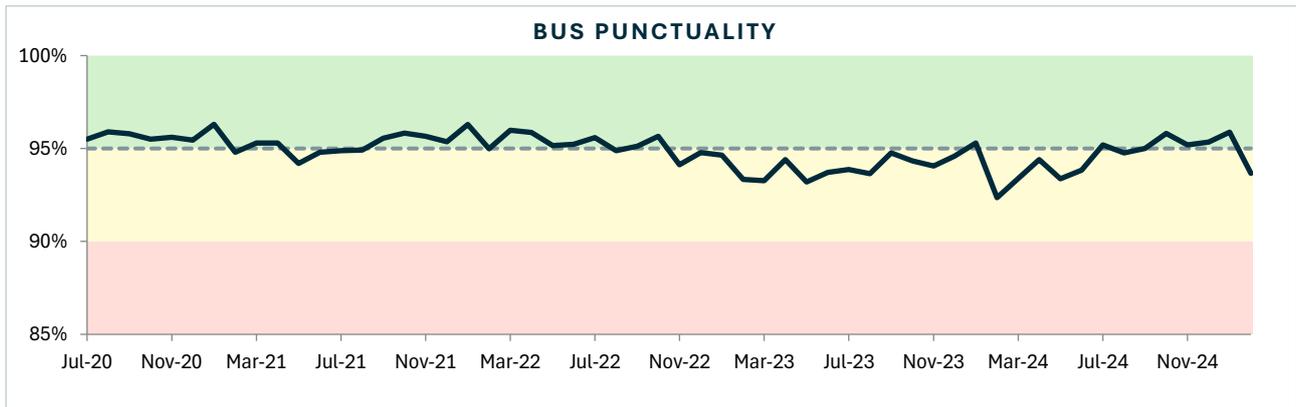
	2024/25	2023/24	Change
Wellington City			
Newlands & Tawa	99.6%	99.3%	0.3%
East, West & City	99.8%	99.8%	0.0%
North, South, Khandallah & Brooklyn	99.0%	97.5%	1.5%
Hutt Valley	99.8%	99.3%	0.5%
Porirua	99.1%	97.0%	2.1%
Kapiti	99.7%	99.4%	0.3%
Wairarapa	99.3%	98.4%	0.9%
<b>Total</b>	<b>99.5%</b>	<b>98.9%</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 93.7% in February and 95.1% for the year to date. Punctuality this month has been impacted by congestion in the usual places across the region, and various roadworks sites. Rising Main work on Wakefield Street continues, impacting punctuality for routes 14 and 24. We have also seen an increase in smaller work sites across the region, which although small, are plentiful so are creating a knock-on effect to some routes, as contractors make the most of the warmer weather to complete resurfacing works.



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

### Punctuality - current month

	Feb-25	Feb-24	Change
Wellington City			
Newlands & Tawa	94.0%	94.5%	-0.5%
East, West & City	95.3%	93.3%	2.0%
North, South, Khandallah & Brooklyn	91.1%	89.9%	1.2%
Hutt Valley	92.3%	91.4%	0.9%
Porirua	95.4%	94.5%	0.9%
Kapiti	96.1%	93.9%	2.2%
Wairarapa	93.1%	89.3%	3.8%
<b>Total</b>	<b>93.7%</b>	<b>92.4%</b>	<b>1.3%</b>

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

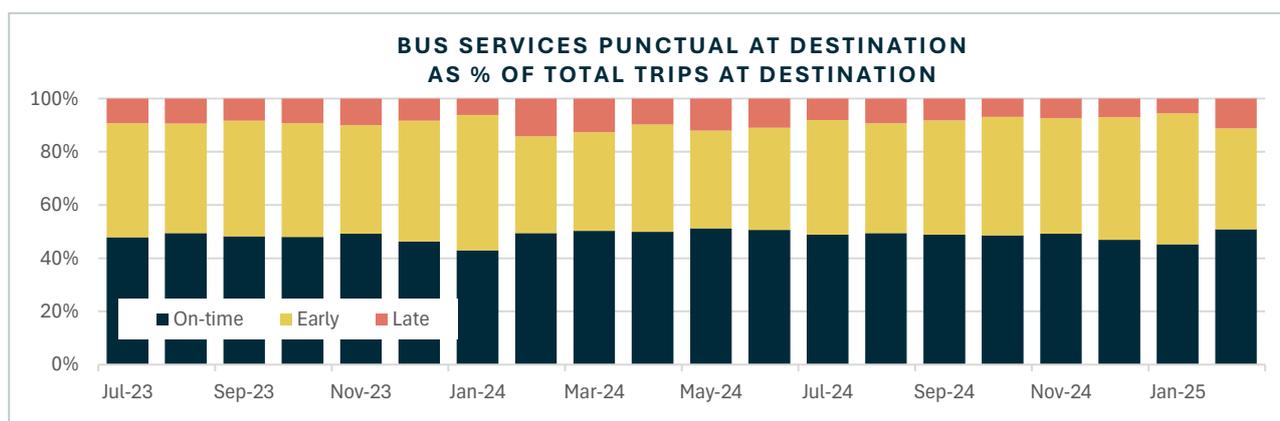
	2024/25	2023/24	Change
Wellington City			
Newlands & Tawa	95.9%	95.4%	0.5%
East, West & City	96.1%	95.6%	0.5%
North, South, Khandallah & Brooklyn	93.1%	90.9%	2.2%
Hutt Valley	94.4%	94.5%	-0.1%
Porirua	96.9%	95.1%	1.8%
Kapiti	96.6%	93.2%	3.4%
Wairarapa	93.4%	90.9%	2.5%
<b>Total</b>	<b>95.1%</b>	<b>94.1%</b>	<b>1.0%</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 February, 50.9% of bus services recorded at destination arrived on time, with a further 37.9% arriving more than one minute early, while 11.1% of services arrived more than five minutes late.



### Punctuality at destination - current month

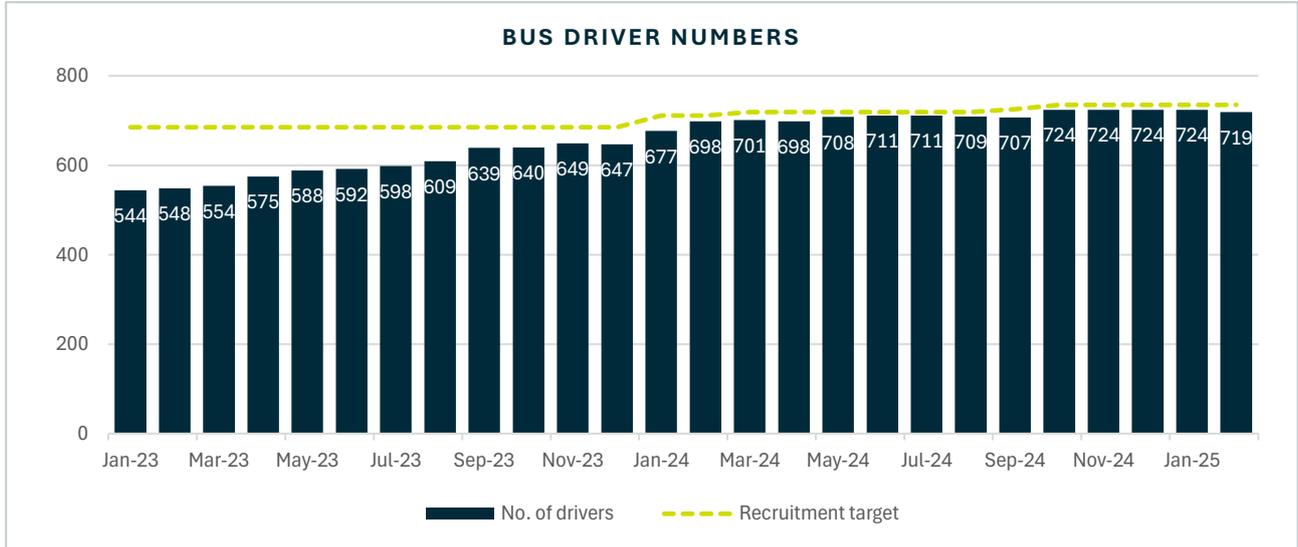
	Feb-25	Feb-24	Change
On-time	50.9%	49.5%	1.5%
Early	37.9%	36.4%	1.6%
Late	11.1%	14.2%	-3.0%

