

If calling, please ask for Democratic Services

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## Transport Committee

Thursday 14 August 2025, 9.30am

Taumata Kōrero - Council Chamber, Greater Wellington Regional Council  
100 Cuba St, Te Aro, Wellington

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**Quorum:** *Seven Members*

### Members

#### Councillors

Thomas Nash (Chair)

Simon Woolf (Deputy Chair)

David Bassett

Ros Connelly

Quentin Duthie

Penny Gaylor

Chris Kirk-Burnnand

Ken Laban

David Lee

Daran Ponter

Hikitia Ropata

Yadana Saw

Adrienne Staples

#### Appointee

Andrew Lensen

**Recommendations in reports are not to be construed as Council policy until adopted by Council**

## **Transport Committee** (A Committee of the Whole)

### **1 Purposes**

- 1.1 Oversee the development, implementation and review of Council's strategic direction and policies for transport and mode-shift.
- 1.2 Set the operational direction to deliver public transport and mode-shift.
- 1.3 Provide input into joint transport-related projects and initiatives.
- 1.4 Ensure these matters promote the social, economic, and environmental well-being of the Wellington Region.

### **2 Specific responsibilities**

- 2.1 Apply Council's Te Tiriti o Waitangi principles when conducting the Committee's business and making decisions.
- 2.2 Prepare the Wellington Regional Public Transport Plan (and variations) and recommend its adoption by Council.
- 2.3 Approve strategies, policies and guidelines to deliver public transport in accordance with the Wellington Regional Public Transport Plan.
- 2.4 Approve transport strategies, policies, plans, programmes, initiatives and indicators related to transport demand management and active mode promotion.
- 2.5 Review performance trends related to public transport and transport demand management activities.
- 2.6 Review periodically the performance and effectiveness of transport strategies, policies, plans, programmes, initiatives and indicators including:
  - a Delivery of the Wellington Regional Public Transport Plan, including:
    - i Inter-regional transport initiatives
    - ii Fare strategies and methods
    - iii Increased mode share to public transport and active modes
    - iv Promoting transport equity, and increasing access to public transport, for groups that are more likely to be transport disadvantaged
    - v Alignment of Greater Wellington's accessibility work to the United Nations Convention on the Rights of Persons with Disabilities 2006 (UNCRPD)
  - b Transport demand management, including Vehicle Kilometres Travelled (VKT) reduction, and active mode promotion initiatives.
- 2.7 Oversee Council's involvement in jointly-managed regional and national transport programmes and projects, including Let's Get Wellington Moving and the National Ticketing Solution.
- 2.8 Consider matters relating to public ownership of public transport and recommend on these to Council.

- 2.9 Consider regional, national and international developments; emerging issues and impacts; and changes in the legislative frameworks for their implications for transport strategies, policies, plans, programmes, initiatives and indicators.
- 2.10 Consider and endorse business cases for submission to Waka Kotahi NZ Transport Agency or other agencies on strategic transport projects with the potential for significant financial impact.
- 2.11 Inform Council's representatives on matters going forward to the Regional Transport Committee to assist that committee in developing the Wellington Regional Land Transport Plan.
- 2.12 Ensure that the Committee's decision-making:
  - a Considers climate change-related risks (mitigation and adaptation)
  - b Is consistent with Council's plans and initiatives to give effect to Council's declaration of a climate emergency on 21 August 2019, including agreed emissions reduction targets.
- 2.13 Advocate:
  - a For the alignment of initiatives across the Wellington Region with transport implications, including for spatial planning and land use planning
  - b To support the Wellington Region's territorial authorities in their traffic resolution processes that reallocate road space for public transport and active modes.
- 2.14 Review, after each Public Transport Advisory Group meeting, a written report of the business conducted at that meeting.

### **3 Delegations**

- 3.1 Subject to sections 3.3 to 3.7, Council delegates to the Committee all the powers, functions and duties necessary to perform the Committee's responsibilities (except those that must not be delegated, have been retained by Council, have been delegated to another committee, or have been delegated to the Chief Executive).
- 3.2 The Committee has the authority to approve submissions to external organisations for matters pertaining directly to the Committee's purpose.
- 3.3 The Committee may make decisions on matters with a financial impact only where the related costs are:
  - a Budgeted for in the relevant business group's budget
  - b Not budgeted for in the relevant business group's budget, but can be met from savings within that budget.
- 3.4 Where the Committee considers a decision with a material financial impact is needed<sup>1</sup>, the Committee must refer the matter to Council for its decision.

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<sup>1</sup> That is, where savings are identified from other business groups' budgets to meet the related costs; or no savings are identified across Greater Wellington's overall budget to meet the related costs.

- 3.5 The Committee may not make a decision that is materially inconsistent with Council's Annual Plan or Long Term Plan.
- 3.6 Where a matter proposed for consideration by the Committee (including during the development of proposed Greater Wellington plans and policies) is of strategic importance to the Wairarapa Constituency, that matter shall first be referred to the Wairarapa Committee or its members for their consideration.
- 3.7 The Committee shall ensure that it acts under the guidance of the Memorandum of Partnership in working with Greater Wellington's mana whenua partners of the Wellington Region to ensure effective Māori participation in the Committee's deliberations and decision-making processes.

#### **4 Members**

- 4.1 All thirteen Councillors.
- 4.2 The Chair of the Public Transport Advisory Group.

#### **5 Voting entitlement**

The Chair of the Public Transport Advisory Group member sits at the table and has full speaking rights, but has no voting rights at any Committee meeting.

#### **6 Quorum**

Seven Committee members.

# Transport Committee

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Thursday 14 August 2025, 9.30am

Taumata Kōrero - Council Chamber, Greater Wellington Regional Council  
100 Cuba St, Te Aro, Wellington

## Public Business

No.	Item	Report	Page
1.	Apologies		
2.	Conflict of interest declarations		
3.	Public Participation		
4.	Confirmation of Public Minutes of the Transport Committee meeting on Tuesday 10 June 2025	25.244	6
5.	Update on the progress of action items from previous Transport Committee meetings – August 2025	25.335	10
6.	Tawa Fixed Route Bus Service: Route 59 Update	25.346	20
7.	2025 Metlink Public Transport Customer Survey Results	25.355	28
8.	Delivery of Wellington Regional Public Transport Plan 2021 - 2031	25.351	44
9.	Public Transport Performance – June 2025	25.352	62



Please note these minutes remain unconfirmed until the Transport Committee meeting on 14 August 2025.

Report 25.244

## **Public minutes of the Transport Committee meeting on Tuesday 10 June 2025**

Taumata Kōrero – Council Chamber, Greater Wellington Regional Council  
100 Cuba Street, Te Aro, Wellington, at 9.32am

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### **Members Present**

Councillor Nash (Chair)  
Councillor Woolf (Deputy Chair)  
Councillor Bassett  
Councillor Connelly  
Councillor Duthie  
Councillor Gaylor  
Councillor Kirk-Burnnand  
Councillor Laban  
Councillor Lee (until 10am, from 11.08am)  
Councillor Ponter (from 9.33am)  
Councillor Ropata (until 9.38am, from 9.45am)  
Councillor Saw  
Councillor Staples  
Andrew Lensen (until 10.55am, from 11.11am)

Councillors Duthie and Ropata and Andrew Lensen participated at this meeting remotely via Microsoft Teams and counted for the purpose of quorum in accordance with clause 25A of Schedule 7 to the Local Government Act 2002.

### **Karakia timatanga**

The Committee Chair opened the meeting with a karakia timatanga.

### **Public Business**

#### **1 Apologies**

There were no apologies.

Councillor Ponter arrived at the meeting during the above item.

## **2 Declarations of conflicts of interest**

There were no declarations of conflicts of interest.

## **3 Public participation**

Wesley Gyles-Bedford, spoke on the delay of Motu Move.

Councillor Ropata left the meeting at 9.38am during the above speaker.

Andy Fraser, Principal, Otaki College, spoke on the school bus service to/from Ōtaki to/from Paraparaumu schools.

**Noted:** The Committee Chair requested officers to organise a meeting with the Committee Chair, the Councillor representing the Kāpiti Coast Constituency, representatives of the local schools and relevant officers.

Councillor Ropata returned to the meeting at 9.45am during the above speaker.

## **4 Confirmation of the Public minutes of the Transport Committee – Wellington Regional Public Transport Plan 2025-35 Hearing on 6 and 7 May 2025 – Report 25.181**

Moved: Cr Bassett / Cr Connelly

That the Committee confirms the Public minutes of the Transport Committee – Regional Public Transport Plan 2025-35 Hearing on 6 and 7 May 2025 – Report 25.181.

The motion was **carried**.

## **5 Confirmation of the Public minutes of the Transport Committee meeting on Thursday 8 May 2025 – Report 25.182**

Moved: Cr Staples / Cr Laban

That the Committee confirms the Public minutes of the Transport Committee meeting on 8 May 2025 – Report 25.182.

The motion was **carried**.

## **6 Update on the Progress of Action Items from Previous Transport Committee Meetings – June 2025 – Report 25.225 [For Information]**

Samantha Gain, Group Manager Metlink, spoke to the report.

Councillor Lee left the meeting at 10am during the introduction of the above item.

**Noted:** The Committee requested further information on service design optimisation, including the link with New Zealand Transport Agency funding in relation to the RiverLink action item.



**7 Emerging Trends in Transport – Report 25.224** [For Information]

Tim Shackleton, Senior Manager Strategy and Investments, and Andrew Ford, Manager Wellington Transport Analytics Unit, spoke to the report.

**Noted:** The Committee requested carbon emission differentials and costs be included in the cost of private vehicle versus public transport.

**Noted:** The Committee requested comment on social costs and dynamics for catching public transport.

**Noted:** The Committee requested the alternative route information for network disruption on SH2.

**Noted:** The Committee requested a workshop on how to raise public understanding of the cost of public transport and the true cost of private travel.

The meeting adjourned at 10.55am and resumed at 11.08am. Andrew Lensen was not present when the meeting resumed. Councillor Lee was present when the meeting resumed.

The Chair accorded priority to agenda item 9 – Performance of Easter/ANZAC Rail Replacement Services – Report 25.257 in accordance with Standing Order 3.5.2.

**8 Performance of Easter/ANZAC Rail Replacement Services – Report 25.257** [For Information]

Paul Tawharu, Senior Manager Operations, David Boyd, Manager Customer Experience, and Andrew Tobin, Senior Customer Experience Advisor, spoke to the report.

Andrew Lensen returned to the meeting at 11.11am during the introduction of the above item.

**9 Public Transport Advisory Group Meeting – 22 May 2025 – Report 25.241** [For Information]

Andrew Lensen, Public Transport Advisory Group Chair, David Boyd, Manager Customer Experience, and Leigh-Ann Harris, Community Engagement Advisor, spoke to the report.

**10 Wellington Metropolitan Rail Network Performance and Funding Challenges – Update – Report 25.158** [For Information]

David Mawson, Manager Rail Network Delivery, spoke to the report.

**Noted:** The Committee requested the performance data in relation to KiwiRail key performance indicators in relation to network performance.

**11 Public Transport Performance – April 2025 – Report 25.223** [For Information]

Paul Tawharu, Senior Manager Operations, and David Mawson, Manager Rail Network Delivery, spoke to the report.

## **Karakia whakamutunga**

The Committee Chair closed the meeting with a karakia whakamutunga.

The public meeting closed at 11.42am.

Councillor T Nash

**Chair**

Date:



For Information

**UPDATE ON THE PROGRESS OF ACTION ITEMS FROM PREVIOUS  
TRANSPORT COMMITTEE MEETINGS – AUGUST 2025**

**Te take mō te pūrongo**

**Purpose**

1. To update the Transport Committee (the Committee) on the progress of action items arising from previous Committee meetings.

**Te horopaki**

**Context**

2. Items raised at Committee meetings that require actions from staff are listed in the table of actions from previous Committee meetings (Attachment 1 – Action items from previous Transport Committee meetings – August 2025).
3. All action items include an outline of the current status and a brief comment.

**Ngā hua ahumoni**

**Financial implications**

4. There are no financial implications arising from this report, but any implications arising from specific action items will be discussed in the brief comment in **Attachment 1**.

**Ngā tūāoma e whai ake nei**

**Next steps**

5. Completed items will be removed from the action items table for the next report.
6. Items not completed will be added to the table following this Committee meeting and circulated to the relevant business group(s) and functions for action.

**Ngā āpitihanga**  
**Attachments**

Number	Title
1	Action items from previous Transport Committee meetings – August 2025

**Ngā kaiwaitohu**  
**Signatories**

Approvers	Samantha Gain – Kaiwhakahaere Matua Waka-ā-atea   Group Manager Metlink
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<p style="text-align: center;"><b>He whakarāpopoto i ngā huritaonga</b>  <b>Summary of considerations</b></p>
<p><b><i>Fit with Council's roles or with Committee's terms of reference</i></b></p> <p>The action items are of an administrative nature and support the functioning of the Committee.</p>
<p><b><i>Contribution to Annual Plan / Long Term Plan / Other key strategies and policies</i></b></p> <p>Action items contribute to Council's or Greater Wellington's related strategies, policies and plans to the extent identified in <b>Attachment 1</b>.</p>
<p><b><i>Internal consultation</i></b></p> <p>There was no additional internal consultation in preparing this report and updating the action items.</p>
<p><b><i>Risks and impacts - legal / health and safety etc.</i></b></p> <p>There are no known risks or impacts.</p>

## Action items from previous Transport Committee meetings – August 2025

Date	Action item	Status and comment
15 August 2024	<p><b>2024 Metlink Public Transport Customer Satisfaction Survey Results – Report 24.386</b> [For Information]</p> <p><b>Noted:</b> The Committee requested that officers reach out to gender diverse advocacy groups to learn more about gender diverse communities’ experiences using public transport and referred the survey results to the Public Transport Advisory Group for discussion.</p>	<p><b>Status:</b></p> <p>Completed</p> <p><b>Comment:</b></p> <p>Following advice from Greater Wellington’s Diversity, Equity and Inclusion Advisor, the Manager Community Engagement has reached out to Gender Minorities Aotearoa, InsideOut and Rainbow Youth to develop an ongoing relationship. The initial intention is to coordinate a group hui to gain insights and experiences of these communities on Metlink’s services. Discussions are also underway with VUWSA, Victoria University’s student association, about the best way to engage their students.</p>
24 October 2024	<p><b>Route 2 Electric Articulated Vehicles – Report 24.533</b> [For Information]</p> <p><b>Resolution:</b></p> <p>Invites the Chief Executive to report back on progress towards finalising the procurement of articulated buses at the next Transport Committee meeting in November.</p>	<p><b>Status:</b></p> <p>Completed</p> <p><b>Comment:</b></p> <p>Procurement of the electric articulated vehicles (EAV) (placement of an order for the vehicles) is scheduled to be completed by 14 August 2025.</p>
28 November 2024	<p><b>Managing Safety on Board Metlink Public Transport Services – Report 24.610</b> [For Information]</p>	<p><b>Status:</b></p> <p>Completed</p>

**Action items from previous Transport Committee meetings – August 2025**

	<p><b>Noted:</b> The Committee requested the officers: investigate actions that can be taken to prevent hate speech on the public transport network.</p>	<p><b>Comment:</b></p> <p>A workshop on the topic of countering unacceptable behaviour on the network was held with Councillors on 7 August 2025.</p>
28 November 2024	<p><b>Emerging Trends in Transport – Report 24.604</b> [For Information]</p> <p><b>Noted:</b> The Committee requested that officers look into updating the data in the Metlink app to include the whole of life cost of owning and using a vehicle in a side by side comparison with the cost of travelling by public transport.</p>	<p><b>Status:</b></p> <p>In progress</p> <p><b>Comment:</b></p> <p>A workstream has been created to look at visibility and functionality of the data on the app.</p> <p>Note that Attachment 1 to Report 25.224 Emerging Trends in Transport, which was on the agenda for the 10 June 2025 meeting, contained information comparing the cost of driving to the cost of taking public transport.</p>
28 November 2024	<p><b>Public Transport Performance Update – October 2024 – Report 24.602</b> [For Information]</p> <p><b>Noted:</b> The Committee requested that officers investigate including reliability and punctuality data for planned bus replace trains services in future reporting.</p>	<p><b>Status:</b></p> <p>Completed</p> <p><b>Comment:</b></p> <p>Metlink is in the process of developing planned BRT tracking and Real Time Information, once developed we will be able to report on planned reliability and punctuality data (at this stage we anticipate that planned BRT tracking and RTI will be implemented in late-2025/early-2026).</p>
13 February 2025	<b>Public Participation</b>	<b>Status</b>



## Action items from previous Transport Committee meetings – August 2025

	<b>Noted:</b> The Committee requested that officers investigate whether data can be provided on the numbers of bikes on trains.	Completed <b>Comment</b> Information is included within in Attachment 1 to Report 25.352 Public Transport Performance – June 2025.
13 February 2025	<b>Managing Safety on the Metlink Public Transport Network – Report 25.10</b> [For Information] <b>Noted:</b> The Committee requested that officers investigate options for two-way communication between railway stations and the call centre.	<b>Status</b> In progress <b>Comment</b> Metlink is looking at options for two-way communication between railway stations and the call centre.
3 April 2025	<b>Rail Replacement Services: Action Plan for Improving the Customer Experience– Report 25.102</b> [For Information] <b>Noted:</b> The Committee requested officers investigate potential key performance indicators for BRT services, including capacity and required levels of service.	<b>Status:</b> In progress <b>Comment:</b> The inclusion of potential BRT service KPIs will be considered as part of the BRT improvement action plan. Note that as set out above, Metlink is in the process of developing planned BRT tracking and Real Time Information, once developed we will be able to report on planned reliability and punctuality data (at this stage we anticipate that planned BRT tracking and RTI will be implemented in late-2025/early-2026.
3 April 2025	<b>Public Transport Performance update – February 2025 – Report 25.101</b> [For Information]	<b>Status</b> Completed

**Action items from previous Transport Committee meetings – August 2025**

	<b>Noted:</b> The Committee requested statistics from other regions around the world and in New Zealand on fare evasion and steps taken to police it.	<b>Comment</b> Statistics from other regions around the world and in New Zealand on fare evasion and steps taken to police it was included in the Metlink Revenue Protection presentation provided to Councillors at a workshop on 12 June 2025.
	<b>Noted:</b> The Committee requested that the next performance report contains a break down on buses leaving regulation points ahead of schedule.	<b>Status</b> Completed <b>Comment</b> Information is included within in Attachment 1 to Report 25.352 Public Transport Performance – June 2025.
3 April 2025	<b>Te Wai Takamori o te Awa Kairangi (RiverLink) Construction: Impact on Public Transport Services - Update– Report PE25.100</b> [For Information] <b>Noted:</b> Requests that Metlink consider which peak HVL services may have sufficient capacity to allow the carriage of bikes to encourage multi-modal travel.	<b>Status</b> In progress <b>Comment</b> Metlink has identified some services with sufficient capacity available to allow bikes on board without affecting other customers. We are currently working with the operator to confirm these services and will then ensure that there is appropriate public messaging to reflect any changes.
8 May 2025	<b>Public Transport Performance – March 2025 – Report 25.161</b> [For Information]	<b>Status</b> Completed <b>Comment</b>

## Action items from previous Transport Committee meetings – August 2025

	<b>Noted:</b> The Committee requested an update on reporting early running buses.	Information is included within in Attachment 1 to Report 25.352 Public Transport Performance – June 2025.
10 June 2025	<b>Public Participation</b>  <b>Noted:</b> The Committee Chair requested officers to organise a meeting with the Committee Chair, the Councillor representing the Kāpiti Coast Constituency, representatives of the local schools and relevant officers.	<b>Status:</b>  Completed  <b>Comment:</b>  An initial meeting has been held; we will be bringing options to local school principals in the coming weeks.
10 June 2025	<b>Update on the Progress of Action Items from Previous Transport Committee Meetings – June 2025 – Report 25.225</b> [For Information]  <b>Noted:</b> The Committee requested further information on service design optimisation, including the link with New Zealand Transport Agency funding in relation to the RiverLink action item.	<b>Status:</b>  Completed  <b>Comment:</b>  RiverLink public transport contingencies are being funded by NZ Transport Agency Waka Kotahi (NZTA) where the project is causing disruption. Specific NZTA funding is not available for routine network optimisation/service design activity
10 June	<b>Emerging Trends in Transport – Report 25.224</b> [For Information]	
	<b>Noted:</b> The Committee requested carbon emission differentials and costs be included in the cost of private vehicle versus public transport.	<b>Status:</b>  Noted  <b>Comment:</b>

## Action items from previous Transport Committee meetings – August 2025

		Future information comparing the cost of private vehicle versus public transport will include carbon emission differentials and costs.
	<b>Noted:</b> The Committee requested comment on social costs and dynamics for catching public transport.	<p><b>Status:</b> Completed</p> <p><b>Comment:</b> These are monitored on an ongoing basis against Metlink's customer behavioural segmentation, demographic mapping and patronage patterns. This informs the design of the services in the network and how passenger and community facing initiatives are best positioned and delivered.</p>
	<b>Noted:</b> The Committee requested the alternative route information for network disruption on SH2.	<p><b>Status:</b> In progress</p> <p><b>Comment:</b> As noted at the meeting on 10 June 2025, there was no noticeable impact on alternative routes, which run in parallel to SH2, resulting from April 2025 Melling Sewer Works network disruptions.</p> <p>The Hutt Valley Disruption Steering Group has developed a comprehensive programme for monitoring travel and for alternative routes which will be distributed once approved.</p>

**Action items from previous Transport Committee meetings – August 2025**

	<p><b>Noted:</b> The Committee requested a workshop on how to raise public understanding of the cost of public transport and the true cost of private travel.</p>	<p><b>Status:</b> Completed</p> <p><b>Comment:</b> A discussion on how to raise public understanding of the cost of public transport and the true cost of private travel took place during discussion on the Emerging Trends in Transport report on 10 June 2025 (refer Attachment 1 to Report 25.224 Emerging Trends in Transport – Update)</p>
10 June 2025	<p><b>Wellington Metropolitan Rail Network Performance and Funding Challenges – Update – Report 25.158</b> [For Information]</p> <p><b>Noted:</b> The Committee requested the performance data in relation to KiwiRail key performance indicators in relation to network performance.</p>	<p><b>Status:</b> Completed</p> <p><b>Comment:</b> KiwiRail performance data in relation to network performance is included in Attachment 1 to Report 25.352 Public Transport Performance – June 2025.</p>



For Information

**TAWA FIXED ROUTE BUS SERVICE: ROUTE 59 – UPDATE**

**Te take mō te pūrongo**  
**Purpose**

1. To present the Transport Committee (the Committee) with the findings from phase two of the engagement activity on the Tawa fixed route bus service (Route 59), which has been operating since 24 February 2025.

**Te tāhū kōrero**  
**Background**

***Decision to establish fixed route bus service in Tawa***

2. At its meeting on 24 October 2024, the Committee considered a report (Refer Report 24.537 Public Transport Tawa On Demand Trial: Assessment and Future Options) that presented findings of the MRCagney report, which assessed potential for On Demand Public Transport in the Wellington Region and included:
  - a An assessment of the Tawa On Demand Public Transport Trial scheduled to end on 31 December 2024
  - b Options for future public transport service provisions in Tawa.
3. Following consideration of the report, the Committee resolved to:
  - a Agree to establish a new fixed route for Tawa providing a weekday hourly bus service at minimum.
  - b Welcome the feedback from the Tawa Community Board and residents of Summerset on the Landing on the design of the new fixed route service.
  - c Invite the Chief Executive to report to a future Transport Committee meeting on the logistics, costs and funding for a fixed route in Tawa, including options for extending the route to Linden and Kenepuru and to consider a half hour peak frequency.

***Establishment of fixed route bus service: Route 59***

4. On 13 February 2025, the Committee was provided with a report providing information on the establishment of a new Metlink bus service from Monday 24 February. This proposed a fixed route for areas of Tawa that lost public transport coverage when the Metlink On Demand service stopped operating on 31 December 2024 (refer Report 25.07 Tawa Fixed Route Bus Service - On-Demand Replacement Update).

5. To allow a service to be stood up as soon as practicably feasible and minimise the period affected residents were left without any service, the service that was introduced provided a minimum level of service to meet the needs of the community (i.e. those people who would otherwise be more than a 10-minute walk from public transport).
6. The route design incorporated feedback from the bus operator and engagement with community representatives at the end of 2024.
7. The Committee was advised that Phase Two of the engagement activity would look to re-engage users and the community by reviewing the service.

### **Overview of Route 59**

8. Route 59 connects the Tawa West, Grenada North and Greenacres areas to Tawa shops, and Linden and Takapu Road Stations for access to Kāpiti Line train services. The route also enables local access to Woolworths Tawa and Outlet City.
9. The map below (figure 1) provides a visual summary of the route and stops.