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

	2024/25	2023/24	Change
On-time	48.6%	47.7%	0.9%
Early	42.2%	42.9%	-0.7%
Late	9.2%	9.4%	-0.2%

## 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 735 drivers required to run the network.



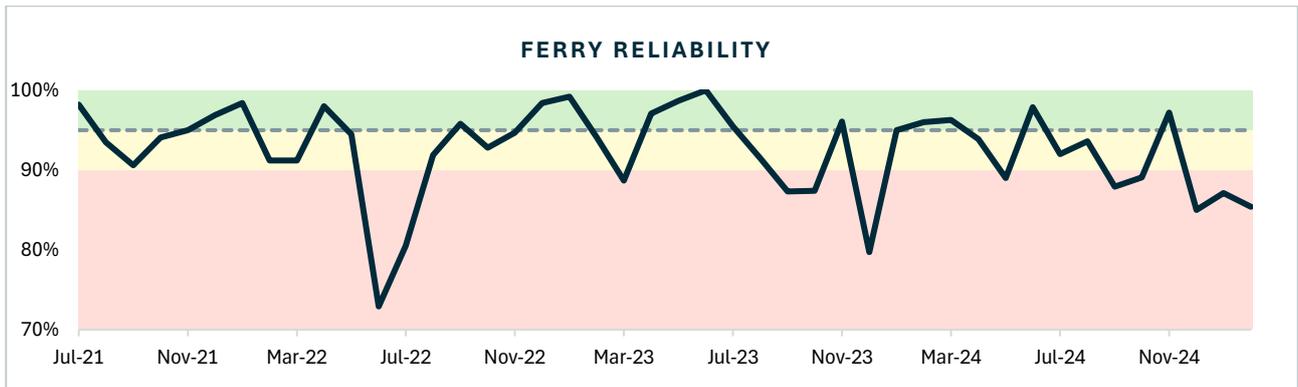


# Ferry operator

## Reliability

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

Reliability for February was 85.4%, compared to 96% for the same month last year. There were 8 weather-related cancellations this month, and 96 non-weather-related cancellations.



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

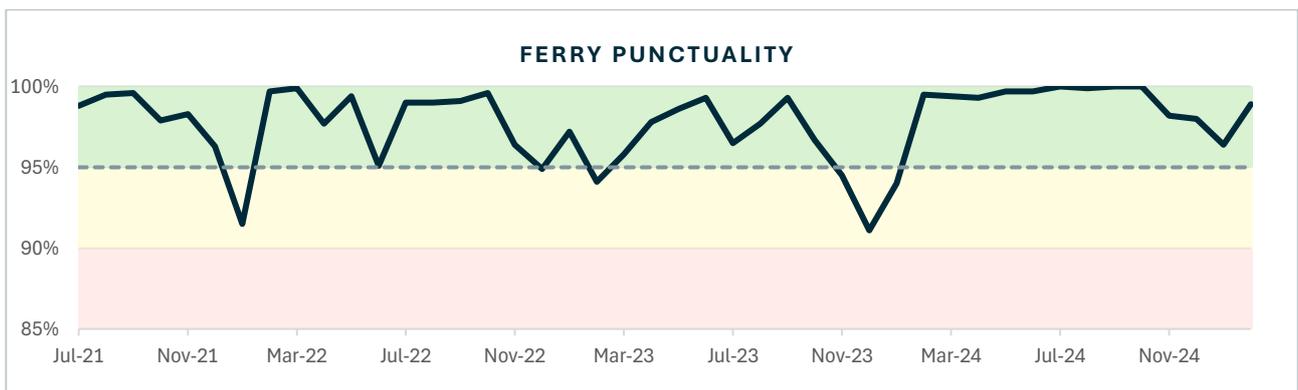
### Reliability - current month

	Feb-25	Feb-24	% Change
Total	85.4%	96.0%	-10.6%

## Punctuality

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

Punctuality for February was 98.9%, compared to 99.5% for the same month last year.



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

### Punctuality - current month

	Feb-25	Feb-24	% Change
Total	98.9%	99.5%	-0.6%



# Rail operator

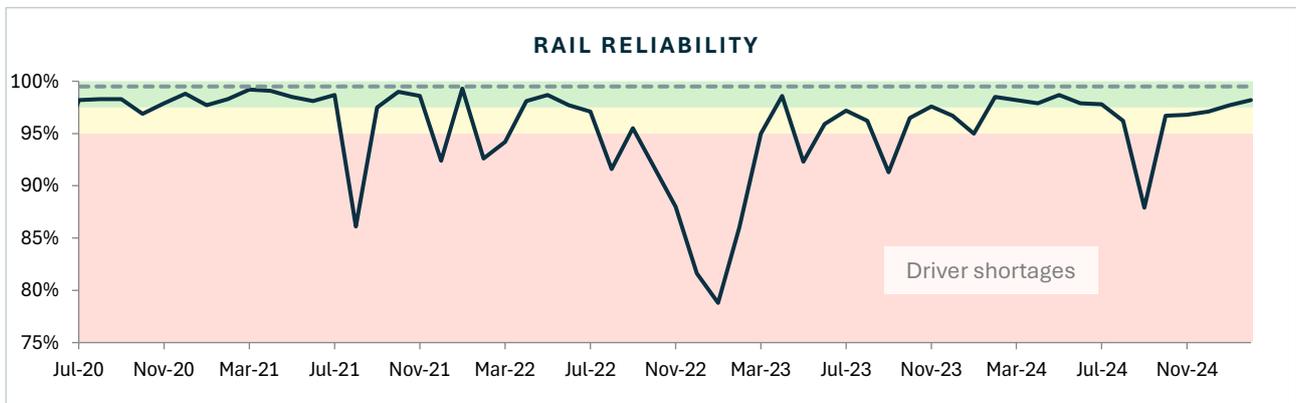
## Reliability

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 98.2% in February, and 96% for the year to date.

KiwiRail completed their extended Christmas works on 9 February 2025; with Wairarapa Line trains returning on 10 February 2025.

Staff sickness impacted 0.4% of services, most services being bus replaced or running with reduced capacity.



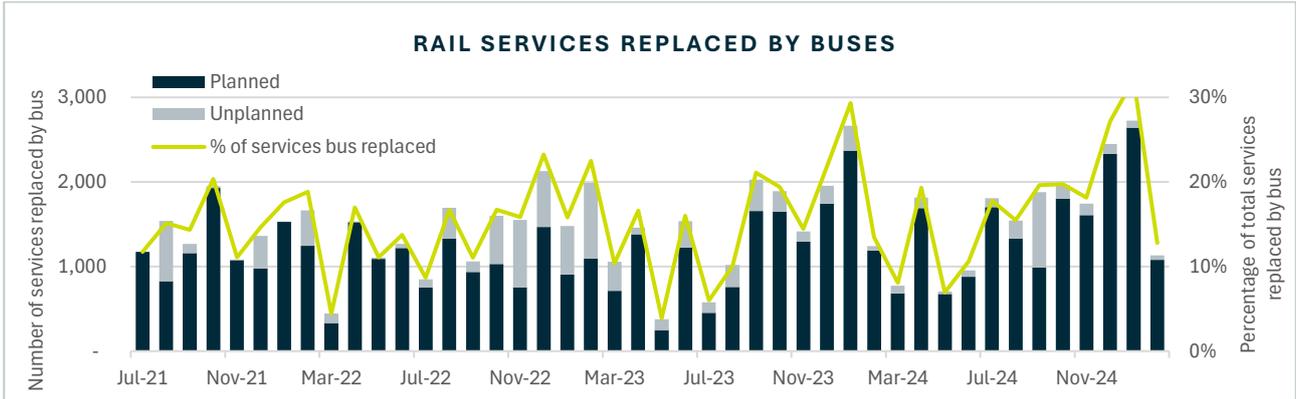
Reliability - current month

	Feb-25	Feb-24	Change
Hutt Valley	98.8%	98.4%	0.4%
Johnsonville	97.6%	99.4%	-1.8%
Kapiti	98.6%	98.2%	0.4%
Wairarapa	89.3%	96.0%	-6.7%
<b>Total</b>	<b>98.2%</b>	<b>98.5%</b>	<b>-0.3%</b>

Reliability - year to date (Jul - February)

	2024/25	2023/24	Change
Hutt Valley	96.5%	97.2%	-0.7%
Johnsonville	97.4%	95.7%	1.7%
Kapiti	95.0%	96.9%	-1.9%
Wairarapa	87.9%	92.8%	-4.9%
<b>Total</b>	<b>96.0%</b>	<b>96.6%</b>	<b>-0.6%</b>

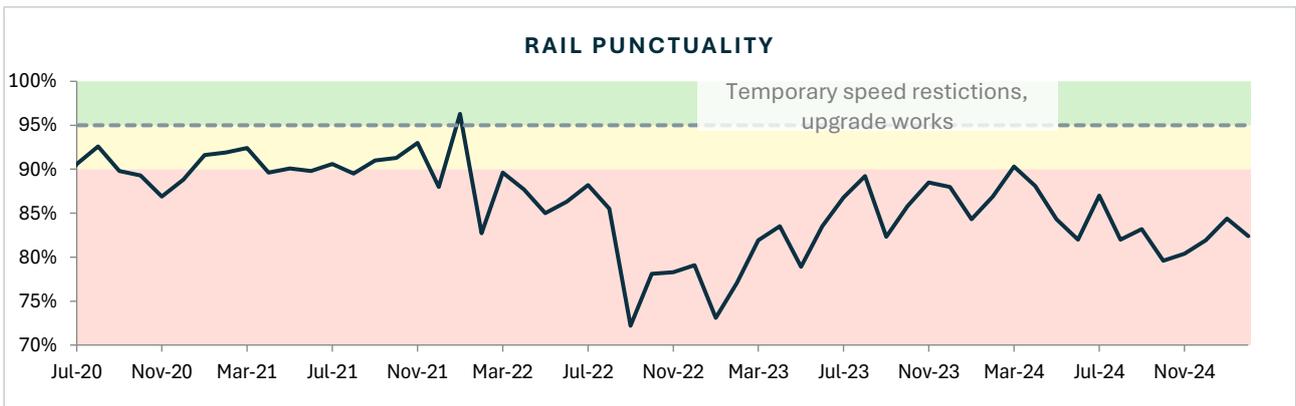
In February, 12.8% of rail services were replaced by buses, compared to 32.1% the previous month.



In February, there were 8,835 rail trips run, carrying 864,144 passengers.

## Punctuality

Punctuality continues to be impacted by the introduction of the new signalling system. This is gradually improving week by week and operational processes are being updated to reflect the new operations. High levels of speed restrictions across the network, in particular on the Kāpiti and Wairarapa Lines also continue to impact services.



### Punctuality - current month

	Feb-25	Feb-24	Change
Hutt Valley	79.2%	89.4%	-10.2%
Johnsonville	90.5%	96.7%	-6.2%
Kapiti	77.5%	82.6%	-5.1%
Wairarapa	42.1%	5.8%	36.3%
<b>Total</b>	<b>80.6%</b>	<b>86.9%</b>	<b>-6.3%</b>

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

	2024/25	2023/24	Change
Hutt Valley	88.3%	87.9%	0.4%
Johnsonville	95.4%	95.7%	-0.3%
Kapiti	67.8%	85.3%	-17.5%
Wairarapa	40.2%	29.0%	11.2%
<b>Total</b>	<b>82.4%</b>	<b>87.5%</b>	<b>-5.1%</b>

# 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.*

### **February Commentary**

February's performance increased slightly from January, with Punctuality rising to 96.24% and Reliability to 99.56%. This was predominately due to TSR's on the Kapiti Line remaining under KPI throughout the month.

The main disruption during the month was on the 3rd of February with 68 points failing in Wellington Yard, post Wellington Station Signalling project commissioning works. The fault was caused by a misalignment of the switch and stock rail impacting points detection which was rectified the following weekend with lifting and packing underneath the switch rail.

Other disruptions during the month occurred on the Johnsonville Line with a fault at 4R Signal on the 10th and 11th February. On arrival Signal Technicians found the track circuit failed due to impedance bonds at the feed end of the track circuit. The impedance bonds were replaced, and the track circuit tested ok. The following day, the track circuit failed again, this time due to a rail clip on the track shorting out the insulated joint.

Temporary Speed Restrictions (TSRs) lifted throughout February on the Kapiti Line include Bridge 3 Relay and a Resleeper at the 17.980km that was awaiting new ballast. On the Wairarapa a TSR at the 38.450km – 38.610km for insufficient ballast shoulder was removed. A line fault on Bridge 2AA on the Johnsonville line was lifted Mid-February.

On the Hutt Valley Line a new TSR was established on the Up Main at Pomare platform due to clearance issues identified during survey works. The clearance will be rectified during the upcoming Easter/ANZAC BOL when resurfacing works are carried out.

On the Johnsonville Line a new TSR was added for a Rerail works during interpeak BOLs. Hot weather prevented completion of distress work which will be completed during the next access window.

**KPI Summary**

**Network Availability**

There were no unplanned line closures for the month of February

**Maintenance Compliance**

Maintenance is 100% compliant across both Track and STTE.