**Figure 1: A map of the Route 59**



## Timetable

- The Route is an hourly service, starting at 7.15am from both Grenada North and Woodman Drive through the peak, then operating at 10 minutes past and 5 minutes past the hour respectively until end of service just before 7pm weekdays only. The timetable is as follows:

<b>Route 59</b>	<b>Grenada North - Tawa West - Greenacres</b>											
Grenada North	7:15	8:15	9:15	10:10	11:10	12:10	13:10	14:10	15:10	16:10	17:10	18:10
Woolworths	-	8:21	9:21	10:16	11:16	12:16	13:16	14:16	15:16	16:16	17:16	18:16
Takapu Road Station	7:21	8:23	9:23	10:18	11:18	12:18	13:18	14:18	15:18	16:18	17:18	18:18
Tawa New World	7:32	8:34	9:34	10:29	11:29	12:29	13:29	14:29	15:29	16:29	17:29	18:29
Linden Station	7:43	8:45	9:45	10:40	11:40	12:40	13:40	14:40	15:40	16:42	17:42	18:40
Woodman Drive	7:55	8:57	9:57	10:52	11:52	12:52	13:52	14:52	15:52	16:54	17:54	18:52

<b>Route 59</b>	<b>Greenacres - Tawa West - Grenada North</b>											
Woodman Drive	7:15	8:10	9:10	10:05	11:05	12:05	13:05	14:05	15:05	16:05	17:05	18:05
Linden Station	7:27	8:22	9:22	10:17	11:17	12:17	13:17	14:17	15:17	16:17	17:17	18:17
Tawa Main Road	7:38	8:33	9:33	10:28	11:28	12:28	13:28	14:28	15:28	16:28	17:28	18:28
Takapu Road Station	7:49	8:49	9:49	10:39	11:39	12:39	13:39	14:39	15:39	16:39	17:39	18:39
Woolworths	7:51	8:51	9:51	10:41	11:41	12:41	13:41	14:41	15:41	16:41	17:41	18:41
Grenada North	7:57	8:57	9:57	10:47	11:47	12:47	13:47	14:47	15:47	16:47	17:47	18:47

**Figure 2: Route 59 timetable**

## Bus stops

- To launch the service within a limited timeframe, Metlink was unable to establish formal bus stops along the new route due to the nature and length of the consultation processes required. As a compromise, a hybrid approach was taken using a combination of both existing bus stops and “stopping areas”.
- Stopping areas were identified as zones for passengers to ‘hail and ride’ and alight from and identified in the timetable information. There is no on street evidence of bus stop infrastructure, including poles, signage, road markings or shelters.

## Vehicles

- Route 59 utilises existing Sprinter vehicles and drivers that previously operated the On Demand service. These are wheelchair accessible.
- Vehicles are kitted out with Snapper card readers and real time information equipment.

## Strategic context

### Wellington Regional Public Transport Plan 2025-2035

- On 26 June 2025, Council adopted Te Mahere Waka Whenua Tūmatanui o te Rohe o te Upoko o te Ika a Maui - Wellington Regional Public Transport Plan (Wellington Regional Public Transport Plan 2025-2035).
- The Wellington Regional Public Transport Plan 2025-2035 came into force on Thursday 24 July 2025 (20 working days after adoption of the Plan by Council).
- The Wellington Regional Public Transport Plan 2025-2035 guides the design and delivery of public transport services, information and infrastructure in the Wellington region.

- a In response to feedback provided by our communities and acknowledging work already underway, over the next ten years Greater Wellington plans to:
  - i Extend Tawa services into Grenada North and increase frequency.
  - ii Look into the establishment of fixed bus stops to support this new bus service.

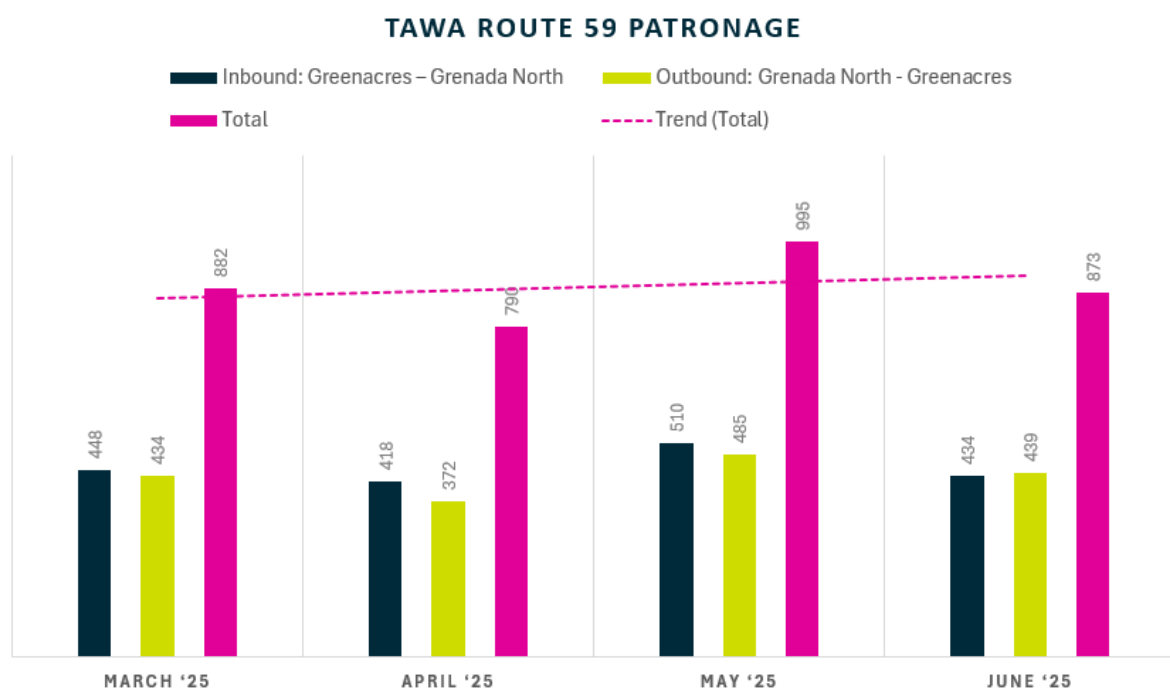
### **Upcoming service reviews**

18. As indicated in the Annual Plan 25/26, Metlink will be undertaking a service optimisation exercise during the 2025/26 financial year.
19. The Route 59 service will be subject to review for cost savings this calendar year on the same basis as other services, recognising that it has been operating for a relatively short period of time.

### **Initial review of Route 59 offering**

#### *Performance of Route - patronage*

20. On average the Route 59 service carries approximately 40 passengers per day on a service operating as a hail and ride. A breakdown of patronage in the four months since its implementation is set out in Figure 3 below:



**Figure 3: Patronage on the Route 59 from March – June 2025 by inbound and outbound routes**

#### *Performance of Route – reliability and punctuality*

21. Since service commencement, reliability is recorded at an average of 99.6% and punctuality at 97.6%.

22. The reliability result is particularly strong given the low number of services and subsequent statistical significance of one trip missed, and the punctuality result is amongst the best region wide.

#### *Community feedback*

23. Over the period November 2024 to April 2025 feedback was sought from the Tawa community through a range of channels, including drop-in sessions hosted at community centres. Key sentiments reported are set out below:
- a People were pleased to be getting a fixed route service to replace the Metlink On Demand service.
  - b Metlink's engagement with the community was positively received.
  - c Connections between bus and rail worked well, but it would be useful for the service to start earlier to get people to stations between 6 – 7am.
  - d Consensus is that the route generally takes people where they want to go, but we received feedback for minor changes:
    - i Some feedback has proposed the creation of a 'loop' route.
    - ii Some people preferred how the On Demand service took them closer to their homes and on a 'one seat ride' to Porirua and Kenepuru.
    - iii Longview Home and Village by Enliven would like small route change to improve their access.
  - e Community feedback also included that the service could be improved by undertaking the following actions:
    - i Creating a higher frequency; every 30 minutes is regularly suggested
    - ii Run earlier for commuters, currently most people catch the first bus to get a train that will arrive in Wellington around 8am.
    - iii Establish formal bus stops to support access to the service.
  - f Feedback, especially from those with access needs, is that they feel nervous or lack the confidence to take a hail and ride bus service. Practically, it's challenging for people with blind low vision to see the bus to 'hail' and to know when to alight. Those with mobility devices are unable to board and disembark on to grass berms without the appropriate footpath infrastructure to safely enable ramp deployment.

#### *Accessibility*

24. Metlink's Accessibility Charter sets out a commitment to consult with disabled people and service providers when planning new public transport services and infrastructure to ensure accessibility.
25. Given the speed at which the Route 59 was deployed, it was only practical to consult with the disability community soon after the service was established with a commitment to enhance accessibility overtime.
26. Accessibility reviews of the Route 59 were conducted by accessibility advisors from CCS Disability Action and Blind Citizens NZ. They recommended changes to ensure

the Route 59 provides the same consistent experience as bus services across the Metlink network. Key recommendations officers are investigating, include:

- a Establishing between six and eight fully accessible bus stops along the length of the route at key destinations and areas. Suggestions for formal stop placement include Woolworths, New World, Tawa shops, Linden shops/station, Takapu Road, Grenada North's industrial area, Kiwi Crescent and on Woodman Drive.
- b Implement the On Bus Announcement System on Sprinter buses to support customers with blind low vision to orientate.
- c To improve legibility, officially define the service as a 'hail and ride' for consistency with other bus services that operate the same way, e.g. Route 200 in the Wairarapa.

## **Te tātaritanga Analysis**

### ***Service improvements – to be implemented***

- 27. Officers have considered the feedback received from the community and will make the following improvements to grow patronage:
  - a Change the route to improve access to Longview Retirement Home.
  - b Start the process of formalising bus stops, including fully accessible stops as described above.
  - c Provide for promotion/marketing of the service, and potentially hosting more community drop-in sessions.

### ***Service improvements – for further consideration***

- 28. Metlink will also consider the following improvements to the current service:
  - a Lowering the frequency in the middle of the day and moving that resource to an earlier peak service, followed by regular monitoring.
  - b Integrating the Grenada North school bus route.

## **Ngā hua ahumoni Financial implications**

- 29. The service improvements identified above for implementation will have the following impacts on existing budgets:
  - a The identified route change has no financial impact.
  - b There is an existing region wide budget for bus stops; bus stops will be established following careful consideration for priority and optimal location.
  - c Metlink has an established budget for communications activities; promotion of the service will be able to be met from within this budget.
- 30. The service improvements identified for further consideration are expected to be cost neutral.

## **Te whakatūtakitaki**

### **Engagement**

31. Wide community engagement has taken place to inform this report (refer paragraph 23) and further engagement will be undertaken to inform detailed timetable changes and bus stop locations.

## **Ngā tūāoma e whai ake nei**

### **Next steps**

32. Metlink will investigate the options for increasing patronage and start the process of implementing cost neutral changes from early 2026.

## **Ngā kaiwaitohu**

### **Signatories**

Writers	Rob Braddock – Manager Service Design Leigh-Ann Harris– Customer Engagement Advisor Stephen Hay – Customer Journey Advisor
Approvers	Tamsin Evans – Senior Manager Network & Customer Samantha Gain – Kaiwhakahaere Matua, Waka-ā-atea   Group Manager Metlink

<p><b>He whakarāpopoto i ngā huritaonga</b>  <b>Summary of considerations</b></p>
<p><b><i>Fit with Council's roles or with Committee's terms of reference</i></b></p> <p>A specific responsibility of the Transport Committee in its Terms of Reference is to review periodically the performance and effectiveness of transport strategies, policies, plans, programmes, initiatives and indicators including delivery of the Wellington Regional Public Transport Plan.</p>
<p><b><i>Contribution to Annual Plan / Long Term Plan / Other key strategies and policies</i></b></p> <p>Delivery of public transport services is a key activity in the Long Term Plan 2024-2034.</p>
<p><b><i>Internal consultation</i></b></p> <p>Metlink has consulted within its functions.</p>
<p><b><i>Risks and impacts - legal / health and safety etc.</i></b></p> <p>There are no known risks and impacts associated with this update report.</p>



## For Information

# 2025 METLINK PUBLIC TRANSPORT CUSTOMER SATISFACTION SURVEY RESULTS

## Te take mō te pūrongo

### Purpose

1. To update the Transport Committee (the Committee) on the 2025 Metlink customer satisfaction survey (Survey) results for the public transport network.

## Te tāhū kōrero

### Background

2. Each year, Metlink commissions an independent annual survey (run by Gravitass OPG) of Metlink customers' experiences of public transport in the Wellington Region.
3. The survey helps us identify and prioritise improvements for customers and is also part of reporting requirements to New Zealand Transport Agency (NZTA) and Greater Wellington Regional Council (Greater Wellington).
4. The Survey's independence and thorough on-vehicle surveying methodology provides a robust benchmarked measure of the customer experience over time.
5. 2,711 customers participated in the Survey on 196 trips across all modes. The Survey has a margin of error of 1.9%.
6. The Survey was undertaken between 1 May and 30 May 2025.
7. A summary of survey results can be found in **Attachment 1**. The full Passenger Satisfaction Survey results are available on the Metlink website at: <https://www.metlink.org.nz/about-us/customer-satisfaction-survey>

## Te tātaritanga

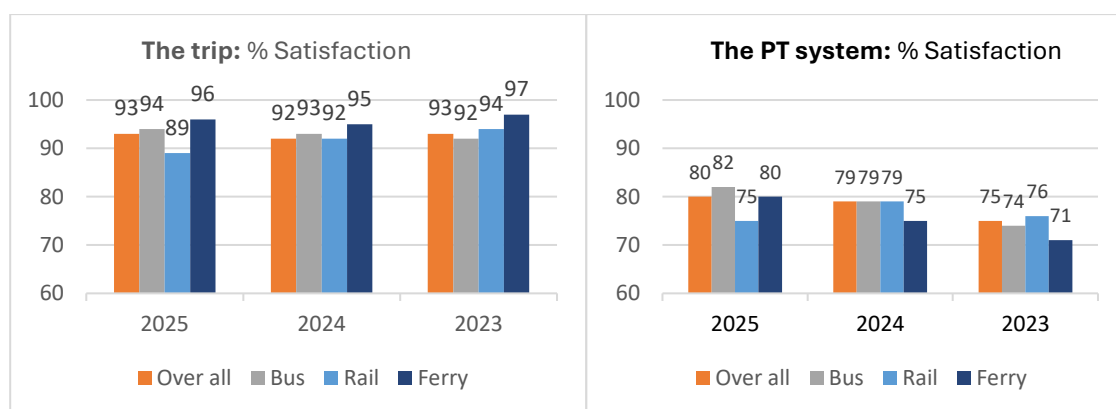
### Analysis

#### ***Satisfaction with 'The Trip' and the public transport network***

8. The Survey's lead indicator is satisfaction with 'The trip'. This is a measure of passengers' satisfaction with the journey they were surveyed on (the survey is undertaken onboard while passengers are traveling).



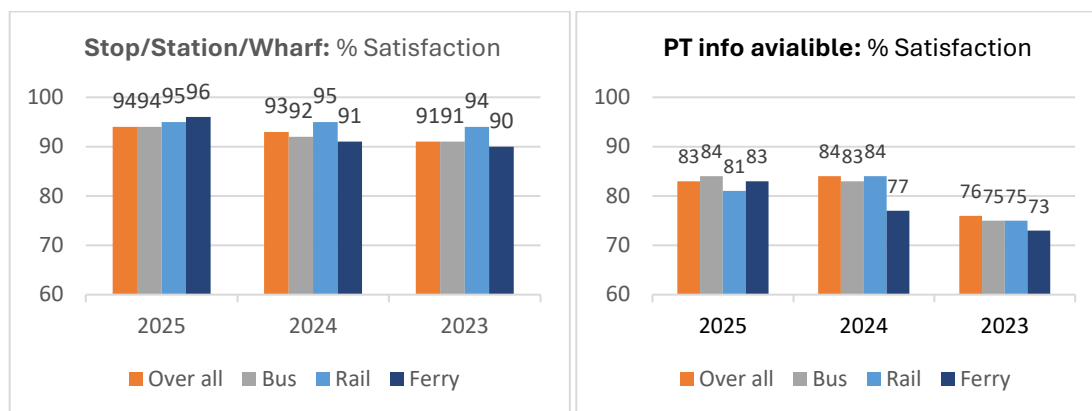
9. The 2025 results show that over-all customer satisfaction with *'The trip'* remains consistently high at 93% and is on par with previous surveys. This is an increase of 1% from the previous year.
10. However, there is a significant divergence in scores between modes. Bus has increased 1% (to 94%). Ferry has increased 1% (to 95%). Rail has dropped 3% (to 89%).
11. The other lead measure from the survey is satisfaction with *'The over-all public transport system'*. This reflects customer perceptions of Metlink's service and reputation. This has increased 1% (to 80%). However, as with satisfaction with *'The trip'*, there is a significant difference between modes, with bus and ferry increasing slightly and rail dropping 4% (to 75%).
12. The graphs below summarise the key customer satisfaction measures over the last three years.



13. Bus satisfaction for *'The trip'* matches the highest scores achieved for bus over the past 11 years of the survey. This reflects the consistent reliability and punctuality the bus network has been able to deliver over the year with full staffing. This can be seen in the significant increase in satisfaction with *'The service being on time'* of 75% (to 80%), which is the highest ever score recorded for this attribute on the bus network.
14. The increasing need for maintenance on the rail network has had a strong influence on the drop in rail satisfaction scores for *'The trip'* and *'The over-all public transport system'*. The impact of the maintenance, resulting in more planned line closures (with buses replacing trains) and speed restrictions can be seen in significant drop of 8% in satisfaction with *'Service being on time'* (to 70%).
15. The unique nature of the ferry service, which provides a unique service in terms of its purpose and passenger experience remains consistently high.
16. Over-all, the scores for most other service attributes of the *'The trip'* remain consistent from the previous year. Satisfaction with *'Personal security during the trip'* is the highest scoring attribute with a score of 96%.
17. *'Value for money'* is the lowest scoring attribute (70%), consistent with the significantly low score reached last year when substantial fare increases were introduced.

### Satisfaction with Stops, Stations and Wharves

18. Almost all public transport users (94%) remain satisfied with the stop/station/wharf where they started their trip. Satisfaction levels by mode have remained high and consistent with the previous year.



### Satisfaction with Public Transport Information

19. 'Satisfaction with public transport information currently available' has remained steady over-all. At a mode level, ferry scores have increased significantly, up 6% (to 83%), while rail scores have dropped significantly down 3% (to 81%).
20. 'Satisfaction with Information about Delays and Disruptions' shows a similar downward trend for rail, dropping 5% (to 64%). Conversely, bus and ferry scores increased significantly, with bus recording a very significant increase of 10% (to 72%).
21. Satisfaction levels with the provision of information are strongly influenced by frustrations about service delays and cancellations. Train passengers in particular are over-represented among those seeking faster updates and clearer communication around bus replacement services.
22. The rail disruptions and cancellations over the last 12 months have also likely contributed to the increase in use of most sources of public transport information. Use of real time information signs has increased significantly up 4% (to 48%), as has use of the Metlink app increasing 3% (to 50%).
23. The Metlink website remains the most frequently used source of public transport information, accessed by just over half of all public transport users (53%), including 68% of train passengers, an increase of 4%.
24. Google Maps, which accesses Metlink data to provide real-time arrival times and journey planning, is being used by 33% of passengers.

### Responses for improving customer satisfaction

25. The 2025 results clearly point to the impact of increased maintenance and disruption on the rail network being the primary driver of dissatisfaction.
26. Ongoing maintenance work will be required over the coming years to make the network more resilient. To counter this, Metlink is currently focused on providing a more consistent passenger experience for rail passengers when disruptions occur. This includes improvements to buses replacing train services with more

information to assist passengers to better plan, improving the quality of bus replacement stops and streamlining bus replacement routes to allow quicker journeys.

27. There is also an increased focus on ensuring that peak rail services provide more consistent reliability to ensure rail remains a popular choice for commuters.
28. Improving information for rail passengers will also play a key role in improving the rail passenger experience. Improving the functionality of the Metlink app remains the most frequently mentioned suggestion for improving information. In response, Metlink is currently working on a significant upgrade to the Metlink app. User feedback and analytics highlight the growing need for customers to have more personalised information about their regular journeys, rather than the wide range of functions currently provided on the app they often have to search through. Passengers on all modes will benefit from this change.

## **Ngā Take e hāngai ana te iwi Māori**

### **Implications for Māori**

29. The Metlink Customer Satisfaction Survey helps us identify, target and prioritise improvements for Public Transport customers.
30. The 2025 survey has included identification of ethnicity so the specific perceptions and requirements of Māori can be more readily identified. 11% of the 2025 survey participants identified as Māori (a 2% increase on 2024). Further analysis of results will be undertaken to identify any specific trends relating to Māori passengers.

## **Ngā tūāoma e whai ake nei**

### **Next steps**

31. Further analysis of the results will be undertaken to inform improvements to rail services and Metlink's customer information.
32. Passenger survey results are also shared with Metlink operators.

## **Ngā āpitihanga**

### **Attachment**

Number	Title
1	Public Transport Customer Satisfaction Survey - Summary

## **Ngā kaiwaitohu**

### **Signatories**

Writer	David Boyd – Manager Customer Experience
Approvers	Tamsin Evans – Senior Manager Network & Customer Samantha Gain – Kaiwhakahaere Matua Waka-ā-atea   Group Manager Metlink

<p style="text-align: center;"><b>He whakarāpopoto i ngā huritaonga</b>  <b>Summary of considerations</b></p>
<p><b><i>Fit with Council's roles or with Committee's terms of reference</i></b></p> <p>“Reviewing performance trends related to public transport activities” is a specific responsibility set out the Committee's Terms of Reference.</p>
<p><b><i>Contribution to Annual Plan / Long Term Plan / Other key strategies and policies</i></b></p> <p>Certain performance measures in Greater Wellington's Long-Term Plan 2021 - 2031 relate to matters reported on in the operational performance report.</p>
<p><b><i>Internal consultation</i></b></p> <p>No other departments were consulted in preparing this report.</p>
<p><b><i>Risks and impacts - legal / health and safety etc.</i></b></p> <p>There are no risks arising from this report.</p>





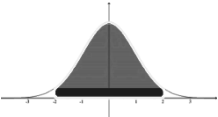





# 2025 Metlink Public Transport Passenger Satisfaction Survey

Transport Committee Report 25.355

Attachment 1 – Summary Results

# Survey Method

<p><b>Survey Method</b></p>  <p>On-board survey. Questionnaires handed out to every (bus/ferry)/every second (train) passenger aged 15 years + on pre-selected services (school services excluded). Services selected using systematic random sampling from trip lists provided by Metlink.</p>	<p><b>Fieldwork Dates</b></p>  <p><b>May 2025:</b> 1<sup>st</sup> to 30<sup>th</sup> May</p> <p>May 2024: 2<sup>nd</sup> May to 5<sup>th</sup> June 2024  Jun 2023: 17<sup>th</sup> May to 18<sup>th</sup> June 2023  Jun 2022: 2<sup>nd</sup> to 29<sup>th</sup> June 2022  Jul 2021: 1<sup>st</sup> July to 1<sup>st</sup> August 2021  Nov 2020: 21<sup>st</sup> Oct to 20<sup>th</sup> Nov 2020  May 2019: 1<sup>st</sup> May to 5<sup>th</sup> June 2019  May 2018: 1<sup>st</sup> May to 1<sup>st</sup> June 2018  May 2017: 2<sup>nd</sup> to 28<sup>th</sup> May 2017  May 2016: 3<sup>rd</sup> to 29<sup>th</sup> May 2016  May 2015: 21<sup>st</sup> April to 10<sup>th</sup> May 2015  May 2014: 5<sup>th</sup> to 25<sup>th</sup> May 2014</p>	<p><b>Sample Size*</b></p>  <p><b>May 2025: n=2,711 (from 196 trips)</b></p> <p>May 2024: n=2,830  Jun 2023: n=3,099    May 2018: n=3,759  Jun 2022: n=2,745    May 2017: n=4,053  Jul 2021: n=3,221    May 2016: n=2,362  Nov 2020: n=3,228    May 2015: n=4,456  May 2019: n=4,042    May 2014: n=4,298</p>	<p><b>Response Rate**</b></p>  <p><b>May 2025 Total: 62%</b>  <b>Ferry: 73%; Train: 65%; Bus: 58%</b></p> <p>May 2024: 64%    May 2018: 67%  Jun 2023: 67%    May 2017: 61%  Jun 2022: 66%    May 2016: 59%  Jul 2021: 62%    May 2015: 63%  Nov 2020: 66%    May 2014: 58%  May 2019: 61%</p>
<p><b>Maximum Margin of Error</b>  (at 95% confidence interval)</p>  <p><b>± 1.9%</b></p>	<p><b>Testing for True Differences</b></p>  <p>All results cross-tabulated by mode, travel time, operator, day of trip, direction of trip, payment method, reason for trip, gender, disability status, accessibility concession status, Park N Ride usage and age of passenger. Statistically-significant differences identified in this analysis have been highlighted.</p>	<p><b>Time Series Comparisons</b></p>  <p>Statistically significant changes over time have been highlighted.</p> <p>⬆️⬆️ Denotes statistically significant change of 5 percentage points or less  ⬆️⬆️ Denotes statistically significant change of more than 5 percentage points</p>	<p><b>Data Weighting</b></p>  <p>'Total' results have been weighted by mode to be representative of the actual patronage of public transport trips during May 2025 (72% bus, 28% train, &lt;1% ferry). Results by mode are unweighted.</p> <p>(This weighting method is consistent with that used since 2016)</p>

\* Note: Distribution of respondents by rail line, time and direction of travel, age, gender, disability status and reason for trip is provided in Appendix.