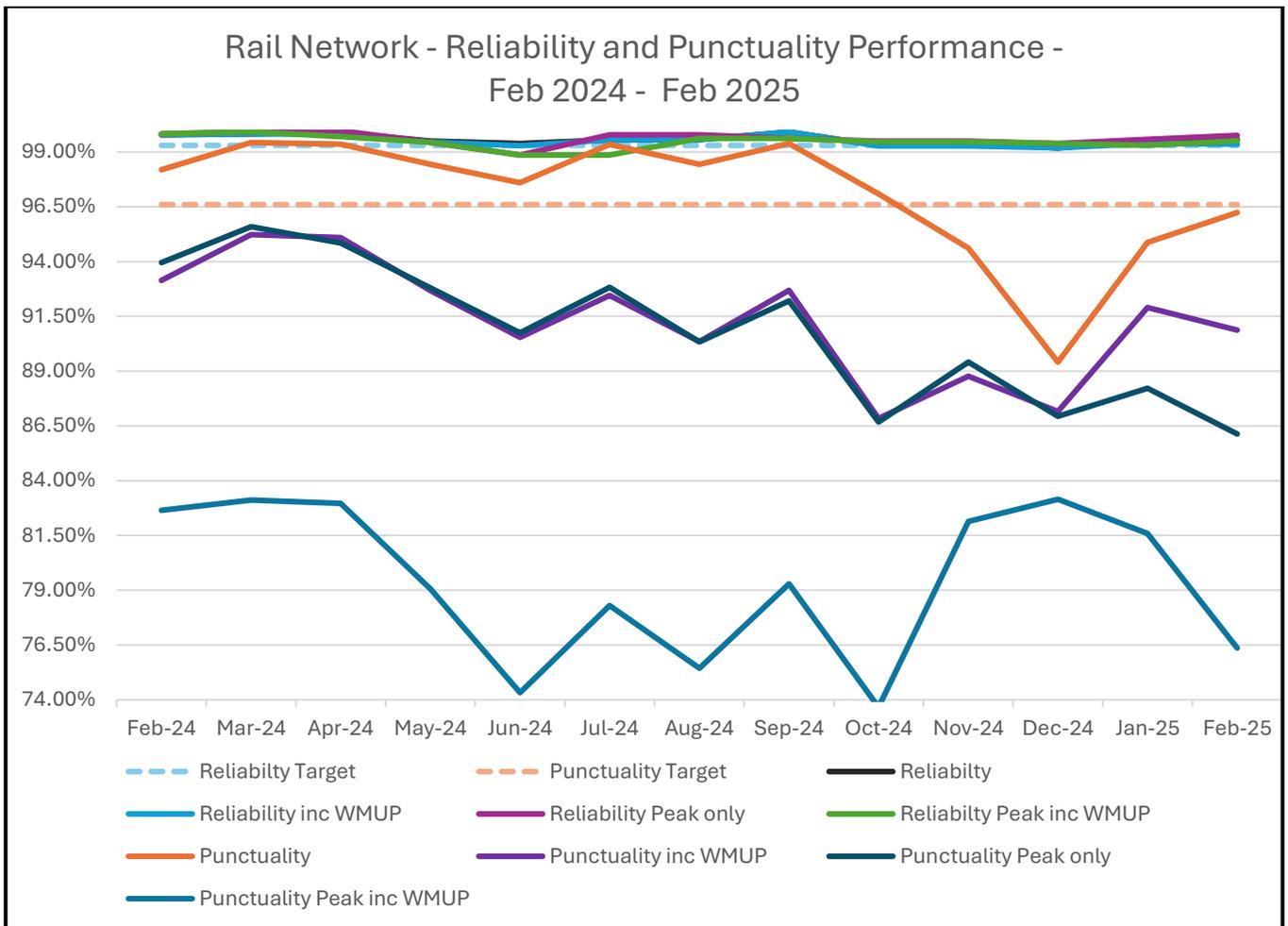
**Maintenance Backlog**

Two Signals maintenance work orders remain open, awaiting materials.

**HSE**

28 Zero Harm days in February

Graph showing Network Punctuality and reliability performance trends



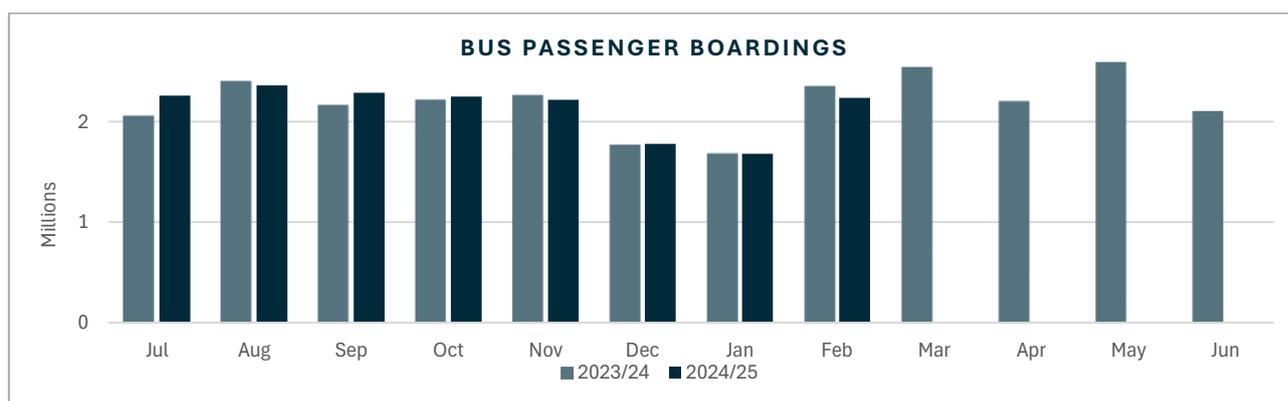
# Operational performance

## 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

February bus passenger boardings were 4% lower than the same month last year, and 1.3% higher for the year to date.



#### Boardings by area - current month

	Feb-25	Feb-24	% Change
Wellington	1,636,164	1,696,808	-3.6%
Hutt Valley	429,826	455,480	-5.6%
Porirua	94,966	92,575	2.6%
Kapiti	62,509	70,500	-11.3%
Wairarapa	14,257	15,513	-8.1%
<b>Total</b>	<b>2,237,722</b>	<b>2,330,876</b>	<b>-4.0%</b>

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

	2024/25	2023/24	% Change
Wellington	12,609,489	12,451,710	1.3%
Hutt Valley	3,224,850	3,202,005	0.7%
Porirua	647,313	592,683	9.2%
Kapiti	420,238	424,641	-1.0%
Wairarapa	97,316	105,569	-7.8%
<b>Total</b>	<b>16,999,206</b>	<b>16,776,608</b>	<b>1.3%</b>

## Rail passenger boardings

January rail passenger boardings were 8% lower than the same month last year, and 8.3% lower for the year to date.