\*\* Share of completed surveys as proportion of all eligible passengers (i.e. those aged 15 years +)

# Satisfaction with Trip Overall

Thinking about the vehicle you are on now, how satisfied or dissatisfied are you with this trip overall?

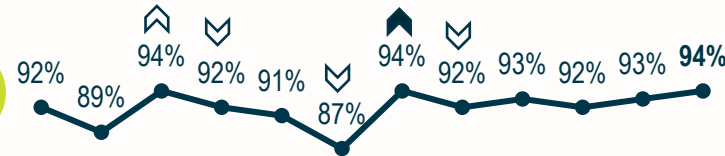
## May 2025 Results

Total satisfied  
**93%**

41%	Very satisfied (9-10)
52%	Satisfied (6-8)
4%	Neither/nor (5)
3%	Dissatisfied (2-4)
<1%	Very dissatisfied (0-1)

Base: n=2,550 (All passengers who answered this question)

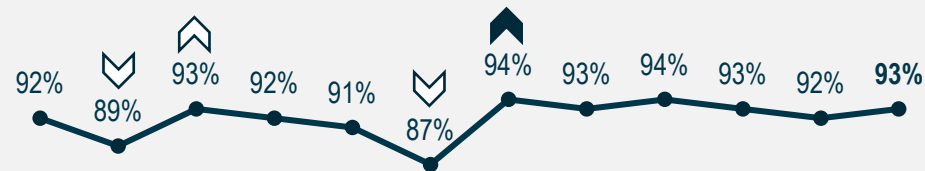
## Satisfaction by Mode



	May '19	Nov '20	Jul '21	Jun '22	Jun '23	May '24	May '25
Wellington city bus	85%	95%	92%	93%	92%	92%	94%
Rest of region bus	92%	92%	91%	93%	93%	94%	95%



## Satisfaction Over Time (All modes, weighted)



May '14 (n=4117) May '15 (n=4247) May '16 (n=2261) May '17 (n=3862) May '18 (n=3578) May '19 (n=3733) Nov '20 (n=3022) Jul '21 (n=3000) Jun '22 (n=2576) Jun '23 (n=2,900) May '24 (n=2,632) May '25 (n=2,550)



Passengers most satisfied

✓ SuperGold cardholders (100%)



Passengers most dissatisfied

- ✗ Park N Ride users (8%)
- ✗ Train passengers (6%), especially Wairarapa Line users (27%)
- ✗ Afternoon peak travellers (5%)



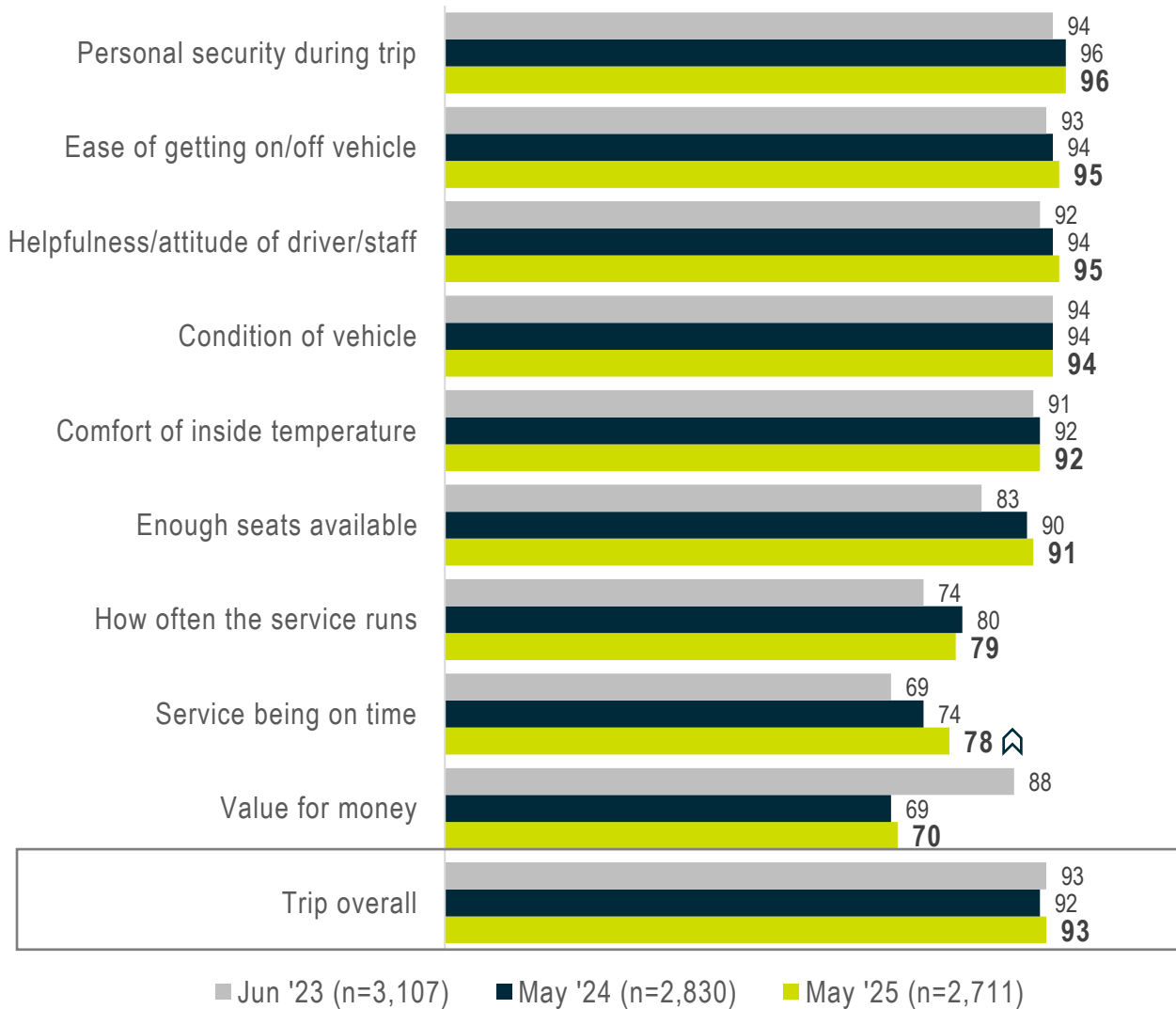
Denotes statistically significant change of 5 percentage points or less



Denotes statistically significant change of more than 5 percentage points

# Perceptions of the Trip Today

## Share of Passengers Satisfied/Very Satisfied (%)



Denotes statistically significant change of 5 percentage points or less



Denotes statistically significant change of more than 5 percentage points

At 93%, the share of Wellington public transport users satisfied with their trip has remained stable over the last 12 months. Of the three modes, ferry users continue to be most satisfied (96%, stable from 95% last year); train passengers continue to be least satisfied (89%). Among train passengers, satisfaction has declined for the third consecutive year (down from 96% in July 2022, 94% in July 2023 and 92% in May 2024). Overall satisfaction is particularly low among Wairarapa line users (58%).

Passengers continue to be most satisfied with their personal security during the trip (96%). Perceptions of ease of boarding/disembarking (95%) and helpfulness/attitude of staff (95%) have also remained high and stable.

Continuing the improvement last year, 78% now rate service reliability positively, up from 69% in 2023 and 74% in 2024. However, despite this 'all mode' improvement, among train passengers, reliability has declined 8 percentage points from 12 months ago, to 70%.

Satisfaction with value for money remains the lowest of the trip variables considered, ratings stable at 70%. While positive perceptions of value for money have improved slightly among bus passengers (73%), they remain low for those using the ferry (66%) and train (64%). Young public transport users are particularly critical of value for money.



# Overall Satisfaction with Public Transport System Overall

Thinking about your experience of public transport (including trains, buses and harbour ferries) in the Wellington region over the last three months, how satisfied or dissatisfied are you with the public transport system overall?

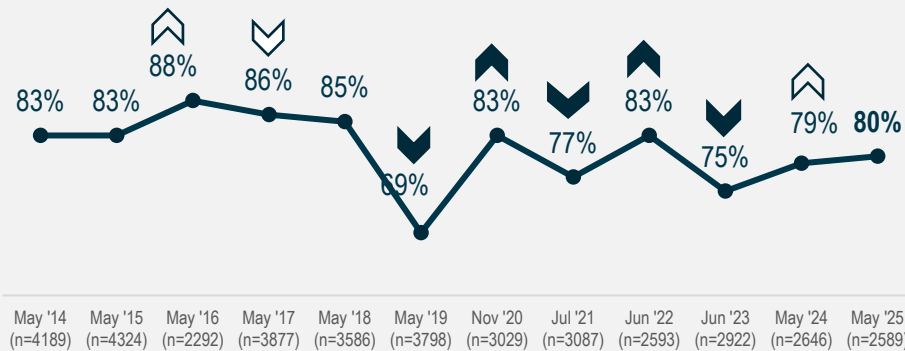
## May 2025 Results

Total satisfied  
**80%**

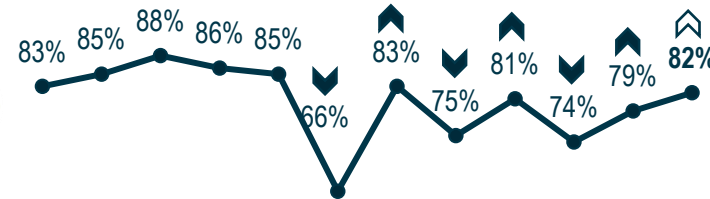
25%	Very satisfied (9-10)
55%	Satisfied (6-8)
9%	Neither/nor (5)
10%	Dissatisfied (2-4)
1%	Very dissatisfied (0-1)

Base: n=2,589 (All passengers who answered this question)

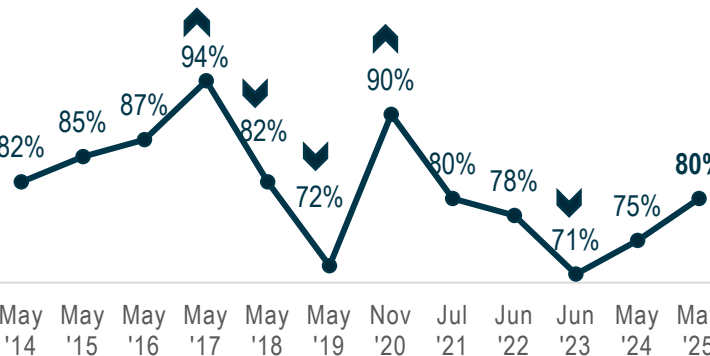
## Satisfaction Over Time (All modes, weighted)



## Satisfaction by Mode



	May '19	Nov '20	Jul '21	Jun '22	Jun '23	May '24	May '25
Wellington city bus	63%	83%	74%	80%	74%	78%	80%
Rest of region bus	77%	80%	78%	85%	74%	79%	85%



Passengers most satisfied

✓ Bus passengers (82%)



Passengers most dissatisfied

- ✗ Use a Park N Ride facility (18%)
- ✗ Train passengers (15%), especially Wairarapa Line users (44%)



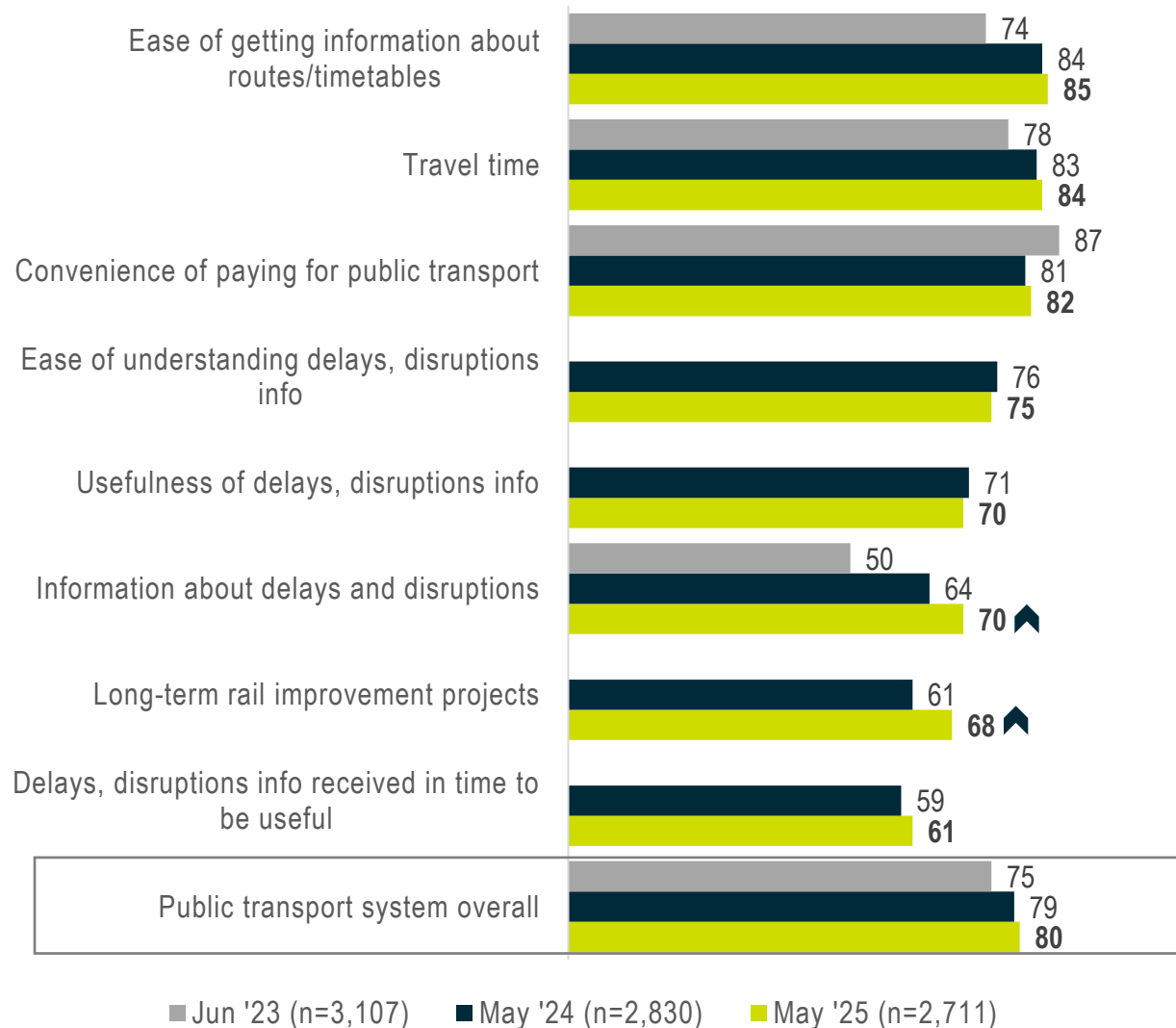
Denotes statistically significant change of 5 percentage points or less



Denotes statistically significant change of more than 5 percentage points

# Perceptions of Wellington's PT System

## Share of Passengers Satisfied/Very Satisfied (%)



Arrows denote statistically significant change from previous year

When all three modes are combined, users' satisfaction with Wellington's public transport system have remained stable over the past 12 months, at 80%. However there are significant differences by mode; satisfaction among bus passengers has improved since May 2024 (up 3 percentage points to 82%) but has declined among those using the train (down from 79% to 75%), driven largely by falling ratings among Wairarapa Line users.

Willingness to recommend public transport has also remained stable at 86%. While the overall Net Promoter Score is relatively unchanged from a year ago (+15, compared with +17 in May 2024), the score among train passengers has dropped sharply – down from +15 to +6. *Generally a value over 0 is considered good; a value over 50 is considered excellent. Net Promoter Score is explained in more detail on Slide 70.*

This trend is reflected across other aspects of the public transport system; when all modes are considered together, perceptions remain stable. However, improvements in satisfaction among bus passengers are being offset by declining satisfaction among train users.

Encouragingly, the share of passengers who say Wellington's public transport system is easy to use has improved – from 83% to 85% over the last year. Despite this improvement, reliability continues to be the most commonly cited barrier to ease of use, mentioned by 35% of respondents who experienced difficulties, up significantly from 26% last year. There has also been an increase in passengers reporting that frequent bus replacements make using the system more difficult. In contrast, service frequency (cited by 26% who found PT easy to use) and good route coverage (24%) remain the top contributors to making public transport easy to use.

# Overall Satisfaction with Stop/Station/Wharf

How satisfied or dissatisfied are you with the stop/station/wharf overall?

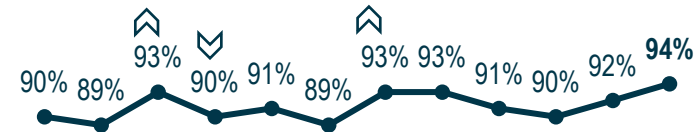
## May 2025 Results

Total satisfied  
**94%**

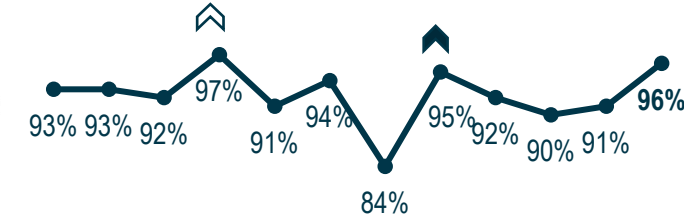
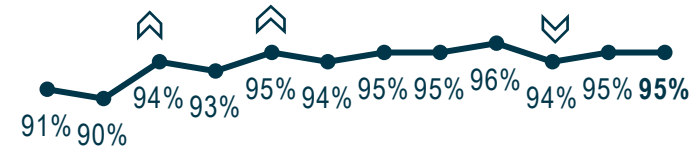
45%	Very satisfied (9-10)
49%	Satisfied (6-8)
4%	Neither/nor (5)
2%	Dissatisfied (2-4)
<1%	Very dissatisfied (0-1)

Base: n=2,632 (All passengers who answered this question)

## Satisfaction by Mode



	May '19	Nov '20	Jul '21	Jun '22	Jun '23	May '24	May '25
Wellington city bus	89%	94%	93%	92%	92%	92%	94%
Rest of region bus	88%	89%	91%	88%	85%	92%	93%



May '14 May '15 May '16 May '17 May '18 May '19 Nov '20 Jul '21 Jun '22 Jun '23 May '24 May '25



Passengers most satisfied

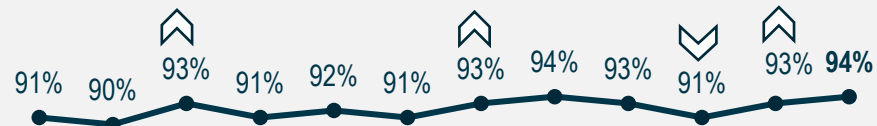
✓ (No significant differences)



Passengers most dissatisfied

✗ Wairarapa line users (6%)

## Satisfaction Over Time (All modes, weighted)



May '14 (n=4190) May '15 (n=4328) May '16 (n=2313) May '17 (n=3892) May '18 (n=3662) May '19 (n=3948) Nov '20 (n=3144) Jul '21 (n=3124) Jun '22 (n=2627) Jun '23 (n=2977) May '24 (n=2,727) May '25 (n=2,632)



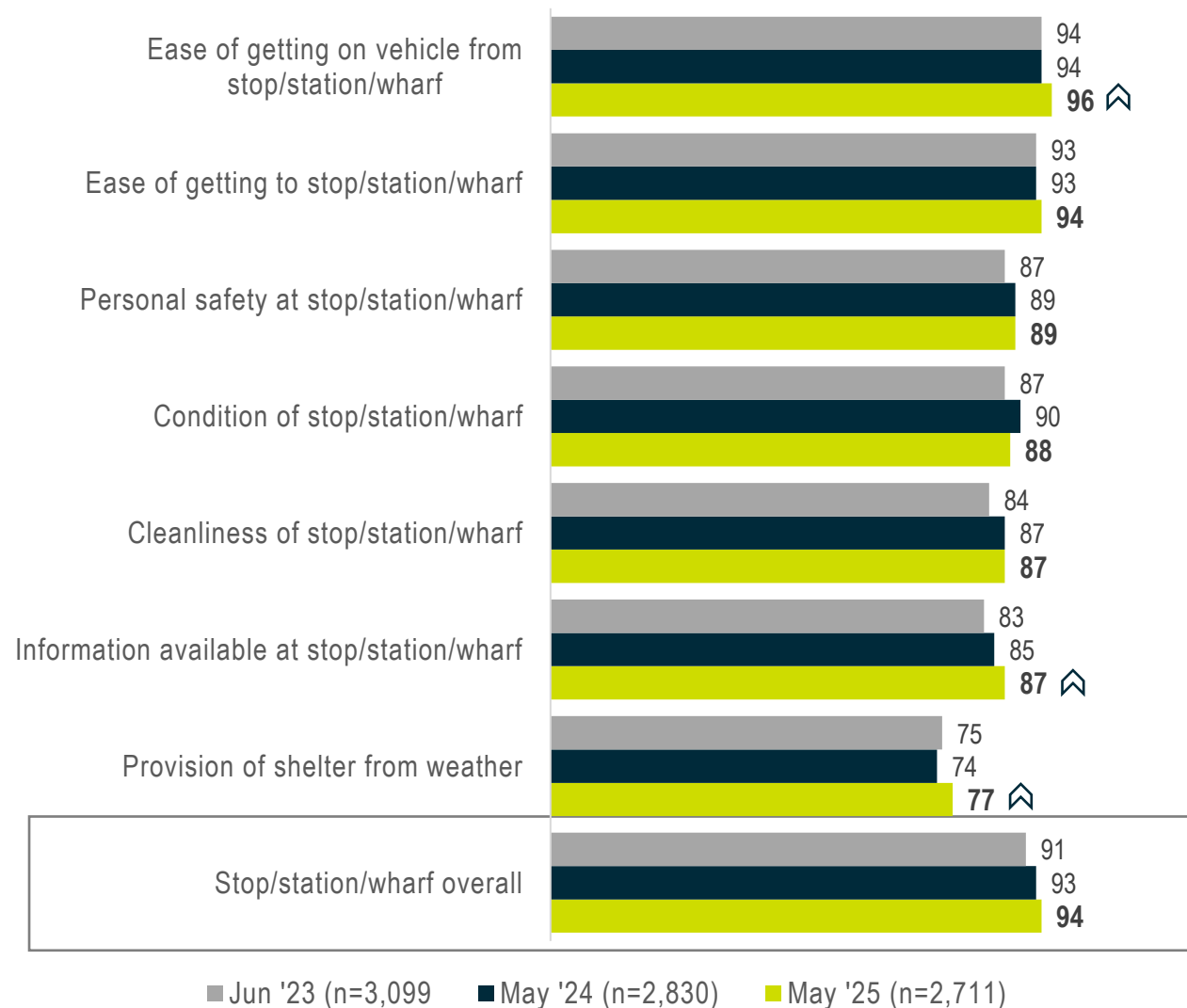
Denotes statistically significant change of 3 percentage points or less



Denotes statistically significant change of more than 5 percentage points

# Perceptions of the Stop/Station/Wharf

## Share of Passengers Satisfied/Very Satisfied (%)



Almost all public transport users (94%) are satisfied with the stop/station/wharf where they started their trip, this share stable from May 2024 (93%). Satisfaction levels by mode have remained high and stable over the last 12 months.

Ratings continue to be most positive for accessibility, both the ease of getting to the stop/station/wharf (by car, walking etc) (94%) and it being easy to get onto the vehicle from the stop/station/wharf (96% - a significant increase from 94% in May 2024).

Over the last 12 months, satisfaction with the provision of both information and shelter have improved significantly, these increases most evident among bus passengers.

Stops/stations/wharves continue to under-perform for the provision of shelter from the weather (wind, rain, sun), with ferry passengers the most critical (only 50% satisfied). Inadequate shelter is particularly an issue at Queens Wharf – only 31% satisfied. Passenger suggestions to improve the provision of shelter include:

- Provision of more shelter from weather
- Improved maintenance of stops e.g. fix leaks
- Construction of a new building or shelter/completion of renovations.



Denotes statistically significant change of 5 percentage points or less



Denotes statistically significant change of more than 5 percentage points

# Satisfaction with PT Information Currently Available

Overall, how satisfied or dissatisfied are you with the information about public transport services that is currently available?

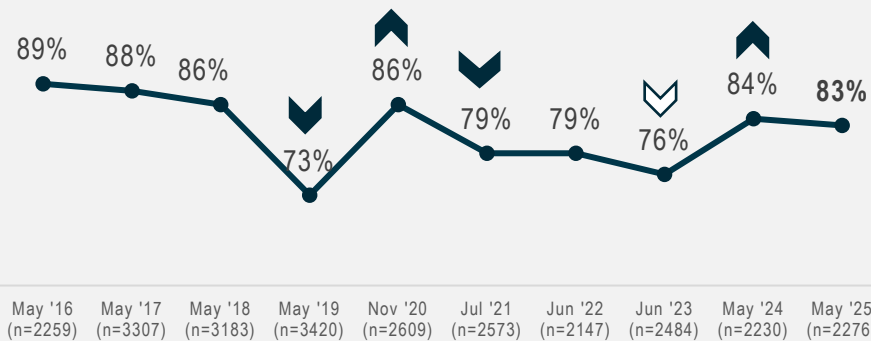
## May 2025 Results

**Total satisfied**  
**83%**

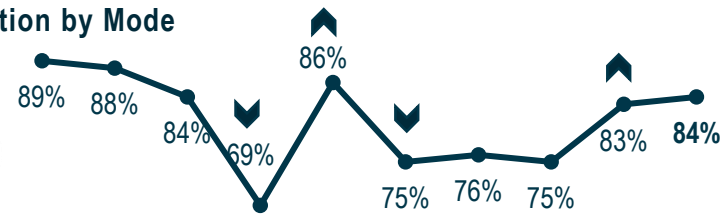
50%	Very satisfied (9-10)
33%	Satisfied (6-8)
9%	Neither/nor (5)
6%	Dissatisfied (2-4)
2%	Very dissatisfied (0-1)

Base: n=2,276 (All passengers who answered this question)

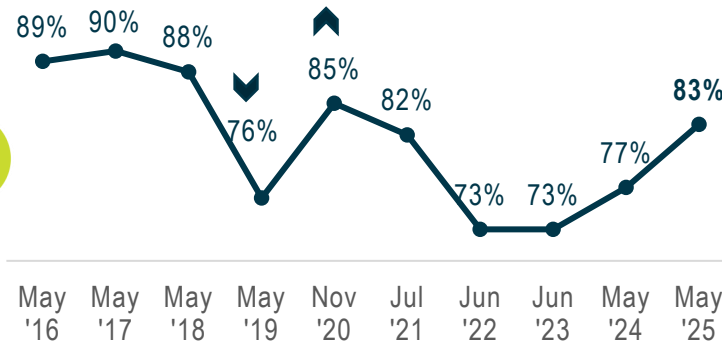
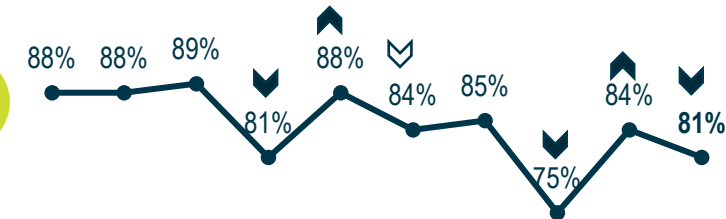
## Satisfaction Over Time (All modes, weighted)



## Satisfaction by Mode



	May '19	Nov '20	Jul '21	Jun '22	Jun '23	May '24	May '25
Wellington city bus	65%	86%	74%	75%	75%	83%	83%
Rest of region bus	80%	83%	80%	82%	78%	84%	87%



Passengers most satisfied

✓ Melling (93%) and Johnsonville (90%) Line users



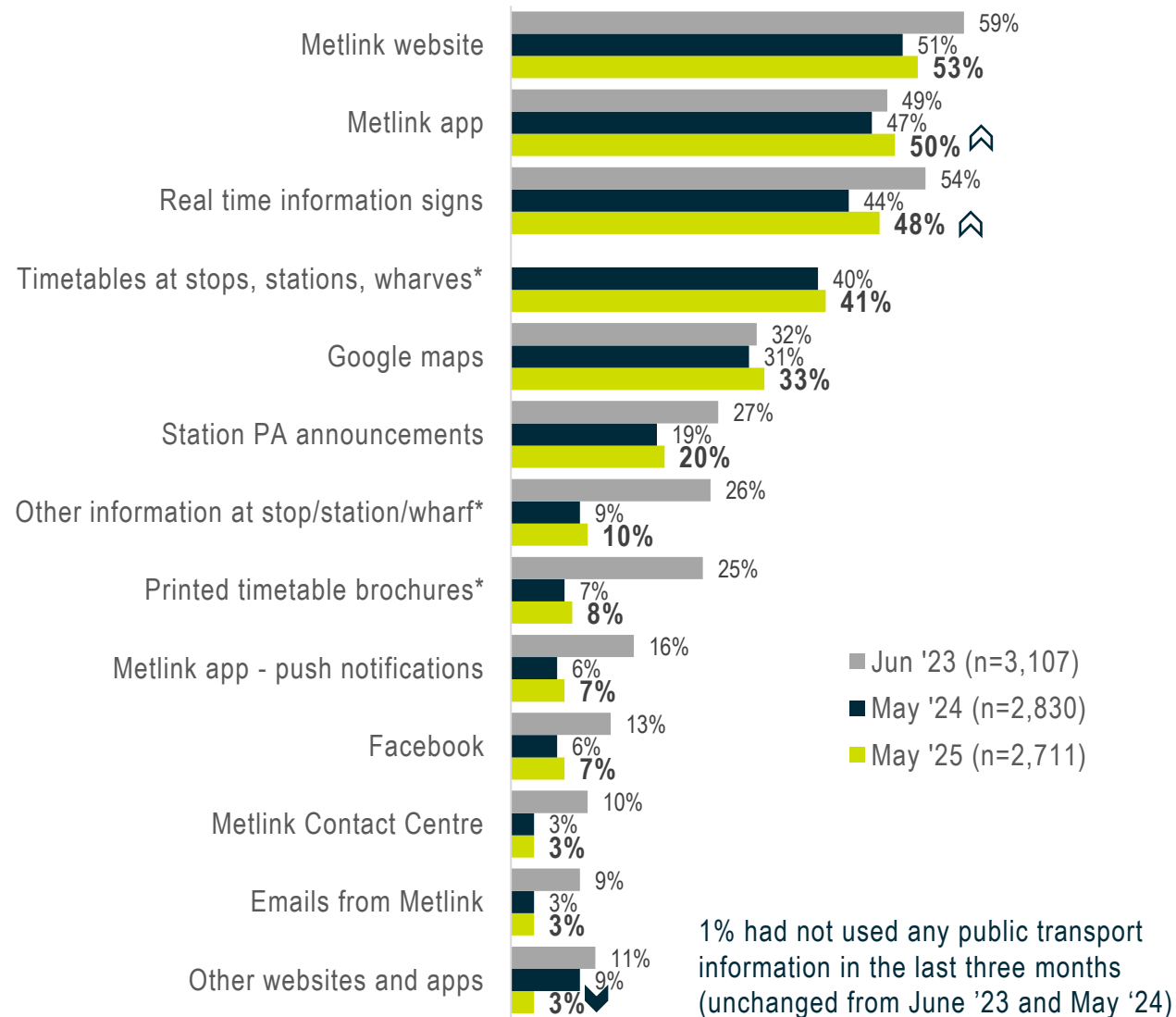
Passengers most dissatisfied

✗ Wairarapa Line users (29%)

⬆ Denotes statistically significant change of 5 percentage points or less  
⬆ Denotes statistically significant change of more than 5 percentage points

# Use of Public Transport Information

*Thinking about the last three months, which of the following ways have you used to get information about public transport services in Wellington?*



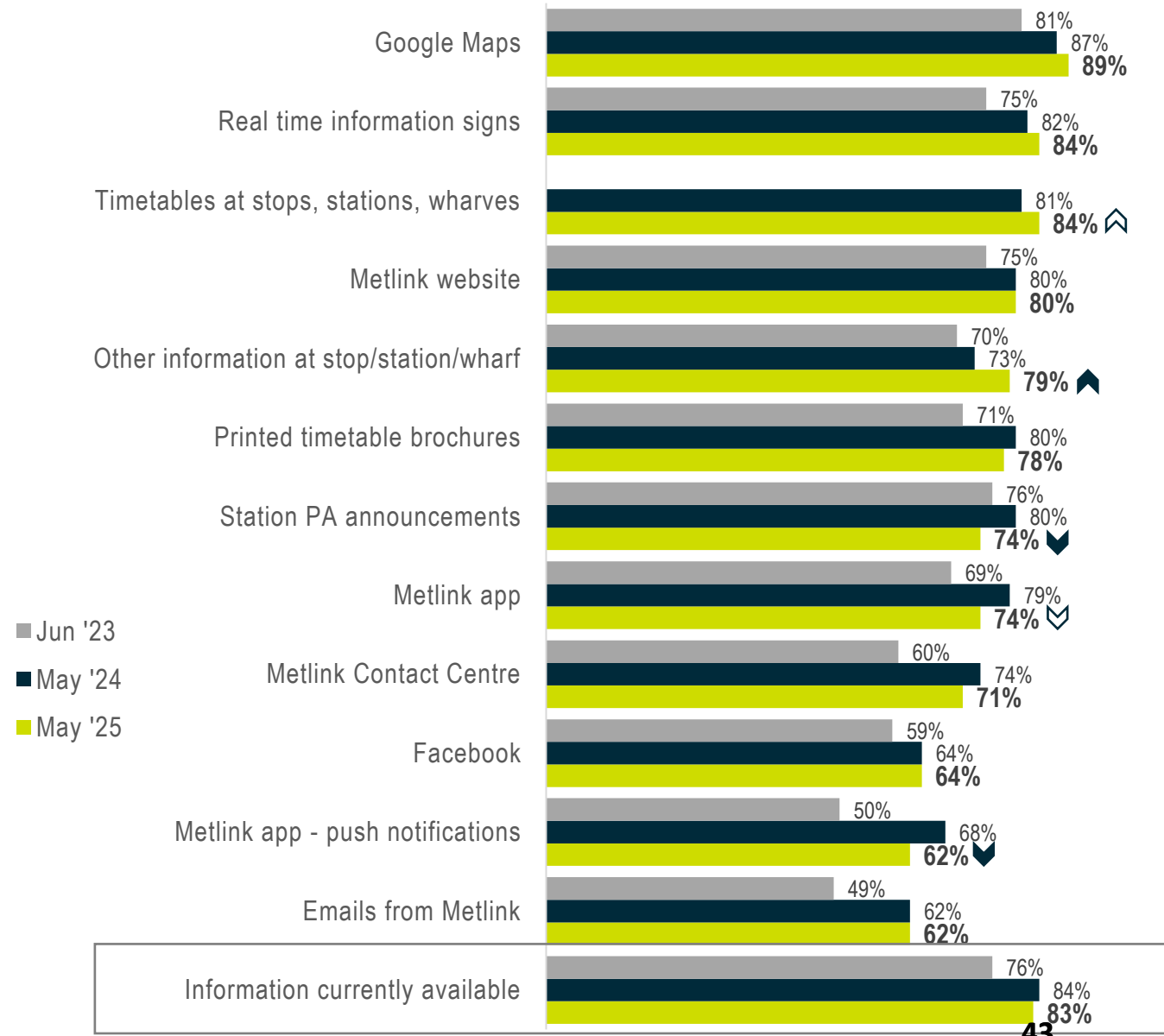
Declines in service reliability and an increase in service delays, disruptions and cancellations over the last 12 months has likely contributed to the increase in use of most sources of public transport information. Use of real time information signs has increased significantly compared with 12 months ago (up from 44% to 48%) as has use of the Metlink app (up from 47% to 50% of public transport users)

The Metlink website remains the most frequently used source of public transport information, accessed by just over half of all public transport users (53%), including 68% of train passengers – up from 64% in May 2024).

Among the public transport information sources considered, emails from Metlink (3%) and the Metlink Contact Centre (3%) continue to have the lowest usage, with their use stable compared with 12 months ago.

\* Note: From May '24, use of 'Timetables at stops/stations/wharves' was asked as a separate statement – which is likely to have contributed to drops in use of 'other information at stops/stations/wharves' and 'printed timetable brochures.'

# Satisfaction with Sources of Public Transport Information



Passengers remain most satisfied with information provided via Google Maps, with 89% of users expressing satisfaction. In contrast, emails from Metlink continue to be the least well-rated source, with only 62% satisfied.

Over the past 12 months, satisfaction has significantly improved with timetable information at stops, stations, and wharves (now 84%, up from 81%) as well as with general information at these locations (79%, up from 73%). However, satisfaction has declined markedly for both station PA announcements and the Metlink app, (including push notifications), since May 2024.

Improving the functionality of the Metlink app remains the most frequently mentioned suggestion for improvement, particularly among ferry passengers. Calls for more accurate and timely information are also common, especially in relation to real-time updates. Train passengers in particular are over-represented among those seeking faster updates and clearer communication around bus replacement services, reflecting ongoing concerns about service delays and cancellations.

Arrows denote statistically significant change from previous year

Note: Due to the wide variety of non-Metlink websites and apps used, passengers were not asked to rate their satisfaction with these.





For Information

## **DELIVERY OF WELLINGTON REGIONAL PUBLIC TRANSPORT PLAN 2021-2031**

### **Te take mō te pūrongo**

#### **Purpose**

1. To provide the Transport Committee (the Committee) with an overview of progress made over the triennium in the delivery of the Wellington Regional Public Transport Plan 2021- 2031 (RPTP 2021-2031).

### **Te tāhū kōrero**

#### **Background**

#### ***Terms of Reference***

2. The Committee’s Terms of Reference set out its specific responsibilities. One of the specific responsibilities is for the Committee to:

*“2.6 Review periodically the performance and effectiveness of transport strategies, policies, plans, programmes, initiatives and indicators including:*

- a Delivery of the Wellington Regional Public Transport Plan, including:*
  - i Inter-regional transport initiatives*
  - ii Fare strategies and methods*
  - iii Increased mode share to public transport and active modes*
  - iv Promoting transport equity, and increasing access to public transport, for groups that are more likely to be transport disadvantaged*
  - v Alignment of Greater Wellington’s accessibility work to the United Nations Convention on the Rights of Persons with Disabilities 2006 (UNCRPD).”*

#### ***Wellington Regional Public Transport Plan 2021-2031***

3. Te Mahere Waka Whenua Tūmatanui o te Rohe o Pōneke Wellington Regional Public Transport Plan 2021-2031 (RPTP 2021-31) was adopted by Council on 29 June 2021 (Adoption of Te Mahere Waka Whenua Tūmatuni o Te Rohe o Pōneke Wellington Regional Public Transport Plan 2021-2031 – Report 21.168).

### *Overview of the RPTP 2021-2031*

4. The RPTP 2021-2031 is primarily a policy document that sets out our approach to achieving the objectives for public transport set out in the Wellington Regional Land Transport Plan 2021, the Government Policy Statement on Land Transport 2021, and the Greater Wellington Long Term Plan 2021-2031.
5. The RPTP 2021-2031 includes high level objectives, targets and performance measures for public transport as set out in the Wellington Regional Land Transport Plan 2021, and the Greater Wellington Long Term Plan 2021-2031.
6. The RPTP 2021-31 was built around the strategic priority of “an efficient, accessible and low carbon public transport network” achieved through mode shift, decarbonisation of the public transport fleet and improving customer experience.

### Mode shift

7. For mode shift, the RPTP 2021-31 focuses on the key measure of 40% increase in active mode shift to public transport by 2030. The RPTP 2021-31 outlines that this will be done through delivery and implementation of Let’s Get Wellington Moving and Wellington Regional Rail’s Strategic Direction, and by:
  - a Providing a high quality, high capacity, high frequency core network
  - b Improving access to public transport
  - c Promoting behaviour change.

### Decarbonisation of the public transport fleet

8. The RPTP 2021-31 focuses on the key measures of: 60% reduction in public transport emissions by 2030; 30% reduction in carbon emissions for the Wellington Region by 2027; and 40% reduction in Greater Wellington generated emissions by 2025, and carbon neutral by 2030. The RPTP 2021-31 outlines that this will be done by accelerating decarbonisation of the public transport vehicle fleet including:
  - a Driving environmental and cost sustainability by pursuing smart commercial opportunities and lower carbon technologies
  - b Decarbonising the Metlink bus fleet by 2030
  - c Exploring ways to further decarbonise the Metlink rail and ferry fleet.

### Improving customer experience

9. The RPTP 2021-31 focuses on the key measure of maintain customer satisfaction rating greater than 92% for overall trip. The RPTP 2021-31 outlines that our focus on continuing to improve customer experience across all aspects of the network will be achieved by:
  - a Providing greater choice and flexibility for journey planning, fares, and fare payment options
  - b Improving the accessibility of public transport for all.

## Safety

10. The RPTP 2021-31 focuses on the key measure of 40% reduction in serious injuries on the public transport network by 2030. The RPTP 2021-31 outlines that our focus on prioritising the safety and maintenance of the public transport network to encourage safe behaviours will be achieved by prioritising safety through continuous improvements to both infrastructure and operations.

### *Duration of the RPTP 2021-31*

11. The RPTP 2021-31 remained in force until the new Te Mahere Waka Whenua Tūmatanui o te Rohe o te Upoko o te Ika a Maui - Wellington Regional Public Transport Plan (Wellington Regional Public Transport Plan 2025-2035) came into force on Thursday 24 July 2025 (20 working days after adoption of the Plan by Council).
12. This report provides a progress update against the RPTP 2021-2031. It is the final report on the RPTP 2021-2031, as such it reports against overall achievements covering the term of the 2022-2025 triennium.

## **Te tātaritanga Analysis**

### ***Key measures in Wellington Regional Public Transport Plan 2021-2031***

13. Progress against key measures is taken from the following two sources:
  - a the Wellington Regional Land Transport Plan's Annual Monitoring Reports 23/24, 22/23, and 21/22 (AMR) (noting that the AMR 24/25 will not be available until December 2025)
  - b Performance against the Long Term Plan as provided for the Annual Report 24/25 (noting that the information is yet to be audited and is, therefore, subject to change); Annual Report 23/24 and Annual Report 22/23; note that when work has been completed to update estimated figures for past years, these have been included in place of the figure reported in the annual reports.

### *Mode shift*

14. For mode shift, the RPTP 2021-31 had the key measure of 40% increase in active and public transport mode share by 2030.
15. The AMR sets out that in the last three years to December 2023, the mode share for active modes and public transport is 29%.

### *Decarbonisation of the public transport fleet*

16. The RPTP 2021-31 had the key measures of:
  - a 60% reduction in public transport emissions by 2030
  - b 35% reduction in transport-generated carbon emissions for the Wellington Region by 2027
  - c 40% reduction in Greater Wellington generated emissions by 2025, and carbon neutral by 2030

### Public transport emissions

17. Tonnes of CO<sub>2</sub>e emitted by Metlink public transport services for the previous three years is as follows:

Year	Tonnes emitted
2023/24	17,129 tonnes CO <sub>2</sub> e (note this figure is subject to 24/25 Annual Report auditing) <sup>1</sup>
2022/23	15,466 tonnes CO <sub>2</sub> e
2021/22	19,310 tonnes CO <sub>2</sub> e

18. The table above shows an 11.3% decrease in tonnes of CO<sub>2</sub>e emitted by Metlink public transport services over the last three years of the RTP 2021-2031.

### Reduction in transport-generated carbon emissions for the Wellington Region

19. Transport-generated carbon emissions for the Wellington Region as reported for the previous three years are as follows (using fuel sale data as a proxy for carbon emissions):

Year	Kilotonnes emitted
2023/24	1170 kilotonnes
2022/23	1195 kilotonnes
2021/22	1142 kilotonnes

20. Fuel sales (and subsequently transport-generated CO<sub>2</sub>) decreased by 3% in FY 2023/24 compared to FY 2022/23.

### Reduction in Greater Wellington generated emissions

21. The organisation's total tonnes of CO<sub>2</sub> equivalent emissions (gross) are estimated for the previous three years as follows:

Year	Tonnes emitted
2023/24	31,055 tonnes CO <sub>2</sub> e (note this figure is subject to 24/25 Annual Report auditing) <sup>2</sup>
2022/23	28,874 tonnes CO <sub>2</sub> e
2021/22	34,832 tonnes CO <sub>2</sub> e

22. The table above shows an 10.8% decrease in tonnes of CO<sub>2</sub>e Greater Wellington generated emissions over the last three years of the RTP 2021-2031.

<sup>1</sup> Note the results for each year in Annual Reports are based on the verified result for the previous year e.g 24/25 results are taken from 23/24 numbers

<sup>2</sup> Note the results for each year in Annual Reports are based on the verified result for the previous year e.g 24/25 results are taken from 23/24 numbers

### Improving customer experience

23. The RPTP 2021-31 had the key measure of maintain customer satisfaction rating greater than 92% for overall trip.
24. Each year, Metlink commissions an independent annual survey (run by Gravitass OPG) of Metlink customers' experiences of public transport in the Wellington region. The results from the past 3 years are as follows:

Year/Result	2025	2024	2023
Bus	94%	93%	92%
Rail	89%	92%	94%
Ferry	96%	95%	97%

25. The results of the 2025 customer satisfaction survey regarding customer satisfaction with 'the trip' (the customer experience on that journey) show that bus and ferry customer satisfaction are high; however, for rail the result reflects the significant reduction in punctuality and reliability, and perceived value for money.

### Safety

26. The RPTP 2021-31 had the key measure of 40% reduction in serious injuries on the public transport network by 2030.
27. In 2023/24 the Annual Report records that there was one fatality and two serious injuries on the public transport network year compared to three serious injuries on the public transport network in 2022/23 (note that this measure was not included in the 2024-2034 Long Term Plan, as such it has not been reported on as part of the 2024/25 Annual Report).
28. While not required for the Annual Report, Metlink reports on passenger injuries to the Committee as part of its performance reporting.
29. Metlink continues to work with operators to ensure that the safety of all people (staff and passengers) on the public transport network is front of mind.

### ***Delivery of the Wellington Regional Public Transport Plan 2021-2031***

30. The paragraphs below provide an update on progress made over the triennium in the delivery of the RPTP 2021-2031, focusing on:
  - a Inter-regional transport initiatives
  - b Fare strategies and methods
  - c Increased mode share to public transport and active modes
  - d Promoting transport equity, and increasing access to public transport, for groups that are more likely to be transport disadvantaged
  - e Alignment of Greater Wellington's accessibility work to the United Nations Convention on the Rights of Persons with Disabilities 2006 (UNCRPD).

### *Inter-regional transport initiatives*

#### Lower North Island Rail Integrated Mobility (LNIRIM)

31. The programme to deliver improved passenger rail services on the Manawatū Line and Wairarapa Line is progressing well; with contract award expected to occur in August or September 2025.
32. It is expected that the new trains will double peak-time services between Palmerston North and Wellington on the Manawatū line and between Masterton and Wellington on the Wairarapa Line.
33. We are expecting the new trains to enter service in 2029, and improvements to service to commence in 2030.

#### Other inter-regional transport initiatives

34. Greater Wellington continues to co-fund the inter-regional route 291 bus service, linking Levin to Waikanae (Unit 19), operated under contract to Horizons Regional Council (Horizons).

#### Advocacy and investigations

35. Officers undertook an investigation into the concept of ‘community transport’, one focus of which was on potential accessibility/health transport options which were able to be explored with Horizons Regional Council for inter-regional travel between Kāpiti and Horowhenua.
36. On 31 August 2023 the Land Transport Management (Regulation of Public Transport) Amendment Act came into force. Under the Act, inter-regional public transport services are no longer automatically exempt services. Greater Wellington had specifically advocated for this change in its submission on the Bill, particularly to anticipate incorporation of the inter-regional services component of LNIRIM into the Wellington public transport network.

### *Fare strategies and methods*

#### Initiatives

37. From the end of November 2022, electronic ticketing has been rolled out across the rail network.
38. From 1 April 2023, initiatives adopted through the Future Fares Direction (adopted in August 2022), were introduced including an increase from 25% to 50% to the then current off-peak discount and the introduction of cumulative off-peak discounts for all concession holders. Note that from 1 July 2025 the cumulative off-peak discount was reduced from 50% to 30% to reflect increased cost pressures faced by Metlink.
39. In February 2024, the Council agreed (from 1 May 2024) to continue with provision of the Community Connect scheme for the remaining groups (half-price fares for CSC holders and 75% Total Mobility taxi fare discounts) along with the regional targeted concessions under current policies.