### Boardings by line - current month

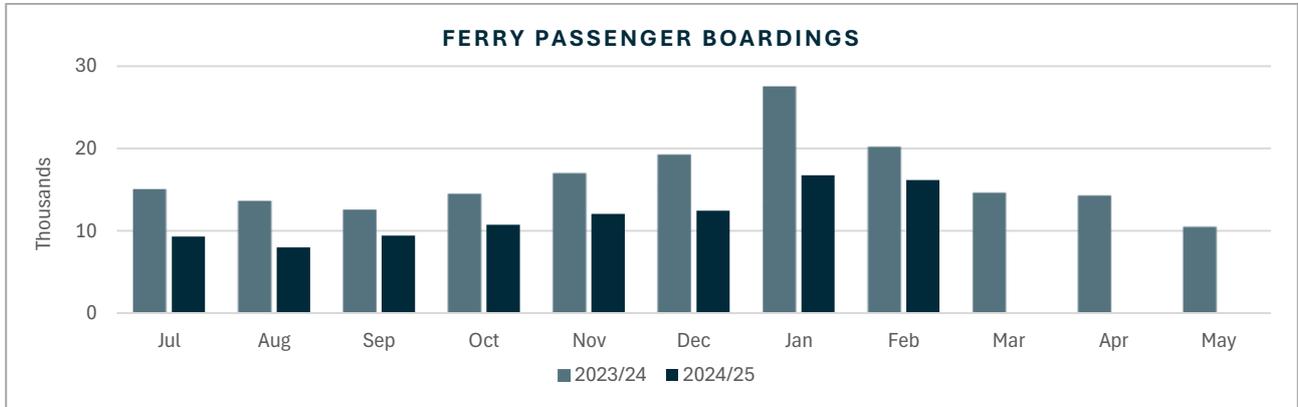
	Feb-25	Feb-24	% Change
Hutt Valley	383,696	397,896	-3.6%
Kapiti	353,080	383,957	-8.0%
Johnsonville	89,089	108,053	-17.6%
Wairarapa	38,279	49,120	-22.1%
<b>Total</b>	<b>864,144</b>	<b>939,026</b>	<b>-8.0%</b>

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

	2024/25	2023/24	% Change
Hutt Valley	2,988,990	3,159,494	-5.4%
Kapiti	2,763,417	3,027,085	-8.7%
Johnsonville	711,732	838,610	-15.1%
Wairarapa	341,736	398,483	-14.2%
<b>Total</b>	<b>6,805,875</b>	<b>7,423,672</b>	<b>-8.3%</b>

## Ferry passenger boardings

Ferry boardings show a decrease of 19.8% on the same month last year, and a decrease of 32% for the year to date. Boardings are often affected by weather. There were additional cancellations this month due to a mechanical issue with City Cat which affected 22 trips.



### Boardings - current month

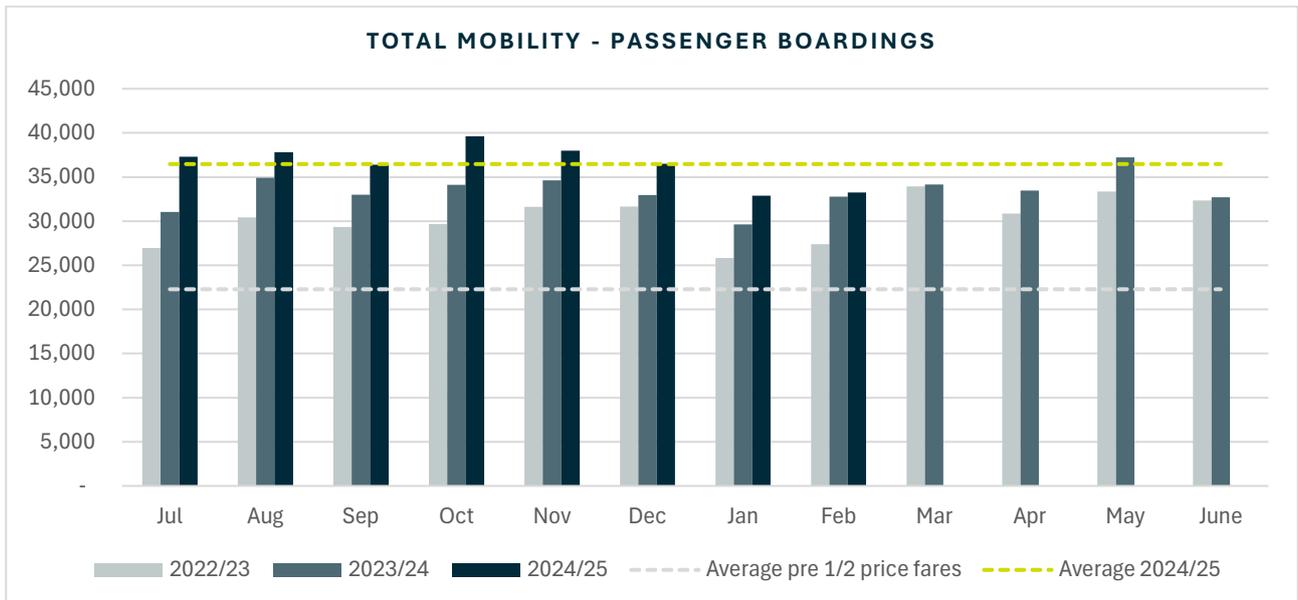
	Feb-25	Feb-24	% Change
<b>Total</b>	<b>16,168</b>	<b>20,160</b>	<b>-19.8%</b>

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

	2024/25	2023/24	% Change
<b>Total</b>	<b>94,910</b>	<b>139,548</b>	<b>-32.0%</b>

## Te Hunga Whaikaha Total Mobility passenger boardings

In January there were 33256 Te Hunga Whaikaha Total Mobility trips, an increase of 1.41% 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.