### National Ticketing Solution

40. Metlink continues to work with NZTA and PTAs across New Zealand towards implementation of the National Ticketing Solution (NTS).
41. The first pilot of the NTS was implemented in Christchurch in December 2024 on Route 29 bus (Airport to CBD). This enables customers to use debit and credit cards for adult fares (excluding concessions).
42. Planning for the implementation of NTS in the Wellington Region is currently underway, as part of the scheduled implementation of NTS across the country.
43. Matters related to the structure and configuration of fares and fare products for implementation with the NTS were considered by Council on 16 May 2024 (Report 24.184 National Ticketing Solution: Approach to Fares Transition). Council resolved to provide for integrated fares and implement a journey-based 7-Day Cap, with a pricing approach that encourages greater use of public transport and off-peak travel while balancing user contribution with public funding.

### Private share targets

44. On 18 November 2024, NZTA released requirements on increasing the 'private share' of public transport revenues to Public Transport Authorities (PTAs) (this was foreshadowed in the Government Policy Statement on Land Transport 2024).
45. The initially proposed Private Share targets from NZTA did not align with expected costs and revenue forecasts in the 2025/26 Annual Plan and would have required significant changes to income and/or expenditure settings including service level reductions and fare increases if they were adopted.
46. Following a process that included collaborative position development across the regional sector, Greater Wellington adopted private share targets for financial years 2024/25, 2025/26, and 2026/27 that align with the current LTP/Annual Plan. Council's indicative private share targets were accepted by the NZTA Board in May 2025.

### *Increased mode share to public transport and active modes*

47. On 31 March 2023, the Taxation (Annual Rates for 2022-23, Platform Economy, and Remedial Matters) Act 2023 came into force. The Act exempts Public Transport (which includes on-demand services); Total Mobility; bikes, e-bikes and scooters, and micro-mobility share services from fringe benefit tax (FBT) when being used for commuting to and from work.
48. The FBT exemptions give employers the ability to offer employees climate-friendly employment benefits without unnecessary financial administration; it offers employees an attractive incentive to uptake public transport and active modes without being penalised through increased taxation.
49. Metlink will investigate FBT exemptions further once NTS is implemented as a token based system is required to deliver this product.
50. Greater Wellington led a regional sector submission (via Transport Special Interest Group) on the Land Transport Management (Time of Use Charging) Amendment Bill in April 2025. The submission encouraged more clarity in the Bill around the

allocation of scheme revenue, particularly that the balance of scheme revenue after costs should be assigned to projects that have been identified as being of high priority to the region through the relevant regional statutory documents (RLTP and RPTP) rather than relying on a new ad hoc agreement to guide investment decisions. In addition, the submission requested the Bill be amended to strengthen the 'local voice' in scheme governance.

51. The Transport and Infrastructure Select Committee will be reporting back to Parliament on the Bill in September 2025 prior to the Bill's second reading and expected passage in the current parliamentary term.

#### Wellington Rapid Transit Bus Corridors Programme

52. Council has committed to the Wellington Rapid Transit Bus Corridors programme. This included some elements of projects previously included in the former Let's Get Wellington Moving (LGWM) programme.
53. The Wellington Rapid Transit Bus Corridors programme includes:
  - a The finalisation of a regional bus priority action strategic plan and business case for the Wellington Region which will be 100% funded by Greater Wellington
  - b The development of the harbour quays / second spine route through the CBD – to be jointly funded with Wellington City Council (WCC)
  - c Changes to the east west corridor to enable high-capacity buses which is jointly funded with WCC
54. Provision for low cost bus prioritisation interventions on other corridors across the region, the extent of which will be determined by the availability of Territorial Authority funding contributions.

#### Regional Bus Network Review of Services – update on progress

55. A regional Bus Network Review ran from March to May 2020. Metlink actively connected with residents of Porirua, Tawa, Hutt Valley, Kāpiti Coast and the Wairarapa.
56. The feedback received as part of the regional Bus Network Review informed specific service improvements, which were included in the RPTP 2021-2031 for consideration.
57. The table below sets out our progress in the investigation of these considerations.
58. The following matters impacted Metlink's ability to investigate and/or implement service changes:
  - a Responding to the impacts of Covid-19 continued from the commencement of the RPTP in 2021 until mid-2023.
  - b Work on service improvements was impacted by the bus driver shortages, which resulted in reduced timetabled services from late 2022 until late 2023/early 2024.
  - c Metlink's constrained financial operating environment.



<b>Service</b>	<b>Consideration</b>	<b>Actions/outcomes</b>
<b>Lower Hutt – Petone: Routes 120 and 110</b>	Consider ways to improve the high frequency core route through central Lower Hutt; in particular by extending the Stokes Valley route (120) to Petone and inter-working it with the Upper Hutt to Petone route (110) to provide a high frequency service of 7.5 - 15 minutes at all times between Avalon, Hutt Hospital, central Lower Hutt and Petone.	Not investigated during the triennium.
<b>Wainuiomata – Lower Hutt Routes 160 and 170</b>	Consider operating either Route 160 or 170 to and from Petone Station via Gracefield (with the other route continuing to serve Waterloo Station and Lower Hutt) provided that customers would be able to transfer between the 160 and the 170 in Wainuiomata, so that customers in both route catchments (Wainuiomata North and Wainuiomata South) would benefit from improved access to the additional destinations; or operating a single high frequency route through the most well patronised parts of Wainuiomata, to replace both Routes 160 and 170, supported by an on-demand service to serve parts of the community that are not on that new route.	In 23/24 work was undertaken with Wainuiomata community to identify transport deficiencies and identify opportunities for improvement. Note that further work to implement enhancements for Wainuiomata resident have not been progressed due to Metlink's constrained financial operating environment.  The MR Cagney report (presented to the Committee on 24 October 2024), which assessed potential for On Demand Public Transport in the Wellington Region found that on-demand was not a more cost-effective solution for Wainuiomata than the usual fixed route services.
<b>New Tirohanga Route</b>	Investigate establishing a Tirohanga route to and from Melling Station and Queensgate, either all-day or at school times only.	From 9 October 2023, Route 149 was established to service Harbour View and Tirohanga, connecting residents with Hutt Central and Melling Station as well as Waterloo Station during peak times.
<b>Totara Park Route 111</b>	Consider introducing Sunday services. Consider traversing the California Drive loop only once in each return trip from Upper Hutt Station to address the perception of operational inefficiency, bearing in mind that train connections may be less convenient as a consequence.	Not investigated during the triennium.
<b>Timberlea Route 112</b>	Consider introducing Sunday services.	Not investigated during the triennium.
<b>Waikanae Route 281</b>	Extending Route 281 into the area north of Sylvan Ave, including the north end of Parata St and Charles Fleming Retirement Village.	From 5 September 2021, Route 281 was extended to Waikanae North including the Charles Flemming Retirement Village.
<b>Coastlands</b>	Work with Kāpiti Coast District Council and Coastlands to improve bus access to	On 25 August 2024, the new Paraparaumu Transport Hub opened; the Hub was a joint project

Service	Consideration	Actions/outcomes
	Coastlands, taking into account the constraints around bus-train connections at Paraparaumu Station.	between Metlink and Kāpiti Coast District Council (KCDC). Bus services changed to travel via Coastlands in both directions at same time as new Transport Hub came into use.
<b>Porirua Routes 210, 220 and 226</b>	At the time of the next Porirua network review (in light of current roading and residential developments in the area), consider ways to integrate Routes 210, 220 and 226, to enable a high frequency core route through central Porirua between Whitireia Polytechnic and Porirua Station.	<p>In 2020 officers undertook engagement with the community; as a result of Covid-19 and then the driver shortages (see above), work on the Porirua network review was put on hold.</p> <p>In March 2024, officers commenced a project to restart the Porirua service review; this included consideration of enhancements for Routes 221, 220 and 226. However, work on the Porirua network review has been postponed due to Metlink's constrained financial operating environment.</p>
<b>Kenepuru Route 60</b>	Implement the proposed diversion of Route 60 via Kenepuru Landing to serve the new residential area and retirement village on the old Porirua Hospital site.	From 13 July 2025, the diversion of Route 60 via Kenepuru Landing was implemented (note, implementation could not occur until new road connection had been put in place).
<b>Elsdon Route 226</b>	Consider ways to include Raiha St in a bus route, possibly by varying the Elsdon route (226) in order to serve Te Korowai Whāriki residents.	<p>In 2020 officers undertook engagement with the community; as a result of Covid-19 and then the driver shortages (see above), work on the Porirua network review was put on hold.</p> <p>In March 2024, officers commenced a project to restart the Porirua service review; this included consideration of enhancements for Route 226 (extending Route 226 along Raiha St to Kenepuru Hospital and increasing frequency). However, work on the Porirua network review has been postponed due to Metlink's constrained financial operating environment.</p>
<b>Ascot Park Route 220</b>	Consider extending Route 220 to Aotea Countdown (Whitford Brown Ave / Routeburn St roundabout) to enable two-way operation along Conclusion St (to eliminate the confusion and inconvenience associated with operating the long-standing Ascot Park loop).	<p>In 2020 officers undertook engagement with the community; as a result of Covid-19 and then the driver shortages (see above), work on the Porirua network review was put on hold.</p> <p>In March 2024, officers commenced a project to restart the Porirua service review; this included consideration of enhancements for Route 220 (extending route to Aotea Countdown, aligning bus times with connecting trains, and integration with route 210 to improve east west links). However, work on the Porirua network review has been postponed; note that aligning bus and train times for this route will be considered as part of bus/rail connection work in 25/26.</p>

Service	Consideration	Actions/outcomes
<b>Whitby and Papakowhai</b>	<p>At the time of the next Porirua network review, consider ways to:</p> <ul style="list-style-type: none"> <li>• Increase coverage in new parts of Whitby and Papakowhai</li> <li>• Improve connections with trains at Paremata and Porirua</li> <li>• Provide more direct services for Whitby</li> <li>• Provide a hybrid network of fixed route and on-demand services to provide additional coverage (given the low density nature of development and the preponderance of lengthy cul-de-sac subdivisions)</li> </ul>	<p>In 2020 officers undertook engagement with the community; as a result of Covid-19 and then the driver shortages (see above), work on the Porirua network review was put on hold.</p> <p>In March 2024, officers commenced a project to restart the Porirua service review; this included consideration of enhancements for Whitby and Papakowhai (better connections to station and extended coverage). However, work on the Porirua network review has been postponed due to Metlink's constrained financial operating environment.</p>
<b>Tawa</b>	Consider a trial of on-demand services to connect the extremities of Tawa (such as the area east of the motorway) with train stations and with bus Route 60.	On Demand Service Trial undertaken in Tawa. Trial ended on 31 December 2024 and new route 59 implemented from March 2025 as a more cost effective replacement.
<b>Wairarapa</b>	Consider better coverage of bus routes in the Masterton area, including to rail services. Develop a plan for more frequent trains to and from Wellington in line with the availability of additional rolling stock, currently expected to be 2025.	<p>Route 200: Improvements to the weekday route 200 service commenced from Monday 25 July 2022. These improvements provide better service coverage to and from Wairarapa Hospital and improve access to local employment including to and from Martinborough which previously lacked suitably timed services. There are three additional services from Martinborough to Masterton departing at 9.45am, 12.45pm and 5.10pm; two additional services from Wairarapa Hospital to Martinborough departing at 11.05am and 12.00pm; and one additional service from Masterton to Martinborough departing at 8.10am.</p> <p>Trains: More frequent services are planned with the implementation of new rolling stock as part of LNIRIM (expected from 2029).</p>

### Integrated ticketing

59. Metlink continues to progress a variety of strategic initiatives to encourage public transport as a travel choice (including Innovations such as integrating event tickets with public transport fares. This has included working with Sky Stadium and WellingtonNZ to discuss how we can continue work together. Metlink has affirmed the need for all parties to contribute and outlined the process for including a public transport levy in ticket price to pay for integrated ticketing.
60. An example which demonstrates the positive impact of integrated ticketing is set out below:

- a Metlink entered a commercial agreement with Eccles Entertainment, the promoter of the Fat Freddy's Drop event at Brewtown on 25 January 2025 to encourage attendees to use public transport. Using the automatic passenger counter data, we estimate 1633 customers used public transport (rail) to get to and from the event; this accounts for 38% of attendees.
  - b Comparing Fat Freddy's Drop event to the Six60 event on 1 February 2025 at the same location (the following weekend), there was no event ticketing and over 8000 people attended. We estimate that fewer than 500 customers used the rail service. Brewtown have fed back anecdotally that most people drove to the event and that this may be because many families from the Hutt Valley attended that event.
  - c Comparing the two events, event ticketing influenced how customers travelled to the event and may have contributed towards mode shift.
61. A draft Strategic Event Support Policy was included in the draft RPTP 2025-35 and publicly consulted on. Upper Hutt City Council's submission on the draft RPTP 2025-35 requested amendment to the draft policy to ensure it supported regional venues and events with less than 10,000 attendees but strong regional significance. This was supported by Council and the final Strategic Event Support Policy was adopted in June 2025 as part of the new RPTP.

#### Connecting people to rail with active and shared modes

62. This project aims to encourage travel choice towards public transport by connecting people with active and shared modes to rail stations. We aim to support better information and work collaboratively with customers to deliver more tailored solutions for more convenient, and safe connection to train stations without needing a car.
63. This project will be executed as a series of pilot projects in targeted areas - Lower Hutt, Upper Hutt and the Wairarapa (Featherston, Carterton, Masterton) as well as Kāpiti Coast and Porirua.
64. Having assessed stations for suitability, work began on the first pilot project, aiming to increase the number of commuters using micromobility to access Waterloo Station to travel to central Wellington by rail. This project is no longer feasible as the provider has withdrawn their service.
65. Supporting the hypothesis that a barrier to connecting to rail by bike is the risk of bike theft, the following actions are being taken:
- a The Travel Choice team have worked with NZ Police and 529 garage to promote secure locking practice and bike serial number recording. This information is disseminated at workplace activations and training sessions for adult cyclists. There is also a hardcopy and digital information brochure that covers bike security measures.
  - b All double tiered bike parking racks have CCTV coverage and CCTV coverage is part of the package of any new double tiered bike parking rack installation at railway stations.

#### Bike racks on buses

66. In October 2024 NZTA issued an alert notice, which highlighted potential obscuring of bus headlights when bike racks are in use (i.e. when loaded with at least one bike).
67. Metlink determined (along with other PTAs), to disable use of bike racks across all service hours until this issue was resolved.
68. Metlink worked closely with bus operators on a solution for each bus model impacted.
69. As at 1 July 2025, bike racks became operational again on all Metlink buses.

#### Asset control to build network resilience

70. Council's Strategic Public Transport Asset Control Strategy was adopted following presentation to bus operators and formal consultation as part of the Long Term Plan process. Council adopted the Strategy on 27 June 2024. The Strategy sets out a pathway for Council to gain greater control of bus assets (including depots, charging infrastructure and fleet) in order to build network resilience, which supports long term planning and improved public transport certainty.
71. On 31 October 2024, Council approved \$69.3 million over 2024-2027 to fund the implementation of the Asset Control Strategy, with a focus on delivering Stage One of the Kauri Street Depot, the proposed Northern Depot, and acquisition of the Lambton Quay Interchange.
72. In June 2025, Greater Wellington purchased a one-hectare site in Happy Valley for a future Metlink bus depot. Greater Wellington takes possession of the one-hectare, Happy Valley section in May 2026, and plans for a depot to open there in mid-2028.
73. Greater Wellington is in discussions with Te Rūnanga o Toa Rangatira regarding leasing land in Kenepuru Landing for a new bus depot.
74. Work on the Kauri St bus depot continues; bulk earthworks are currently being undertaken in preparation for installing ducts for the charging equipment.

*Promoting transport equity, and increasing access to public transport, for groups that are more likely to be transport disadvantaged*

#### Behaviour change to improve accessibility

75. This Accessibility Action Plan project identifies and prioritises improvements to remove barriers for people with disabilities or impairments to travel by bus, by increasing the availability of priority seating.
76. Procurement of an accessibility training provider is complete. The first phase of work – to design the accessibility training, to be delivered to Metlink operator staff – will start in August 2025 and a pilot programme will be delivered from February 2026. A key component of the training is the involvement of the disability community in the co-design of the requirements and the service and situation specific content of the training programme.

77. Work has been undertaken to identify rail stations which can provide fully accessible public transport hubs that provide regional access to key destinations such as Wellington Regional Hospital, Wellington Airport and central Wellington. These are stations need to have accessible pathways into and around them and that are well connected to bus routes.
78. The development of the Accessibility Action Plan has enabled Metlink to foster strong and trusting relationships with the disability sector and disabled communities. Work with the disability sector was recognised through its receipt of the 2023 'Extra Touch' award from Blind Citizens NZ, the award acknowledged the collaborative relationship Metlink has built with Blind Citizens NZ. Over past 6 years Metlink has worked closely with the Association on the co-design of services and initiatives, such as the on-board announcement system and Accessibility Charter and Action Plan. Their support and advice have enabled Metlink to establish wider relationships with other groups and individuals representing the needs of disabled people. In turn, this has enabled us to make accessibility a key priority in everything we do.

#### Public Transport Advisory Group

79. The Public Transport Advisory Group (PTAG) continues to meet quarterly. PTAG has 21 members representing the following perspectives relating to public transport and active mode matters in the Wellington Region: peak users (rail and bus); off peak users (rail and bus); active mode users (walking, cycling and micro-mobility); transport equity; rural; disability/accessibility; transport dependent; tertiary students; youth; senior citizens; employers; business/retail; mana whenua, Māori and LGBTQIA+.
80. Over the course of the triennium, PTAG has had ten meetings and provided advice on the following matters:
  - a Feedback on the draft Te Mahere Waka Whenua Tūmatanui o te Rohe o te Upoko o te Ika a Maui 2025-2035
  - b Expectations and opportunities for providing in-person support across Metlink's public transport network
  - c Feedback on the design of the new Melling Station
  - d Opportunities for revenue generation under Metlink's advertising services strategy
  - e Preferences for communications about disruptions due to large scale transformational projects
  - f Feedback on the design of the new regional rail service trains (LNIRIM)
  - g Perceptions of the current Park & Ride offering and future opportunities
  - h The case for allowing larger pet dogs on public transport
  - i Co-designing a better buses replacing trains service
  - j Testing the policy for school bus services

- k An introduction to the National Ticketing System and feedback on the implementation strategy
- l Feedback on the latest design of the Harbour Quays bus route and service design options

81. PTAG will dissolve at the end of the 2022 - 25 triennium.
82. The newly elected Council will consider the governance and advisory body arrangements that it wishes to put in place prior to the end of 2025, including arrangements for PTAG. If PTAG is to be continued in the new triennium, the new Council will determine the Terms of Reference.

*Alignment of Greater Wellington's accessibility work to the United Nations Convention on the Rights of Persons with Disabilities 2006 (UNCRPD)*

83. The Committee adopted a new Accessibility Charter on 9 September 2021. The Charter is the first step towards realising Metlink's vision "The Metlink public transport network is accessible for all with ease and dignity".
84. Officers worked with the disability sector, operators and key stakeholders to co-design an Accessibility Action Plan to plan and prioritise improvements to the public transport network.
85. The current focus is on developing an approach for some of the priority improvements, which has funding as part of the 2024-34 Long Term Plan. \$9.8 million is committed to the Accessibility Action Plan initiatives for the 2025 to 2027 financial years. Current activity includes:
  - a Disability training for operational staff: A provider has been contracted and work to develop training material will start in August.
  - b Bus stop and station accessibility improvements: Identification of fully accessible regional station hubs and accessibility ranking is in development.
  - c Priority seating awareness campaign: Campaign piloted. Further awareness raising activity is being considered for 2025/26.
86. In association with the Accessibility Action Plan, business as usual initiatives are also in progress, including:
  - a Completion of the On Bus 'Next Stop' Announcement System roll-out
  - b Accessibility improvement as part of the RTI 2.0 upgrade (audio announcement button and vehicle available seating icons)
  - c Ridewise Total Mobility management system upgrade.

**Ngā Take e hāngai ana te iwi Māori**  
**Implications for Māori**

87. The RPTP includes a key policy section 6.2, 'Partnering with mana whenua' with the objective, achieving 'an effective partnership with mana whenua'. Key actions from this policy are:

- a Build strong enduring relationships with mana whenua through all facets of public transport delivery
- b Explore Māori values and sustainability interface within a Responsiveness to Māori framework
- c Work with mana whenua to develop a Māori responsiveness plan for public transport, including consideration of principles to enhance design of public transport activity and guide current and future public transport policy
- d Work with mana whenua to reach communities and build relationships to encourage public transport use
- e Ensure that Māori values are considered in the built environment through our design principles
- f Extend the use of Te Reo Māori in customer information channels and fare payment methods.

### **Te huritao ki te huringa o te āhuarangi**

#### **Consideration of climate change**

88. Climate change mitigations are a key focus for the RPTP with its strategic priority an 'efficient, accessible and low carbon public transport network'. Relevant RPTP Strategic Focus Areas are:
- a Reduce public transport emissions by accelerating decarbonisation of the vehicle fleet.
  - b Contribute to the regional target of a 40% increase in regional mode share from public transport and active modes by 2030, including delivery and implementation of Let's Get Wellington Moving and Wellington Regional Rail's Strategic Direction.
89. Relevant RPTP key measures are:
- a 40% increase in mode shift to public transport by 2030
  - b 60% reduction in public transport emissions by 2030
  - c 35% reduction in transport generated carbon emissions for the Wellington region by 2027
  - d 40% reduction in Greater Wellington generated emissions by 2025, and carbon neutral by 2030.
90. Relevant RPTP themes are:
- a Drive environmental and cost sustainability by pursuing smart commercial opportunities and lower carbon technologies
  - b Decarbonise the Metlink bus fleet by 2030
  - c Explore ways to further decarbonise the Metlink rail and ferry fleet.



## Ngā tūāoma e whai ake nei

### Next steps

91. Staff will provide updates on progress against the RPTP 2025-2035 as directed by the new Council.

## Ngā kaiwaitohu

### Signatories

Approvers	Luke Troy – Kaiwhakahaere Matua, Rautaki   Group Manager Strategy Samantha Gain – Kaiwhakahaere Matua, Waka-ā-atea   Group Manager Metlink
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<p style="text-align: center;"><b>He whakarāpopoto i ngā huritaonga</b>  <b>Summary of considerations</b></p>
<p><b><i>Fit with Council's roles or with Committee's terms of reference</i></b></p> <p>The Committee has the specific responsibility to review periodically the performance and effectiveness of transport strategies, policies, plans, programmes, initiatives and indicators including delivery of the Wellington Regional Public Transport Plan.</p>
<p><b><i>Contribution to Annual Plan / Long Term Plan / Other key strategies and policies</i></b></p> <p>This report updates the Committee on progress against its stated priorities.</p>
<p><b><i>Internal consultation</i></b></p> <p>Development of this report included input from the Metlink Group and Travel Choice within the Strategy Group.</p>
<p><b><i>Risks and impacts - legal / health and safety etc.</i></b></p> <p>There are no known risks.</p>



## For Information

### **PUBLIC TRANSPORT PERFORMANCE – JUNE 2025**

#### **Te take mō te pūrongo**

##### **Purpose**

1. To update the Transport Committee (the Committee) on the current performance of the public transport network.

#### **Te horopaki**

##### **Context**

2. Since the introduction of the Public Transport Operating Model (PTOM) bus partnering contracts in July 2018, Metlink has had access to information that helps us to better appreciate and understand the performance of our public transport network.
3. Monthly operational performance reports were developed in early 2019, drawing on available information to provide performance reporting at the level provided in other authorities.
4. Monthly performance reports are published on the Metlink website to enable the public to easily access this information.
5. Over time, Metlink has amended the content of these operational reports to respond to requests from members of the Committee and to make improvements/changes identified by officers.
6. At recent meetings, members of the Committee have requested that the information provided in these performance reports be reviewed and amended to ensure that the information is reported on in the most useful and meaningful way possible.
7. Metlink officers met with Committee members to better understand the performance outcome reporting Councillors would like to see and what performance data Metlink has available. reporting will include:
  - a driver numbers
  - b note on graphs the reasons for major spikes in performance
  - c add a quarterly report on Health, Safety and Wellbeing
  - d add 'target' patronage on the 12-month rolling graph
  - e show suspended trips along with cancelled trips

- f accessibility
  - g bus capacity
  - h emissions/decarbonisation.
8. The performance reports incorporate the following requested changes:
    - a 2018/19 patronage line added to 'all modes' graph
    - b brief comments added on graphs for reliability and punctuality
    - c added suspended services to the bus cancellations graph
    - d section added on driver numbers
    - e bus emissions/ decarbonisation
    - f explanation of what is included under 'Other' in the complaints section
    - g bus intermediate timing points
    - h cycles on rail services
    - i rail front line staff numbers.
  9. Health, Safety and Wellbeing update is included in this report.
  10. Information relating to Metlink social media is included in this report.
  11. Performance information is published on the Metlink website.<sup>1</sup> Patronage graphs are updated weekly, punctuality and reliability graphs are updated fortnightly, and other metrics are updated and published to this page monthly.
  12. **Attachment 1** contains an overview (including commentary) of the key results in Metlink's monthly performance report for June 2025. Note that the June report is for the full financial year.
  13. Metlink looks forward to continuing to strengthen our access to data, insight, expertise, and capability.

## **Te tātaritanga Analysis**

### ***Bus performance – June***

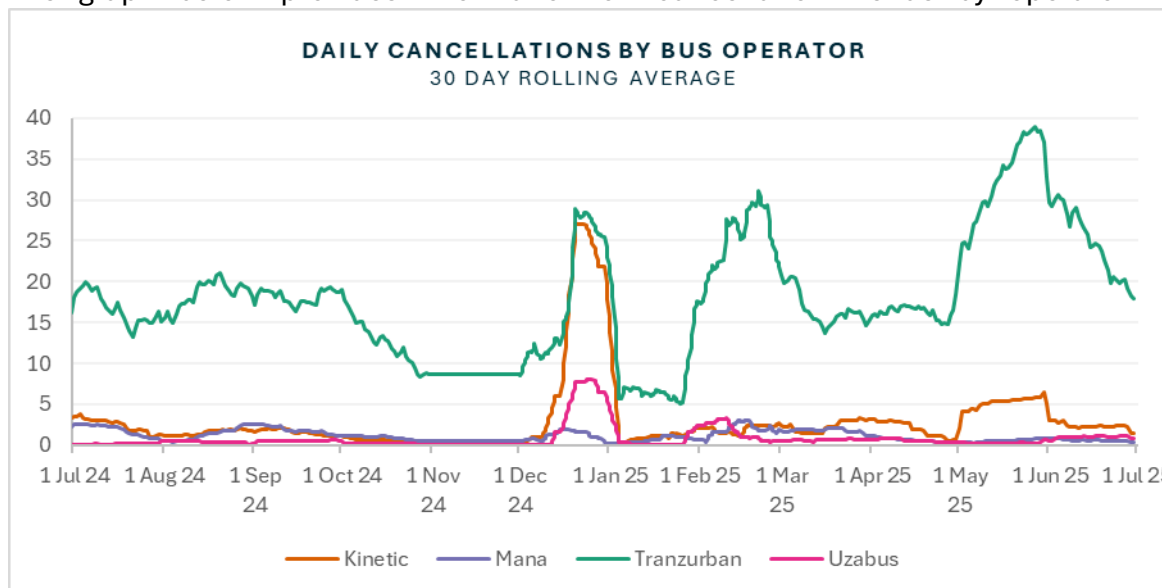
#### *Patronage*

14. Bus passenger boardings for June 2025 were 2.08 million, this compares to boardings of 2.10 million in June 2024. Patronage for the full year is at 100.3% of 2024 levels.

<sup>1</sup> <https://www.metlink.org.nz/about-us/performance-of-our-network>

### Reliability

15. The reliability metric is a measure of services deemed to have run. The daily reliability target for our bus services is 98%.
16. Reliability for June 2025 was 99.6%, this compares to May 2025 which was 99.0%. Reliability this month continues to reflect a stable Metlink bus network although we continue to monitor the management of cancellations.
17. The graph below provides information on cancellation trends by operator.



18. Bus operators are achieving the required performance levels for reliability, although we are currently monitoring cancellations more closely with our partners at Tranzurban (this is largely driven by staff absence and fleet availability). Cancellation levels have improved throughout the month. Metlink continues to monitor bus driver recruitment levels and recruitment plans. Currently, there are no issues of concern with recruitment or retention.

### Punctuality

19. The punctuality metric is a measure of services departing from origin, leaving between one minute early and five minutes late.
20. The punctuality target for our bus services is 95%.
21. Bus service punctuality was 95.3% in June and 95.0% for the full year.
22. As requested by the Committee, officers have included information on bus departure times from intermediate timing points (see **Attachment 1** to this report)
23. Punctuality this month has been impacted by congestion in the usual places across the region, and various roadworks sites, including Evans Bay Parade, Thorndon Quay and Wakefield Street. Wairarapa bus services have been impacted by an increase in dwell time whilst waiting for buses replacing trains, as well as roadworks at Solway in Masterton. Kapiti bus services have been impacted by several roadworks sites in Otaki.

## ***Rail performance – Wairarapa Line issues***

### ***Reinstatement of train services on the Wairarapa Line***

24. From 4 August 2025, the following services, which were replaced by buses, have been reinstated as rail services on a trial basis (in the event that a scheduled service is unable to run as a rail service, customers will be advised that a bus replacement service will be run):
- a the weekday 3:38pm departure from Masterton, and the 6:18pm departure from Wellington
  - b the Friday only 8:40pm departure from Masterton, and the 10.25pm departure from Wellington.

## ***Rail performance – June***

### ***Patronage***

25. Rail passenger boardings for June 2025 were 0.78 million, this compares to boardings of 0.85 million in June 2024.

### ***Reliability***

26. 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.
27. The rail reliability target is 99.5%.
28. Rail service reliability was 96.7% in June 2025, compared to 94.3% in May 2025.
29. Temporary Speed Restrictions on the Kāpiti Line continue to impact services leading to some early terminations at Paraparaumu.
30. Operator staff absence through sickness impacts reliability as there are agreed staffing levels to operate services. When a staff member is not available on a rostered shift and a replacement cannot be found, service levels are impacted. Staff absence through sickness accounted for 0.2% of the reliability failures in June 2025.

### ***Punctuality***

31. The rail punctuality measure records the percentage of services arriving at key interchange stations and final destination within five minutes of the scheduled time.
32. The rail punctuality target is 90%.
33. Punctuality for June 2025 was 77.1% compared to 78.8% in May 2025.
34. Punctuality continues to be impacted by a high level of speed restrictions across the network, in particular on the Kāpiti and Wairarapa Lines. Speed restrictions are put in place to help keep everyone safe while KiwiRail works on Lines are completed or bedded in.

### *Rail replacement services*

35. In June 2025, 18.6% (1,703) of rail services were replaced by buses (planned and unplanned):
- a 17.3% (1,585) of the rail services that were replaced by buses were planned
  - b 1.3% (118) of the rail services that were replaced by buses were unplanned.
36. Of the 17.3% of **planned** rail services that were replaced by buses: 54% of the services were awarded to Metlink bus operators (Tranzurban, Kinetic and Mana); 44% were awarded to NCS buses, which meet Metlink's preferred fleet requirements (bike racks<sup>2</sup>, accessible, and electronic ticketing enabled); 2% of services were awarded to Tranzit Coachlines who used a mixture of coaches and low-floor fleet (coaches did not meet Metlink's preferred fleet requirements, however Tranzurban fleet did).
37. Of the 1.3% of **unplanned** rail services that were replaced by buses: 35.5% of the vehicles used were provided by Metlink bus operators (Tranzurban, Kinetic and Mana); 14.9% were provided by NCS. The remainder of vehicles used did not meet Metlink's preferred fleet requirements.
38. Data on buses that have electronic ticketing is included in brackets in the table below. Note that we are not reporting on bike racks for the month of June as they were not in operation until 1 July 2025.

#### ***Unplanned rail services that were replaced by buses/shuttles – June 2025***

<b>Operator</b>	<b>No. Buses</b>	<b>No. Shuttles</b>
Capital Shuttles	-	51 (-)
Kinetic	45 (18)	-
Mana Newlands	2 (-)	-
NCS Taita	21 (21)	-
Tranzit Masterton	19 (-)	-
Tranzurban	3 (3)	-
<b>Total</b>	<b>90 (42)</b>	<b>51 (-)</b>

### *Upcoming Blocks of Line (planned bus replacements)*

#### Hutt Valley Lines – inter peak Blocks of Line

39. Between 3 August 2025 and 27 November 2025, there will be Blocks of Line on most week-days between 9:30am and 2:30pm on the Hutt Valley and Melling Lines.
40. Morning and evening peak time services will not be affected.

<sup>2</sup> Note, bus racks became operational on buses from 1 July 2025, In June they were not in operation on any buses.



41. The Blocks of Line are required by KiwiRail for it to undertake rail improvements on the Hutt Valley Lines; this work includes improvements to Ava Bridge and work necessary to prepare for the closure of the Melling Station (scheduled for closure 26 December 2025).
42. Bus replacement services will be in operation for the duration of the Blocks of Line. Note, Wairarapa Rail Services which are impacted by the Blocks of Line will be bus replaced between Upper Hutt and Wellington.
43. Information on upcoming planned Blocks of Line covering the period August 2025 to September 2025 is attached as **Attachment 2** to this report. Note this information is subject to change (for example, late notice essential works). The most up-to-date information is available on our website.<sup>3</sup>

### ***Ferry performance – June***

44. The harbour ferry service winter timetable was introduced from the start of Term 2.

#### *Patronage*

45. Ferry passenger boardings for June 2025 were 7,600, this compares to boardings of 9,200 in June 2024.
46. Officers are actively monitoring patronage trends and considering measures that may be implemented to increase patronage.

#### *Reliability*

47. Ferry reliability is a measure of the number of scheduled services that ran.
48. The ferry reliability target is 95%.
49. Ferry service reliability was 79.3% in June 2025, compared to 91.0% in May 2025.
50. This month we saw several cancellations across the month; 22 of those cancellations were due to weather related disruption, and 114 cancellations were due to mechanical issues and staff sickness.

#### *Punctuality*

51. 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.
52. The Ferry punctuality target is 95%.
53. Punctuality for June 2025 was 99.8% compared to 98.9% in May 2025.

### ***Fare revenue***

54. In June 2025, there was a budget shortfall of \$2.27 million for the month across bus rail and ferry services. The year-end budget shortfall is \$17.95 million.
55. There are several factors contributing to the year-to-date fare revenue budget shortfall, including lower patronage on rail – which has higher fares revenue collection and lower average fare payments for the network overall.

<sup>3</sup> <https://www.metlink.org.nz/news-and-updates/buses-replacing-trains/>

56. 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).

### ***Transport Officer activity – June***

57. Transport Officers continued supporting onboard revenue protection primarily onboard Rail services. The team had a strong engagement and education focus for Wellington events, supporting public transport use and the Conditions of Carriage.
58. Metlink’s Transport Officers undertook 4,352 payment validations on board rail services in June 2025.
59. Payment validations of Metlink bus services fares are based on observations – passengers who are requesting free fares from drivers and/or passengers who are using an incorrect card are engaged in a conversation and details collected. We continue working with drivers and passengers to remind them of the tickets to be issued for all non-Snapper trips, including fares which do not incur a charge to the customer.
60. The table below reports on the number of times Transport Officers sought customer details in relation to their non-payment of the correct fare in the June 2025 period.

<b>Mode</b>	<b>Rail - HVL</b>	<b>Rail - KPL</b>	<b>Rail - JVL</b>	<b>Rail - MEL</b>	<b>Rail - WRL</b>	<b>Bus</b>	<b>Ferry</b>	<b>Platform</b>	<b>TOTAL</b>
<b>Details sought</b>	20	26	1	1	0	0	0	0	<b>48</b>

61. In June 2025, no infringement notices were issued.

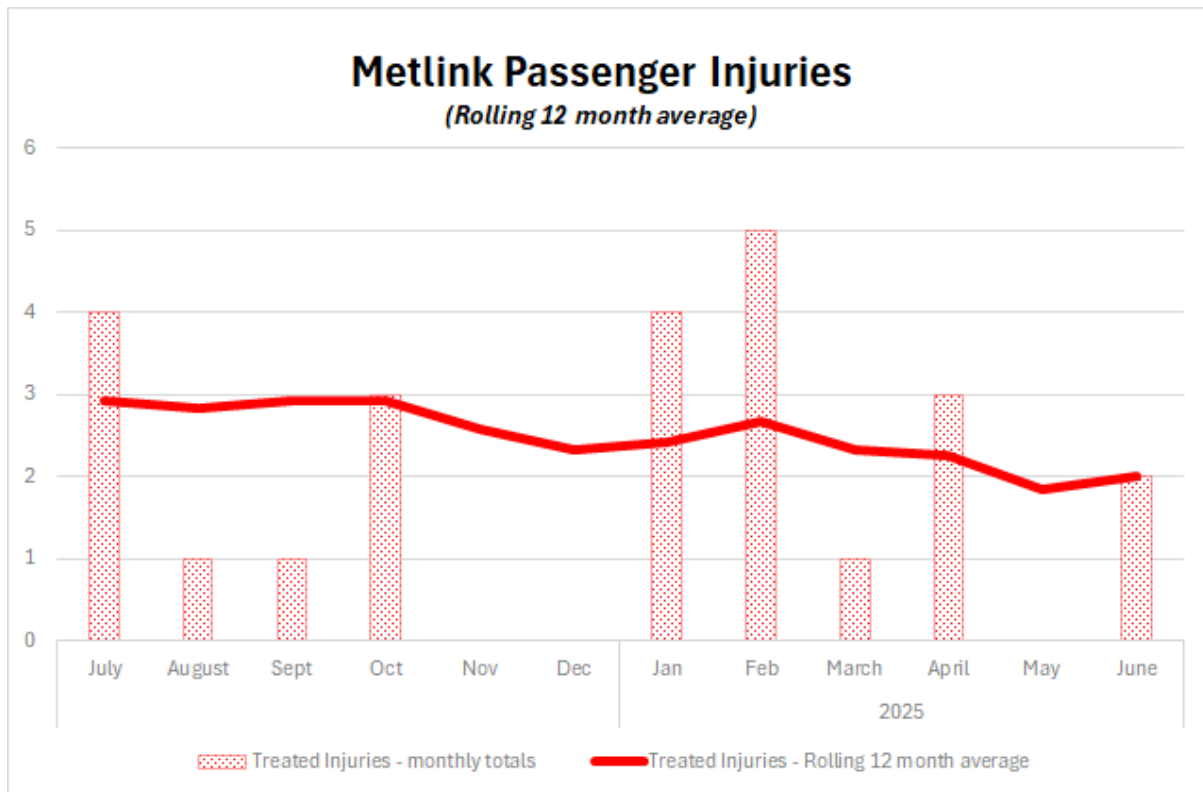
### ***Health, Safety and Wellbeing***

#### ***Reporting by operators***

62. The information below provides qualitative information on reports received from operators for May and June 2025.

#### ***Passenger Injury Events***

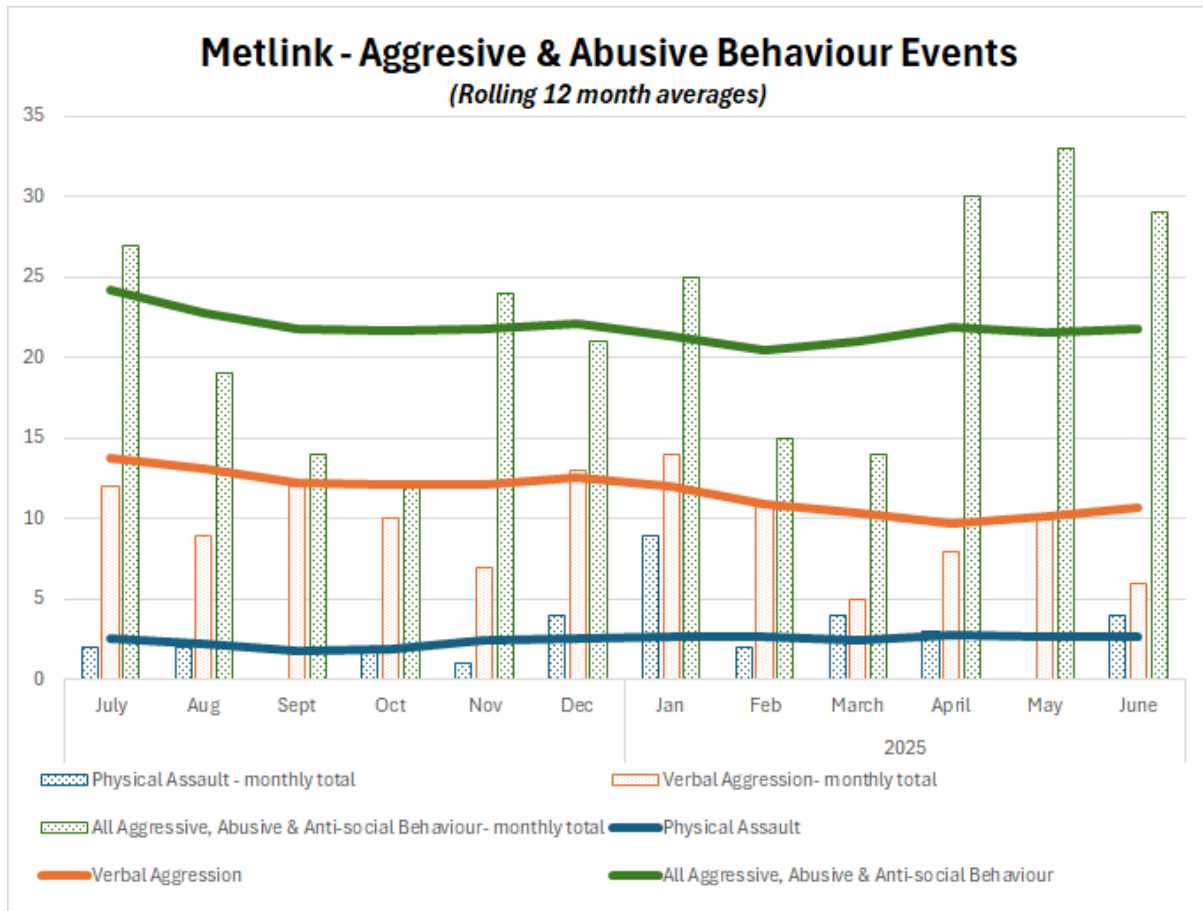
63. Passenger Injury events are now presented as:
- a A rolling 12-month average line
  - b Raw monthly totals.
64. In May and June, there were two passenger injuries reported by operators where an ambulance attended the scenes. In both cases the passenger fell getting onto a bus; either passenger was seriously injured.
65. There was a slight increase in the 12-month rolling average of passenger injury events between May and June but overall, it is trending down.



#### *Aggressive/Abusive Behaviour*

66. Aggressive/Abusive Behaviour, which includes to/from and between passengers and drivers are categorised as follows:
  - a Rolling 12-month averages Verbal Aggression
  - b Severe (physical assault) - predominantly on operator staff
  - c All Aggressive Behaviour, Abusive and Anti-social behaviours.
67. These are now presented as:
  - a Rolling 12-month average line
  - b Raw monthly totals
68. Across May and June 2025, the following instances of notable Aggressive/Abusive Behaviours occurred:
  - a There were two physical assaults across May and June 2025, both reported by Transdev.
  - b There were two report cash box thefts reported during May and June. In both cases the buses were unattended on a layover, with the thefts discovered when the drivers return to their buses.
  - c Police were called to twelve disorderly and abusive behaviour incidents on buses services and two on rail services, during May and June 2025. The Police removed several offenders.
  - d General anti-social and disorderly behaviour continues to contribute to a significant proportion of the reported "All Aggressive, Abusive and Anti-social

Behaviour” 12-month rolling average, as both “Assaults” and “Verbal Aggression” rolling 12-month averages remaining relatively constant.



#### Medical events on board Metlink services

69. There were another four reported passenger medical events that an ambulance was called to during May and June 2025.

#### Other Health, Safety and Wellbeing matters

##### Train operations

70. Transdev is continuing to put staff through their “Security awareness, conflict resolution & de-escalation” training, with 42 staff completing the course across May and June 2025.
71. The draft report from the Human Factors consultant engaged by Transdev to review the issue of train doors being opened off platforms has been shared with Metlink by Transdev. Recommendations from the reported are being worked through by both organisations.
72. The initial monitoring report of dust levels on trains travelling through the Remutaka tunnel was shared with Metlink by KiwiRail. The monitoring results indicated dust levels were low, in particular respirable silica. Personal exposure monitoring is being conducted as a precaution to gather more information and confirm exposure levels for staff are below recognised international workplace exposure standards.

## General

73. The June 2025 Metlink Operators' Health and Safety forum explored operator severe weather response protocols and procedures, along with learnings from the recent severe weather events to confirm consistency and appropriateness. The two key actions coming from this forum were:
- a Clarifying the ability to share MetService weather alerts currently received by Greater Wellington Flood Monitoring teams. These are more frequent and detailed than available on the public website, coming as push notifications to specified emails.
  - b Exploring the opportunity for operators to access live road condition information gathered by Wellington Regional Emergency Management Office during Emergency Contact Centre activation in severe weather events.
74. Metlink is actively supporting Metlink Bus Operators to identify and connect them with key Wellington City Council contacts to raise and discuss their concerns related to pedestrian safety in the Golden Mile.

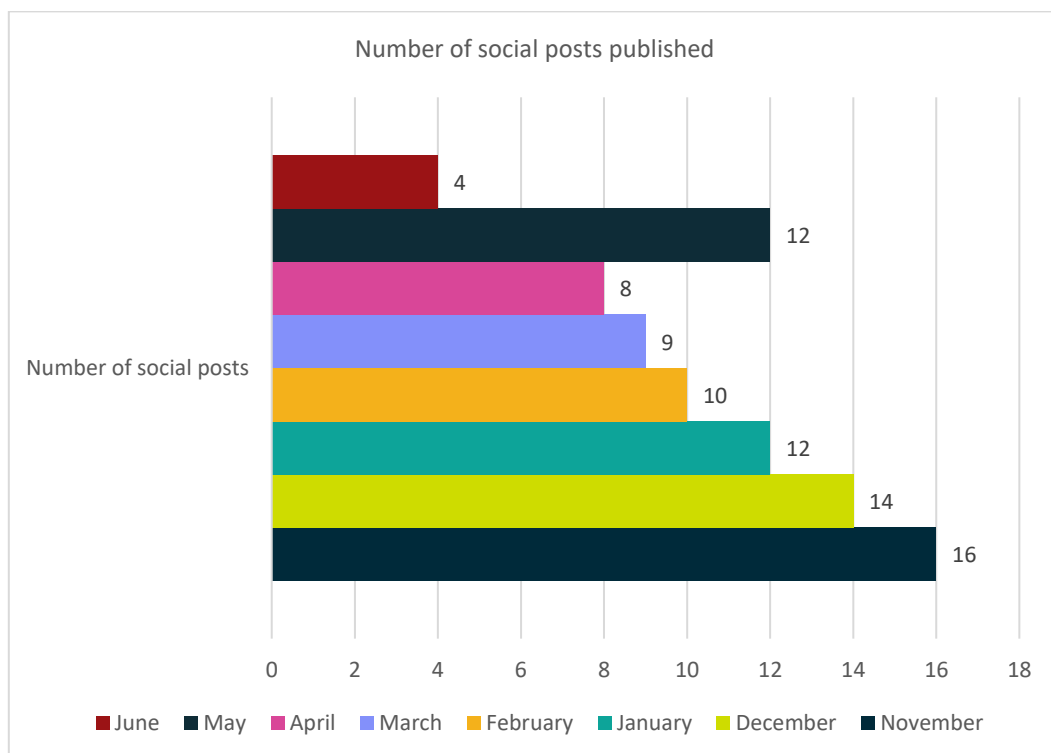
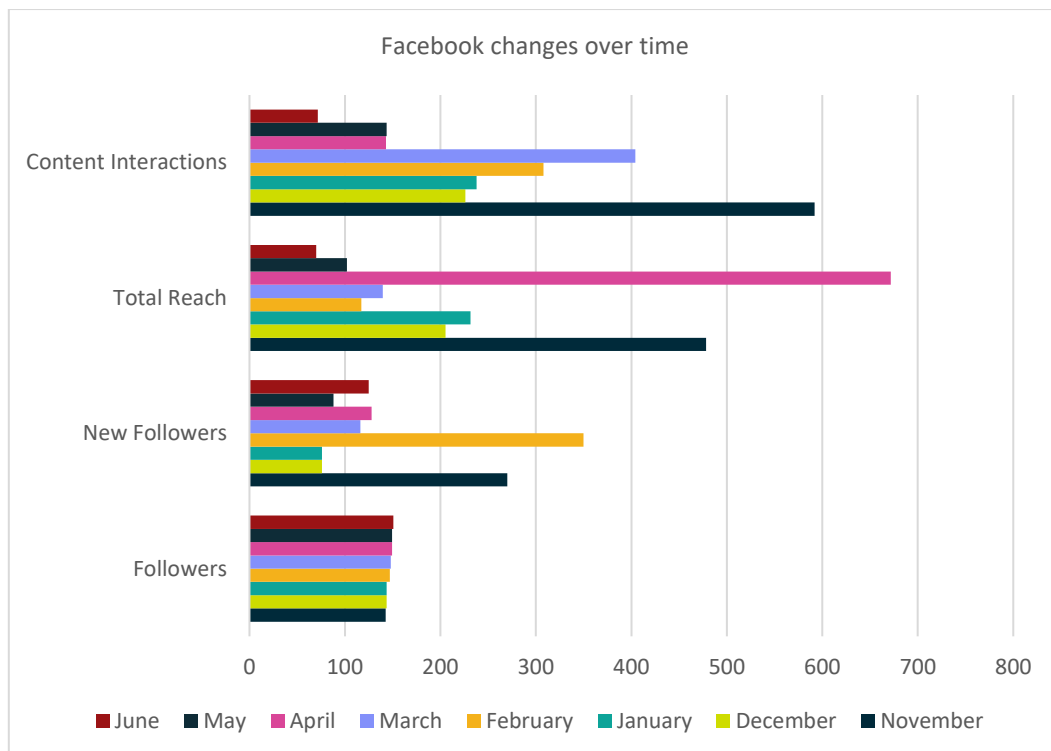
## **Social media – June**

75. Social media is a key means for Metlink to reach its customers. Metlink's Facebook page is used to provide customer communications.
76. The table below sets out information relating to Metlink social media for the April 2025 period:

### **June 2025**

<b>Followers</b>	<b>New followers</b>	<b>Total reach</b>	<b>Total views</b>	<b>Content interactions</b>	<b>Engagement rate</b>
15,061 (0.8% increase compared to month prior (14,936))	125	69,859 (28.8% decrease compared to month prior (100,987))	177,551 (7% decrease compared to month prior (212,198))	715 (47.9% decrease compared to month prior (1,438))	5.7% (18.8% increase compared to month prior (4.8%))

77. The graph below shows the comparative changes since November 2024 to June 2025, illustrating how quickly social media changes over short periods of time.
78. June was a quiet month; there was no paid advertising running and only four posts were made on social media.