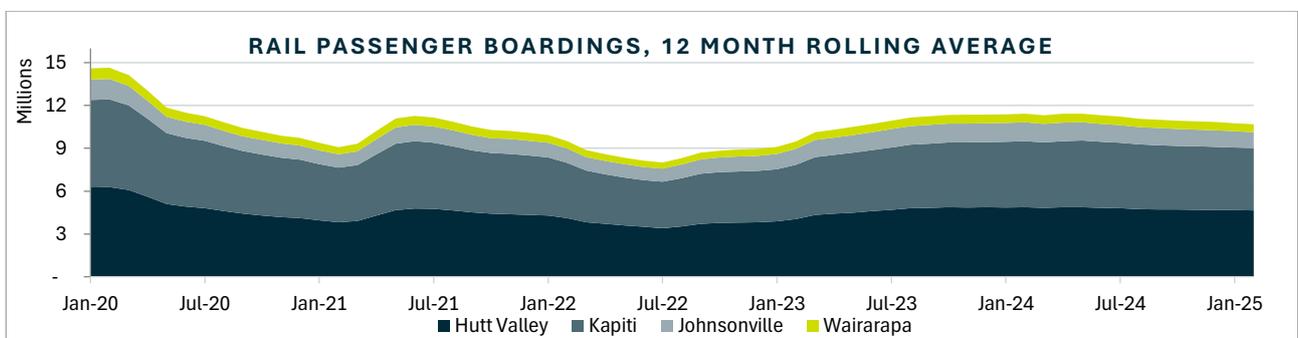
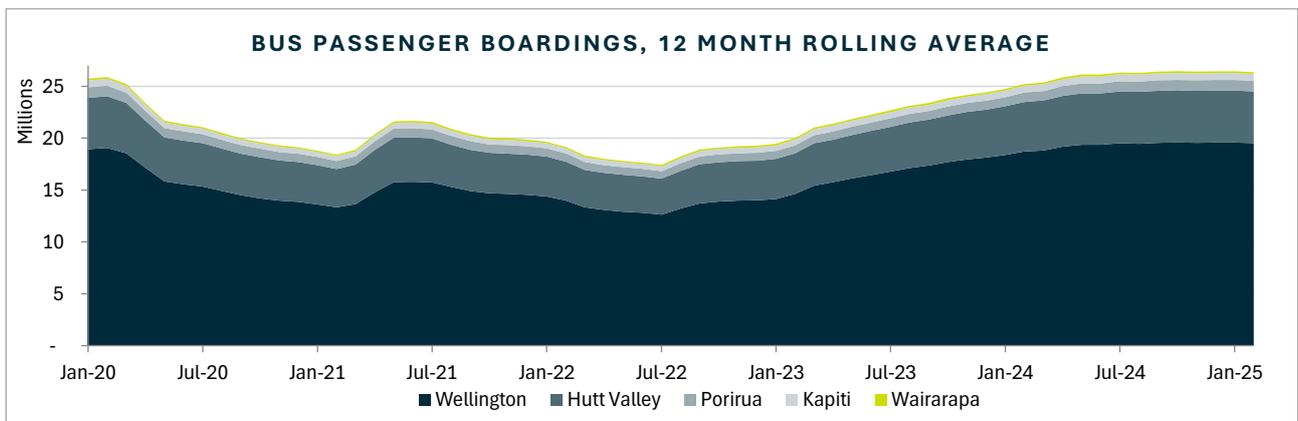
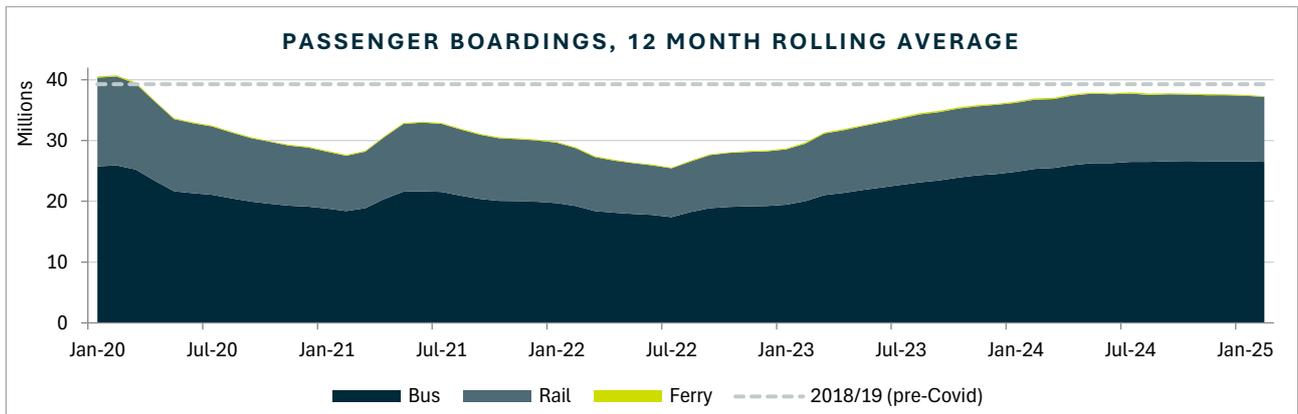


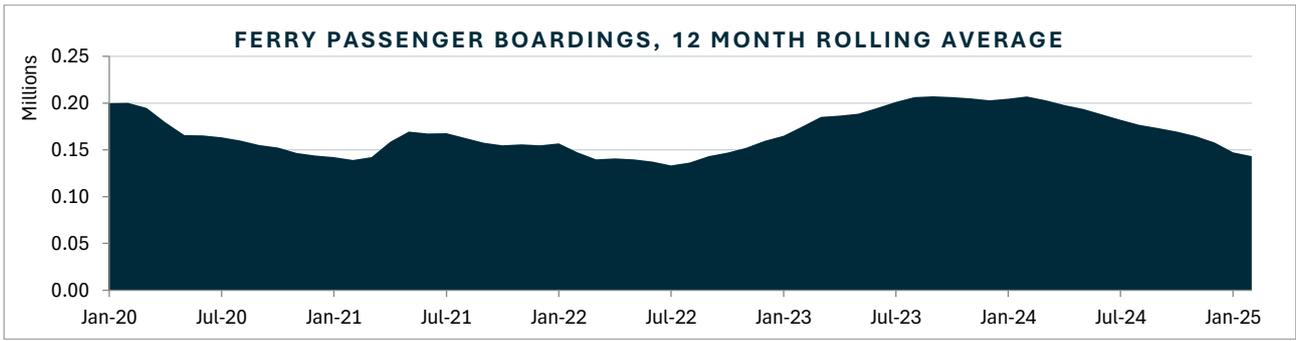
## Passenger boardings trend – 12 month rolling totals

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 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.

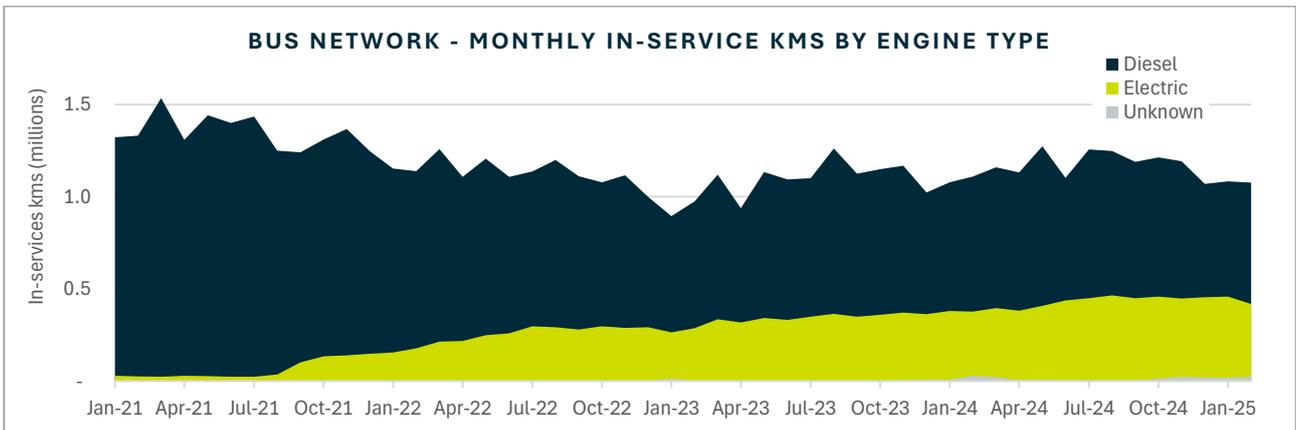




## Bus emissions

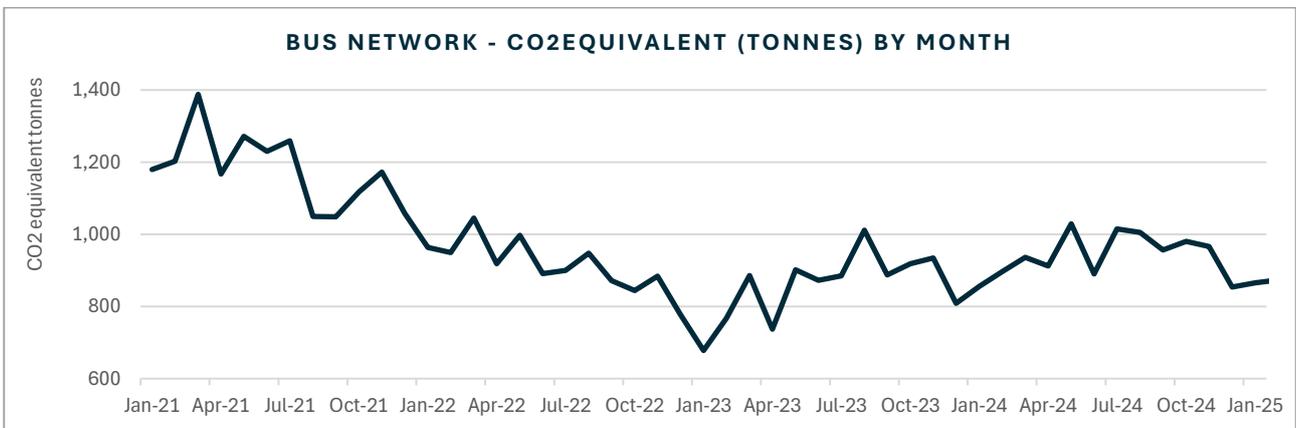
### In-service kilometres by engine type

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

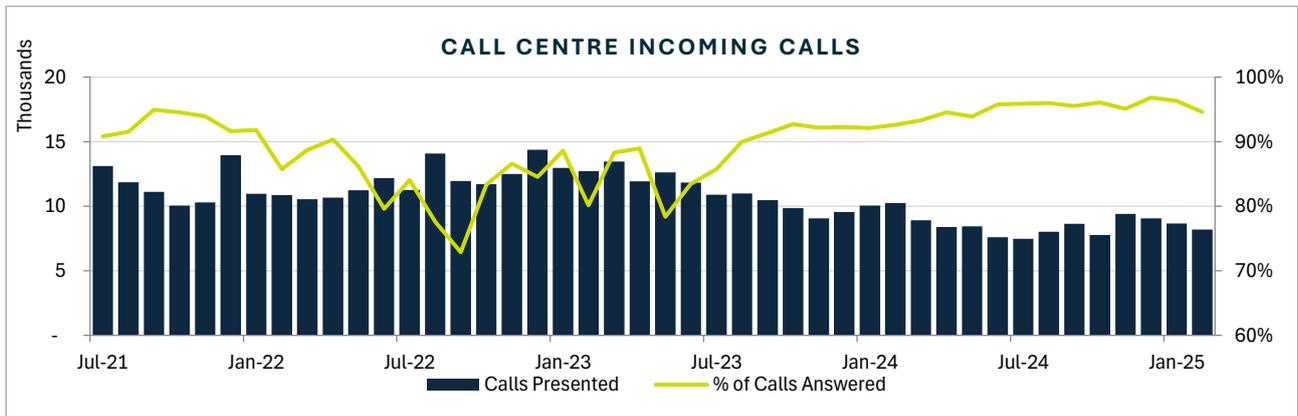
The table below shows the number of vehicles by engine type that ran bus network services in the Greater Wellington region in February 2025.

Engine type	Count
Electric	102
EURO3	46
EURO4	19
EURO5	70
EURO6	212
Unknown	17
<b>Total</b>	<b>466</b>

## Customer contact

### Call centre incoming calls

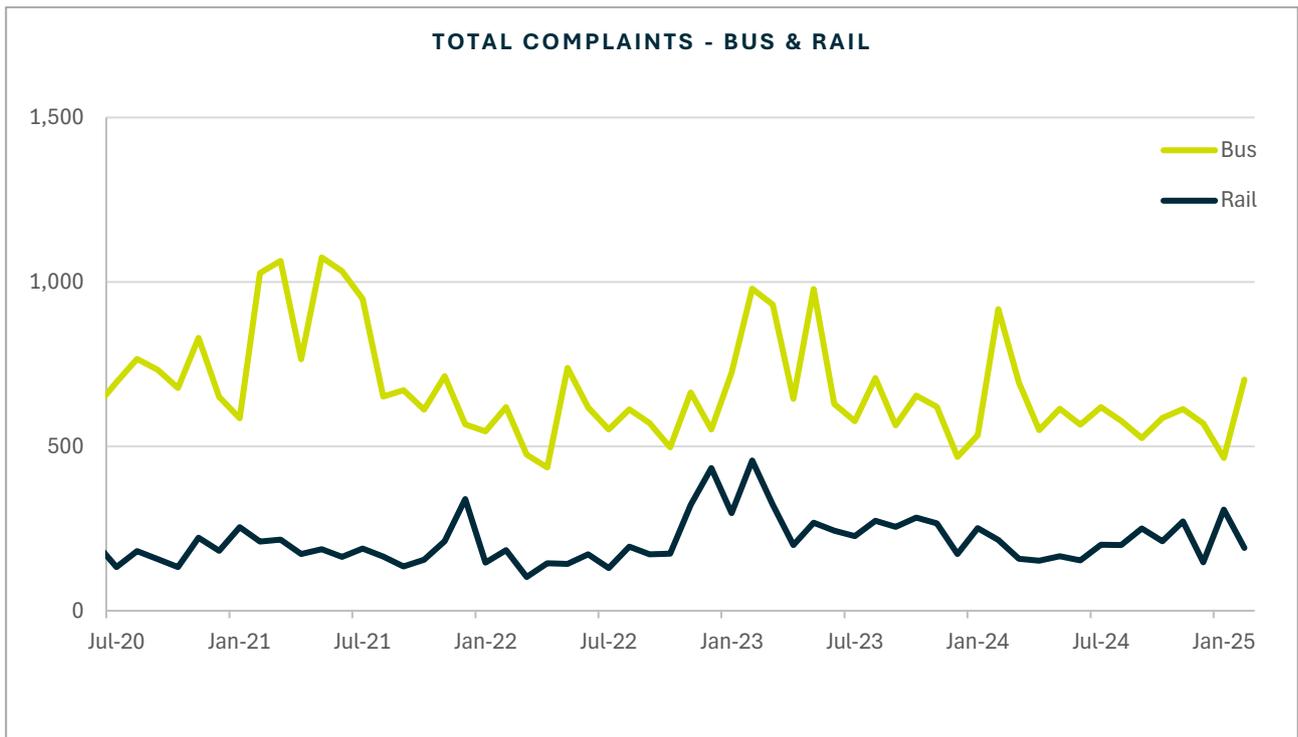
Metlink answered 94.6% of the 8192 calls received in February.