**Ngā āpitihanga**  
**Attachments**

<b>Number</b>	<b>Title</b>
1	Metlink performance report – June 2025
2	Upcoming Planned Rail Replacements – August 2025 to September 2025

**Ngā kaiwaitohu**  
**Signatories**

Writers	Matthew Lear – Manager Network Operations Andrew Myers – Manager Customer Insights & Assets
Approvers	Hamish Burns – Senior Manager Assets and Infrastructure (Acting) Paul Tawharu – Senior Manager Operations Samantha Gain – Kaiwhakahaere Matua Waka-ā-atea   Group Manager Metlink

<b>He whakarāpopoto i ngā huritaonga</b> <b>Summary of considerations</b>
<p><b><i>Fit with Council's roles or with Committee's terms of reference</i></b></p> <p>The Committee has the specific responsibility to review performance trends related to public transport and transport demand management activities as set out in the Committee's Terms of Reference.</p>
<p><b><i>Contribution to Annual Plan / Long Term Plan / Other key strategies and policies</i></b></p> <p>Certain performance measures in the 2024-34 Long-Term Plan relate to matters reported on in the operational performance report.</p>
<p><b><i>Internal consultation</i></b></p> <p>No other functions were consulted in preparing this report.</p>
<p><b><i>Risks and impacts - legal / health and safety etc.</i></b></p> <p>There are no risks arising from this report.</p>



# Metlink performance report

JUNE 2025



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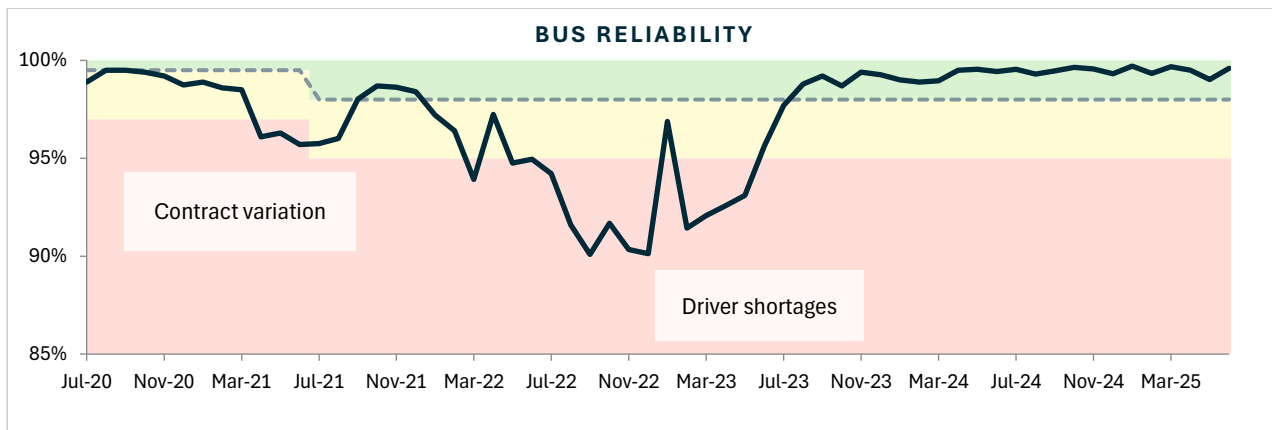
# Partner performance



## 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.



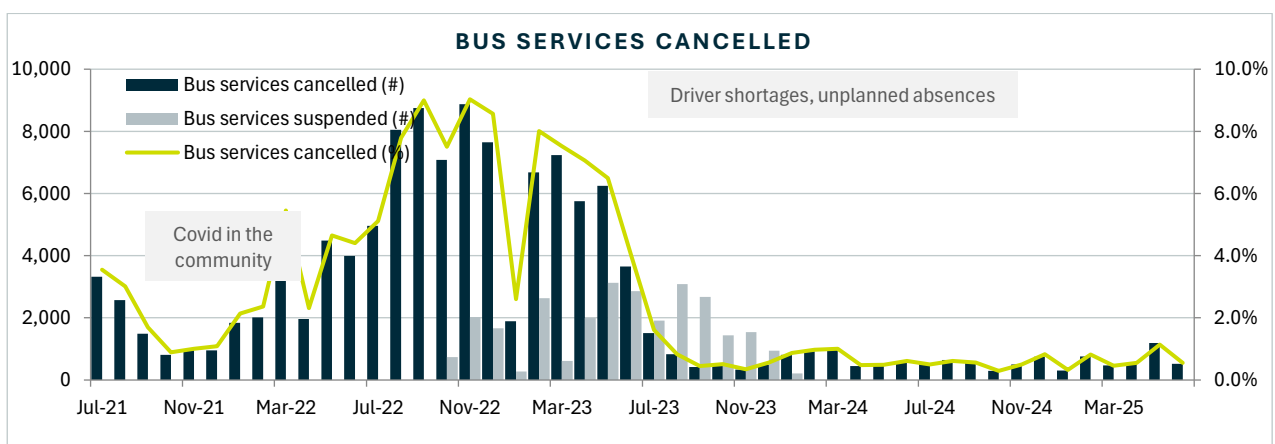
  ≥98%, Meets/exceeds target  
   98%-95% Needs improvement  
   <95% Unsatisfactory

#### 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%
<b>Total</b>	<b>99.6%</b>	<b>99.4%</b>	<b>0.1%</b>

#### Reliability - year end (Jul - June)

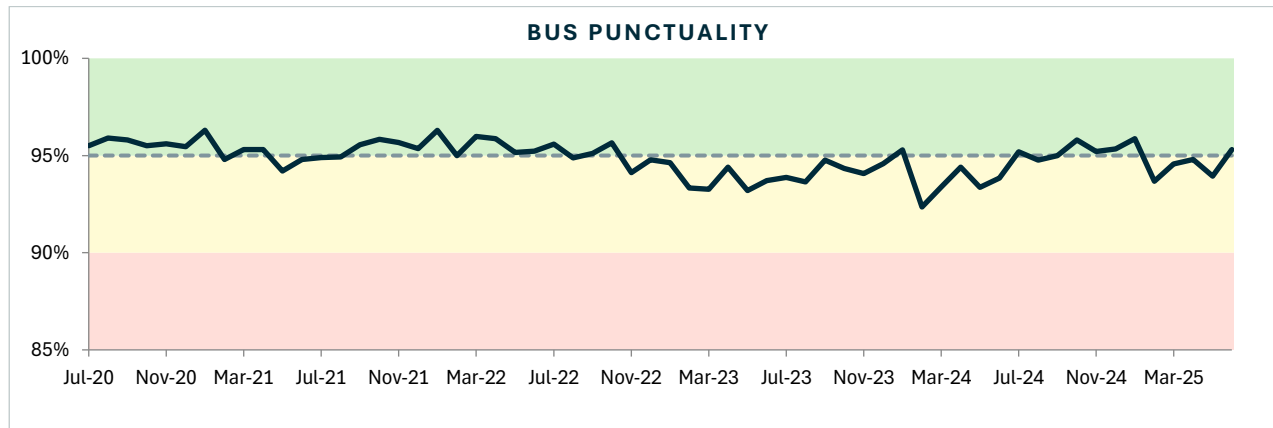
	2024/25	2023/24	Change
Wellington City			
Newlands & Tawa	99.7%	99.2%	0.5%
East, West & City	99.7%	99.8%	-0.1%
North, South, Khandallah & Brooklyn	98.8%	97.9%	0.9%
Hutt Valley	99.8%	99.4%	0.4%
Porirua	99.1%	97.6%	1.5%
Kapiti	99.7%	99.6%	0.1%
Wairarapa	99.5%	98.7%	0.8%
<b>Total</b>	<b>99.5%</b>	<b>99.0%</b>	<b>0.5%</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 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%
<b>Total</b>	<b>95.3%</b>	<b>93.8%</b>	<b>1.5%</b>

### Punctuality - year end (Jul - June)

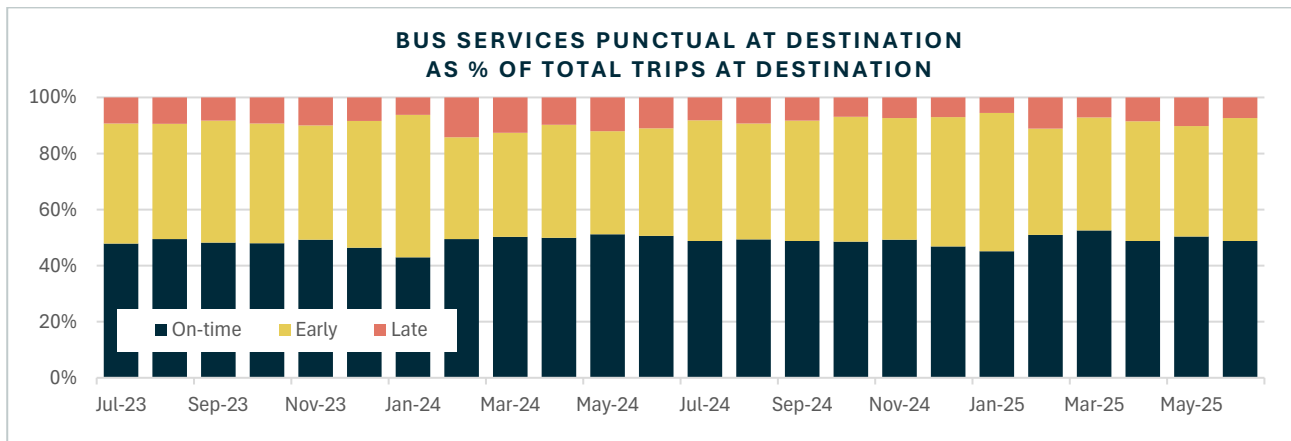
	2024/25	2023/24	Change
Wellington City			
Newlands & Tawa	95.9%	95.5%	0.4%
East, West & City	95.9%	95.2%	0.7%
North, South, Khandallah & Brooklyn	92.9%	91.3%	1.6%
Hutt Valley	94.0%	94.0%	0.0%
Porirua	96.8%	95.4%	1.4%
Kapiti	96.7%	93.4%	3.3%
Wairarapa	93.1%	90.3%	2.8%
<b>Total</b>	<b>95.0%</b>	<b>94.0%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

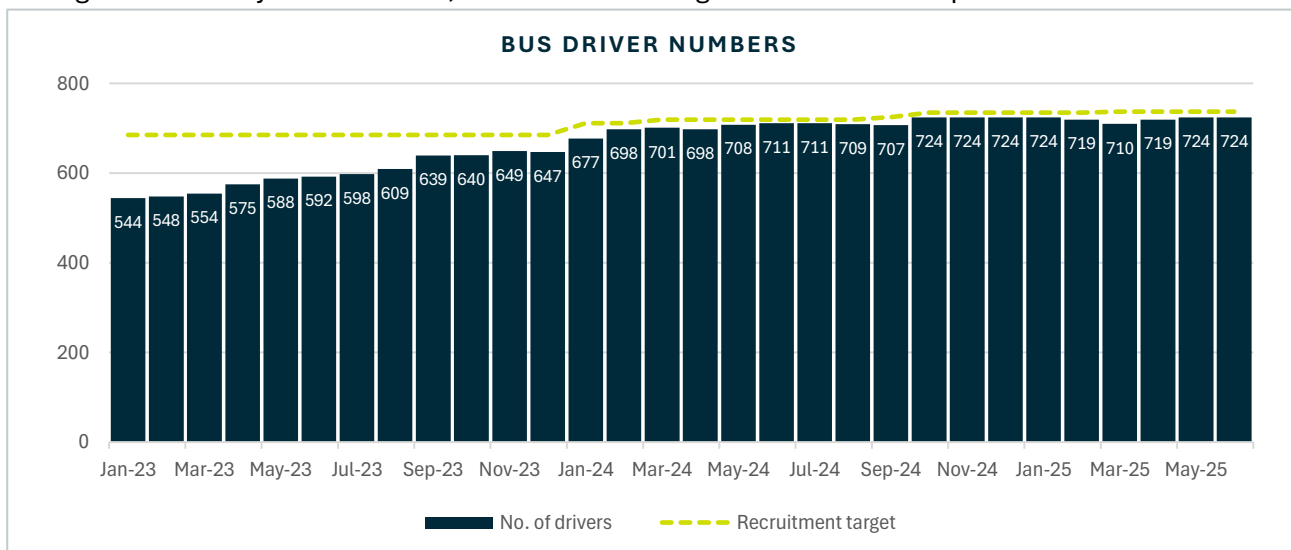
	Jun-25	Jun-24	Change
On-time	48.8%	50.7%	-1.8%
Early	43.8%	38.4%	5.4%
Late	7.3%	11.0%	-3.6%

#### 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%

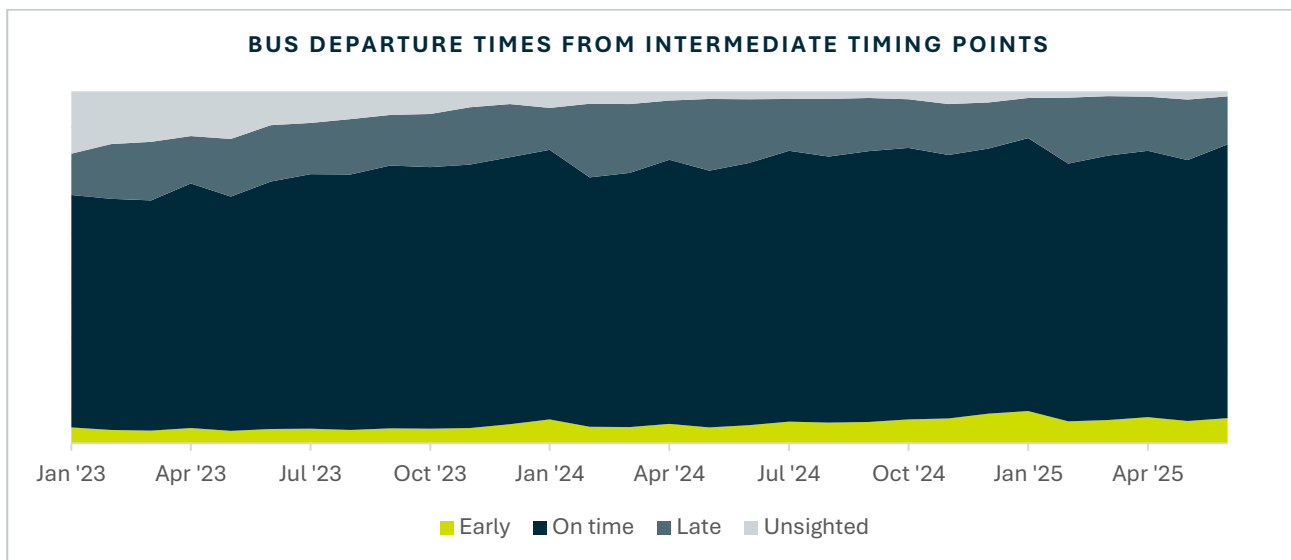
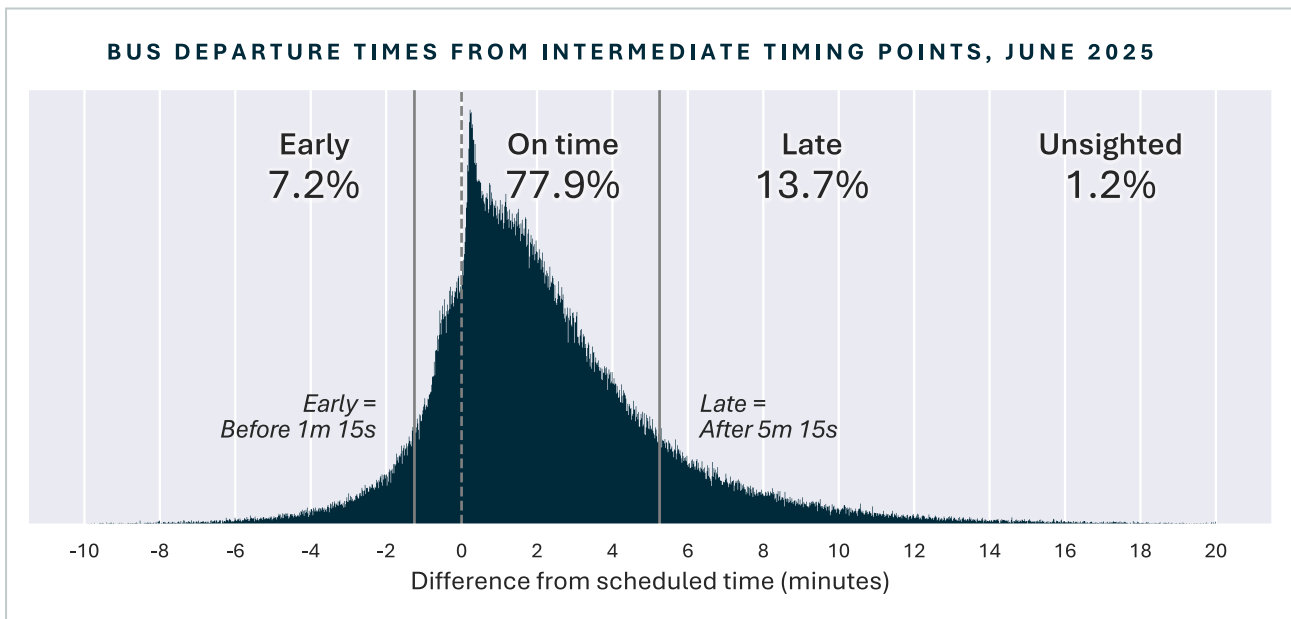
## Bus driver recruitment

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.





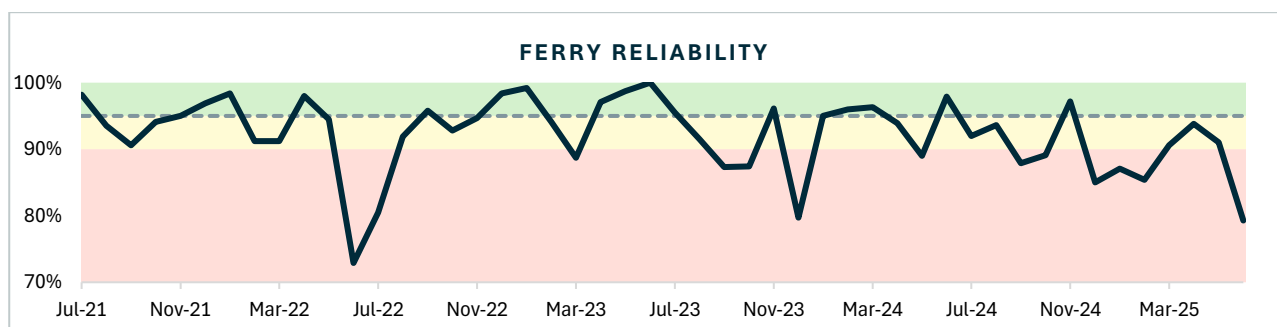
## Ferry operator

### 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

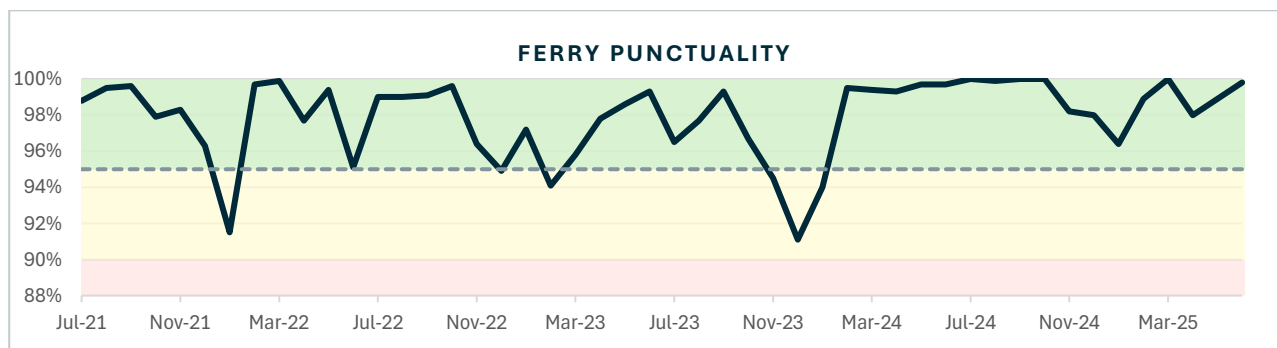
#### Reliability - current month

	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

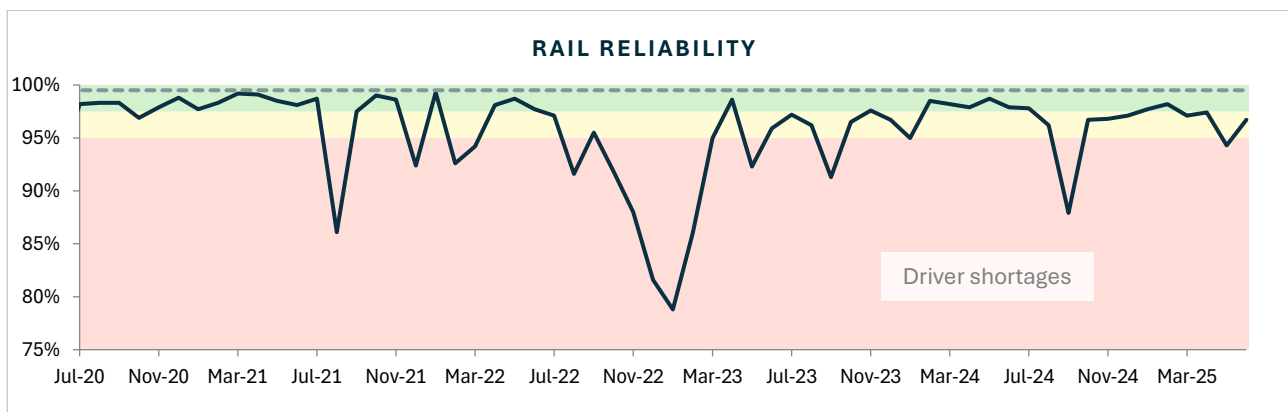
### Reliability

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 7<sup>th</sup> June, Ngauranga station was closed as a result.

Mechanical issues affected 0.5% and staffing issues 0.2%.