# Complaints

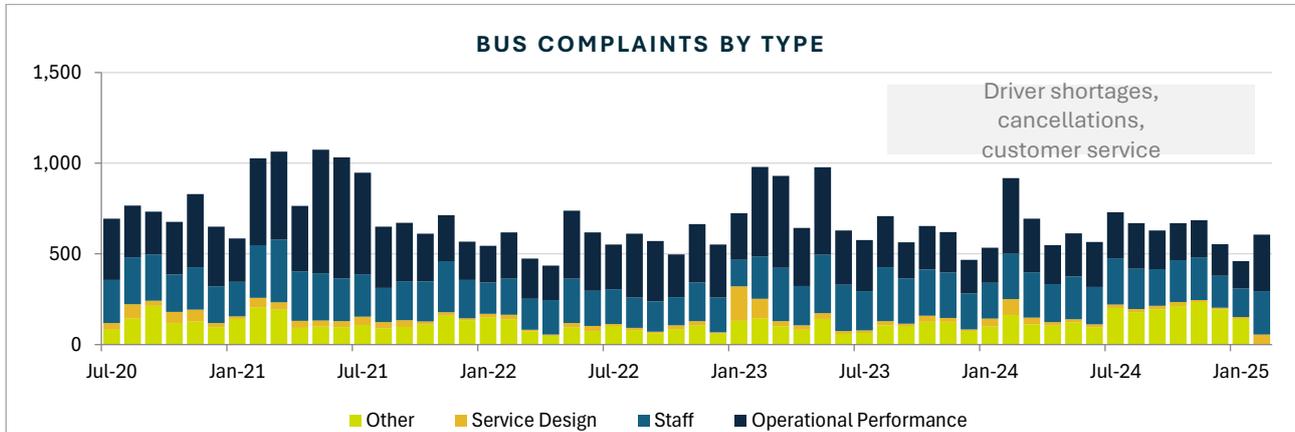
## Complaints volume

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 in the years 2022/23 and 2023/24, but are slightly higher for rail than bus in the year 2024/25.



## Bus complaints

Bus complaints for the month were 23.3% lower than February last year, and 7.6% lower for the year to date. Complaint levels have increased slightly from the previous month to align with the end of the school holidays and the increase in patronage for the start of term. They relate mostly to customer service, and driver behaviour.



### Bus complaints - current month

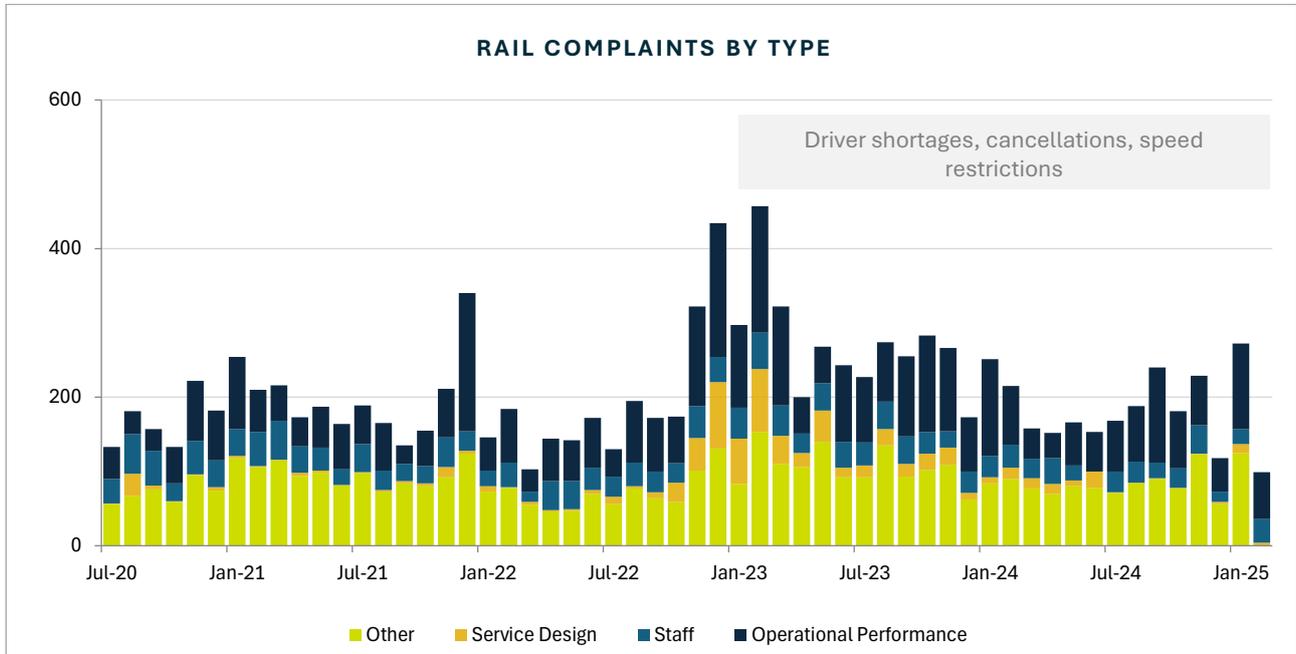
	Feb-25	Feb-24	Change
Wellington			
Newlands, Tawa	39	59	-33.9%
East-West, City	254	245	3.7%
North-south, Khandallah, Brooklyn	232	283	-18.0%
Hutt Valley	115	226	-49.1%
Porirua	40	59	-32.2%
Kapiti	17	31	-45.2%
Wairarapa	6	14	-57.1%
<b>Total</b>	<b>703</b>	<b>917</b>	<b>-23.3%</b>

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

	2024/25	2023/24	Change
Wellington			
Newlands, Tawa	371	302	22.8%
East-West, City	1,590	1,501	5.9%
North-south, Khandallah, Brooklyn	1,345	1,517	-11.3%
Hutt Valley	980	1,232	-20.5%
Porirua	191	266	-28.2%
Kapiti	137	165	-17.0%
Wairarapa	44	58	-24.1%
<b>Total</b>	<b>4,658</b>	<b>5,041</b>	<b>-7.6%</b>

## Rail complaints

Rail complaints increased in January mainly due to the high number of bus replacements during the month. A large number of complaints was received on the morning of the 13<sup>th</sup> January due to capacity issues on the Hutt Valley line – capacity was increased and the issues were rectified by the afternoon peak of the 13<sup>th</sup>.



### Rail complaints - current month

	Feb-25	Feb-24	Change
Hutt Valley	60	74	-18.9%
Kapiti	60	71	-15.5%
Johnsonville	17	10	70.0%
Wairarapa	26	33	-21.2%
General	28	27	3.7%
<b>Total</b>	<b>191</b>	<b>215</b>	<b>-11.2%</b>

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

	2024/25	2023/24	Change
Hutt Valley	631	675	-6.5%
Kapiti	564	611	-7.7%
Johnsonville	92	103	-10.7%
Wairarapa	171	269	-36.4%
General	322	286	12.6%
<b>Total</b>	<b>1,780</b>	<b>1,944</b>	<b>-8.4%</b>

# Financial performance

## Fare revenue

### Bus and rail fare revenue

---

In February, there was a budget shortfall of \$1.29 million for the month across bus and rail services. The year-to-date budget shortfall is \$12.49 million.

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

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

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

	Feb-25	Budget	Excess/Shortfall
Bus	3,559,939	3,861,872	- 301,932
Rail	3,195,729	4,186,172	- 990,443
<b>Total</b>	<b>\$ 6,755,668</b>	<b>\$ 8,048,044</b>	<b>-\$ 1,292,375</b>

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

	2024/25	Budget	Excess/Shortfall
Bus	27,696,075	30,894,972	- 3,198,897
Rail	24,195,874	33,489,379	- 9,293,505
<b>Total</b>	<b>\$ 51,891,949</b>	<b>\$ 64,384,351</b>	<b>-\$ 12,492,402</b>