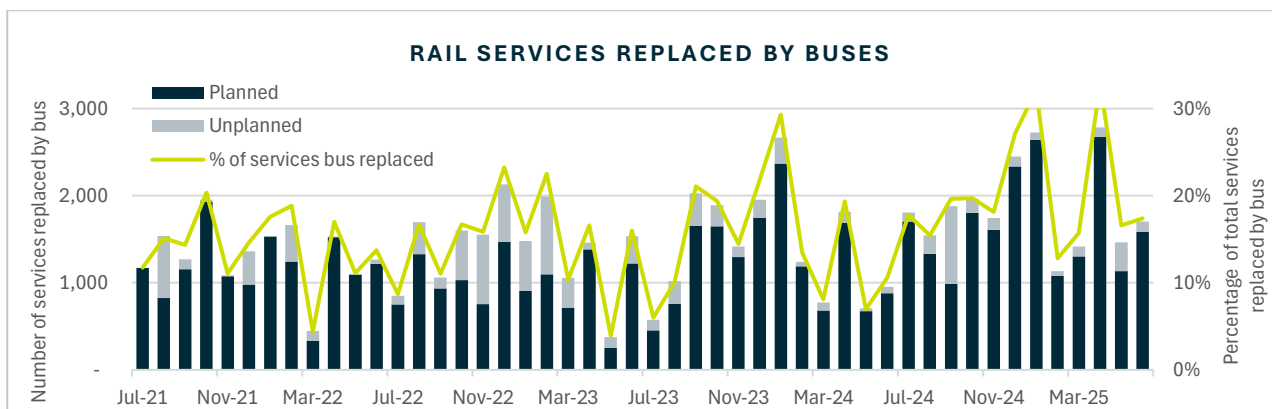
Reliability - current month

	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%
<b>Total</b>	<b>96.7%</b>	<b>97.9%</b>	<b>-1.2%</b>

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%
<b>Total</b>	<b>96.1%</b>	<b>97.1%</b>	<b>-1.0%</b>

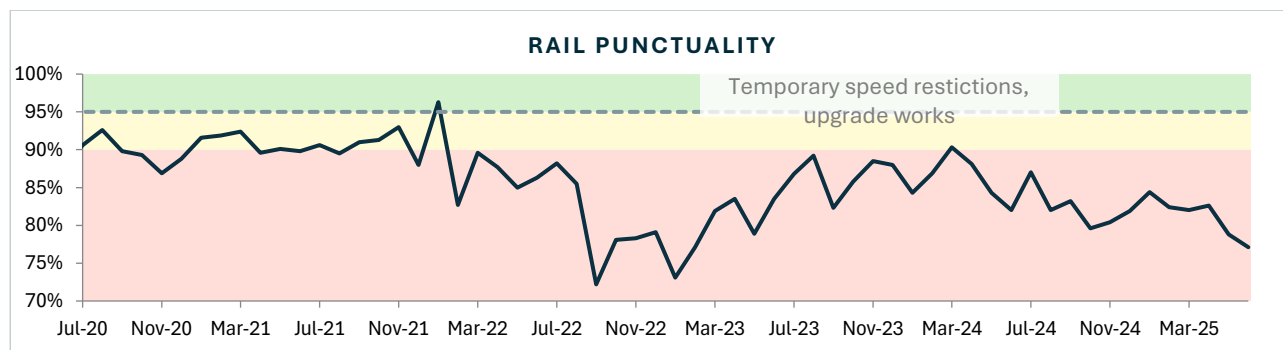
In June, 17.4% of rail services were replaced by buses, compared to 16.6% the previous month.



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%
<b>Total</b>	<b>77.1%</b>	<b>82.0%</b>	<b>-4.9%</b>

**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%
<b>Total</b>	<b>81.6%</b>	<b>87.1%</b>	<b>-5.5%</b>

## 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
<b>Train Drivers</b>	114	108	4
<b>Train Managers</b>	111	103	4
<b>Passenger Operators</b>	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

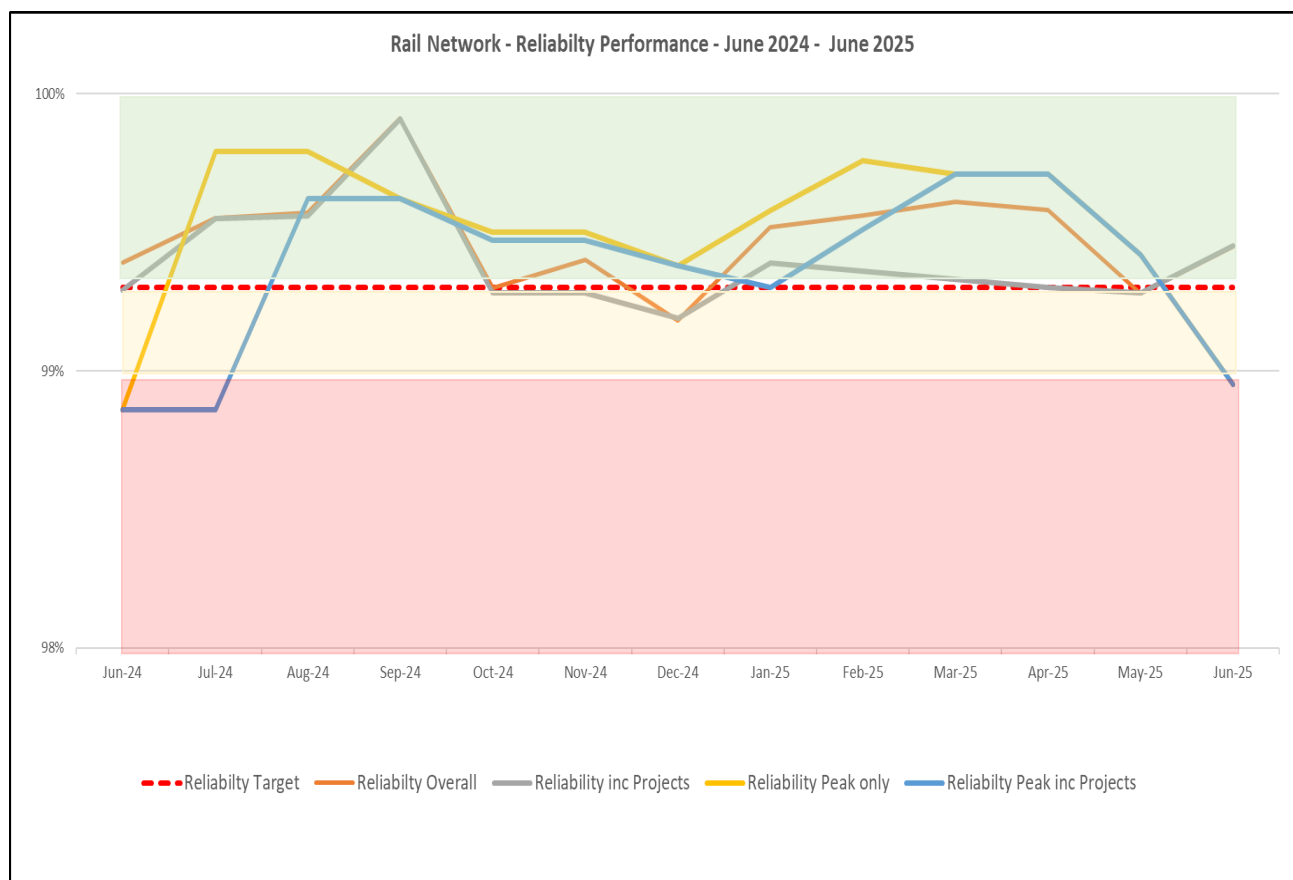
Three signals maintenance work orders remain open, all awaiting materials.

### HSE

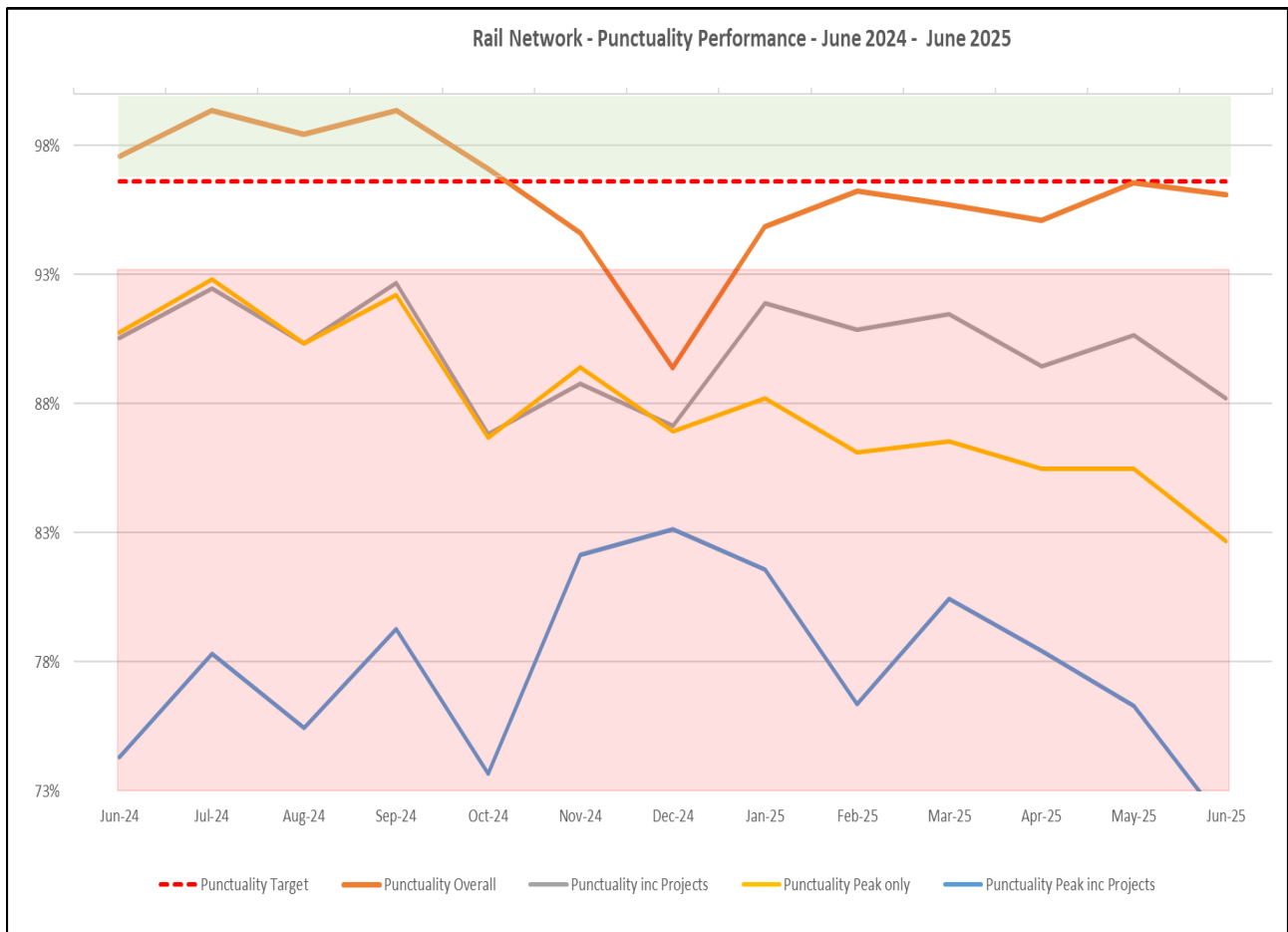
30 Harm Free Days in June

*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



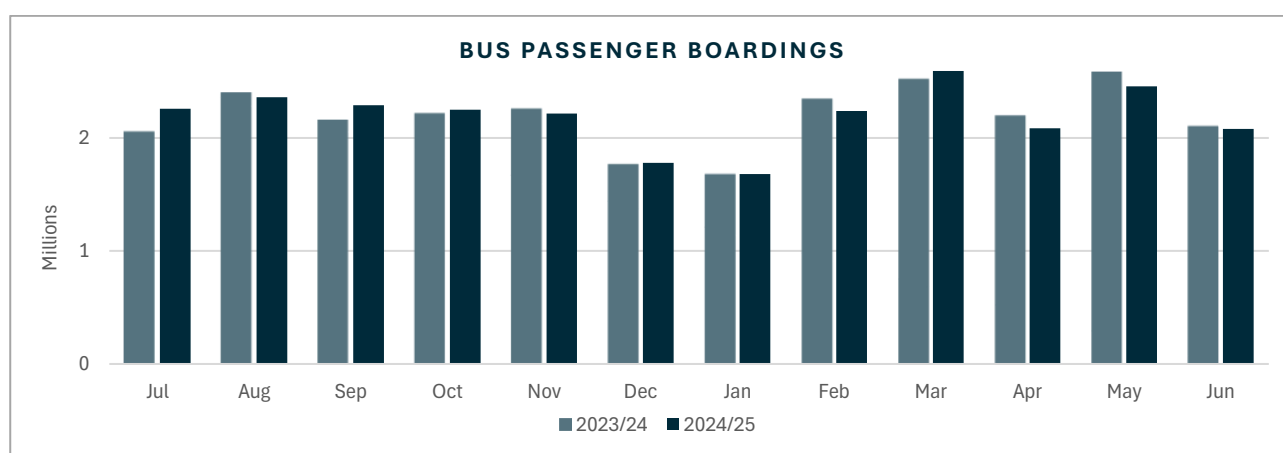
# Operational performance

## 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

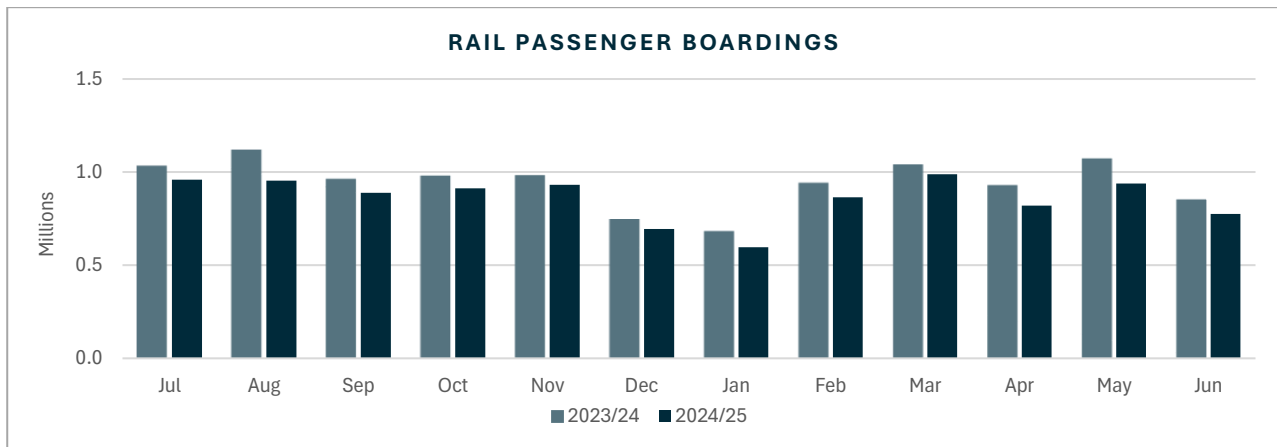
	Jun-25	Jun-24	% Change
Wellington	1,535,114	1,533,059	0.1%
Hutt Valley	396,171	400,237	-1.0%
Porirua	81,964	85,701	-4.4%
Kapiti	54,784	57,017	-3.9%
Wairarapa	13,089	12,642	3.5%
<b>Total</b>	<b>2,081,122</b>	<b>2,088,656</b>	<b>-0.4%</b>

#### 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%
<b>Total</b>	<b>26,213,201</b>	<b>26,133,096</b>	<b>0.3%</b>

## 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**

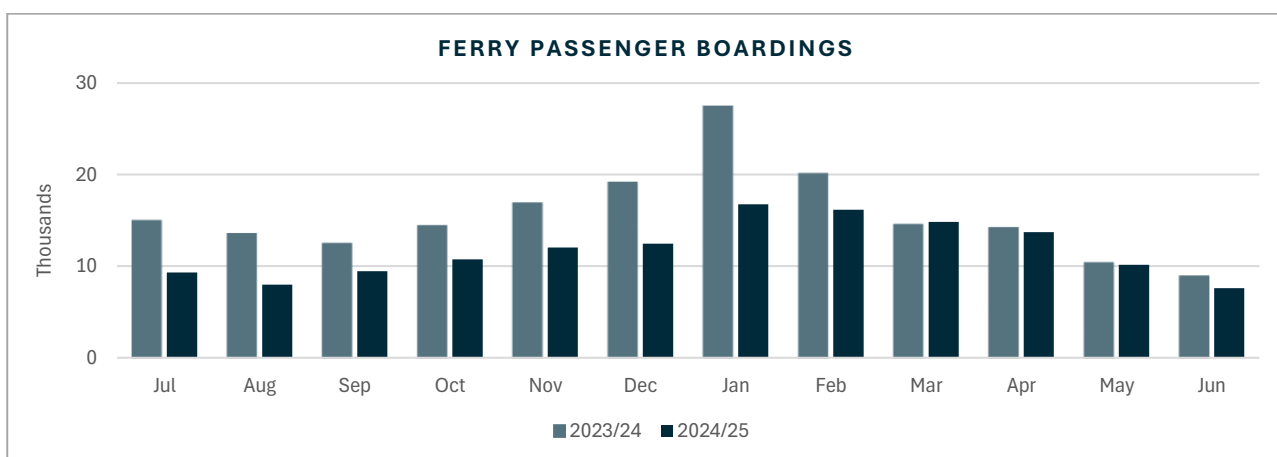
	Jun-25	Jun-24	% Change
Hutt Valley	339,366	359,806	-5.7%
Kapiti	315,331	351,367	-10.3%
Johnsonville	78,931	93,617	-15.7%
Wairarapa	41,751	44,524	-6.2%
<b>Total</b>	<b>775,379</b>	<b>849,314</b>	<b>-8.7%</b>

**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%
<b>Total</b>	<b>10,326,872</b>	<b>11,302,057</b>	<b>-8.6%</b>

## 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**

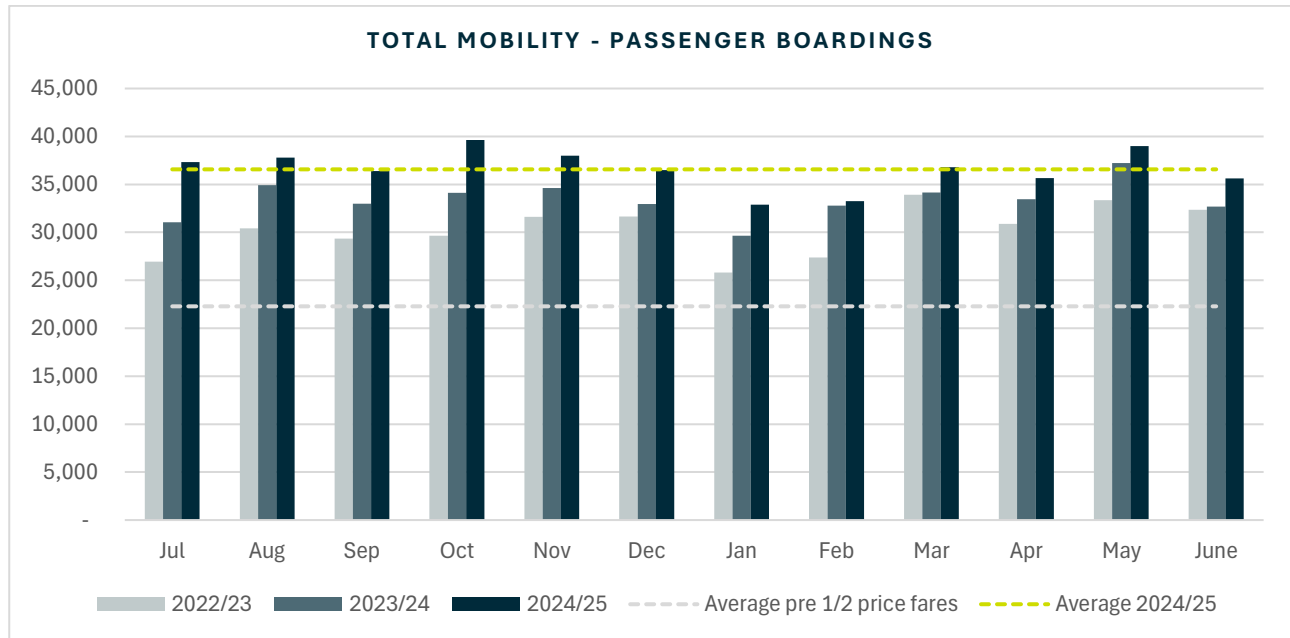
	Jun-25	Jun-24	% Change
<b>Total</b>	<b>7,605</b>	<b>9,021</b>	<b>-15.7%</b>

**Boardings - year end (Jul - June)**

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

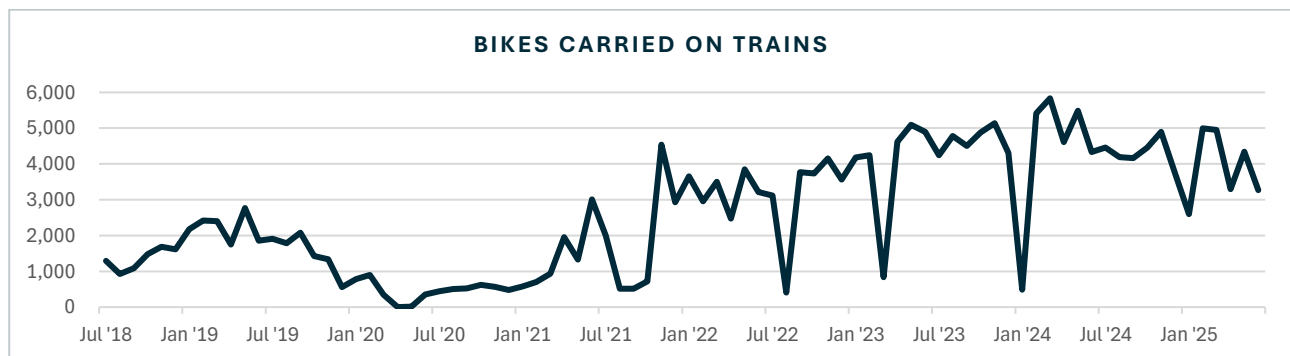
## Te Hunga Whaikaha Total Mobility passenger boardings

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.

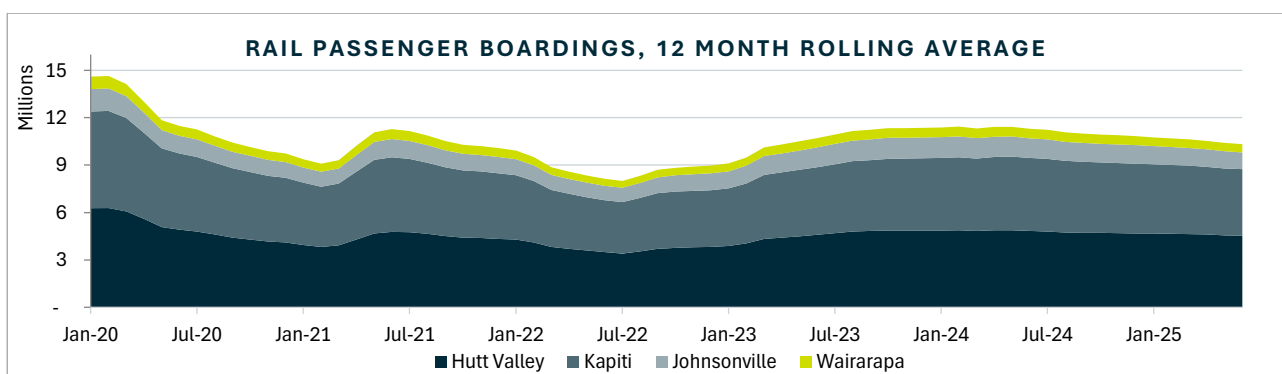
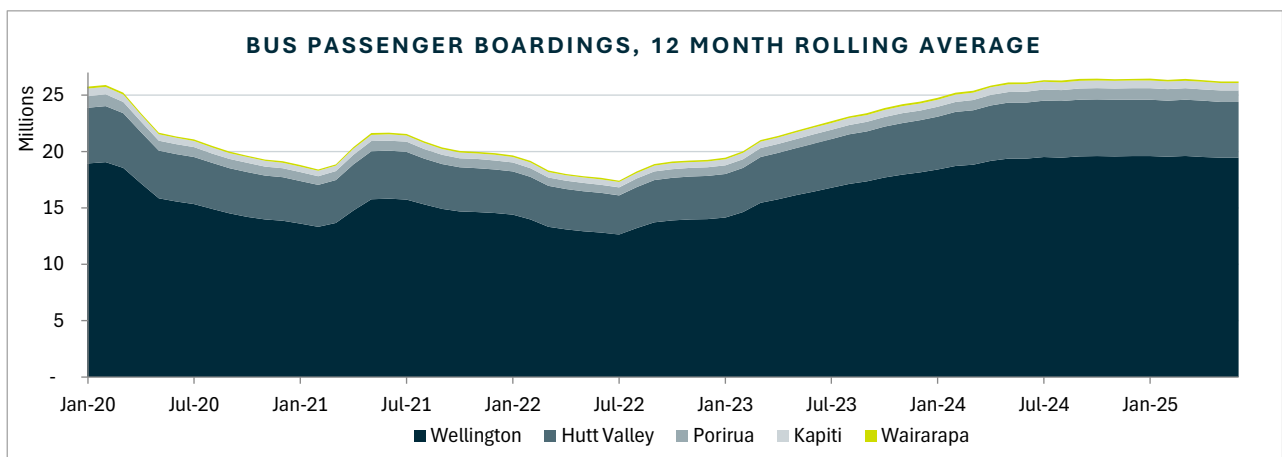
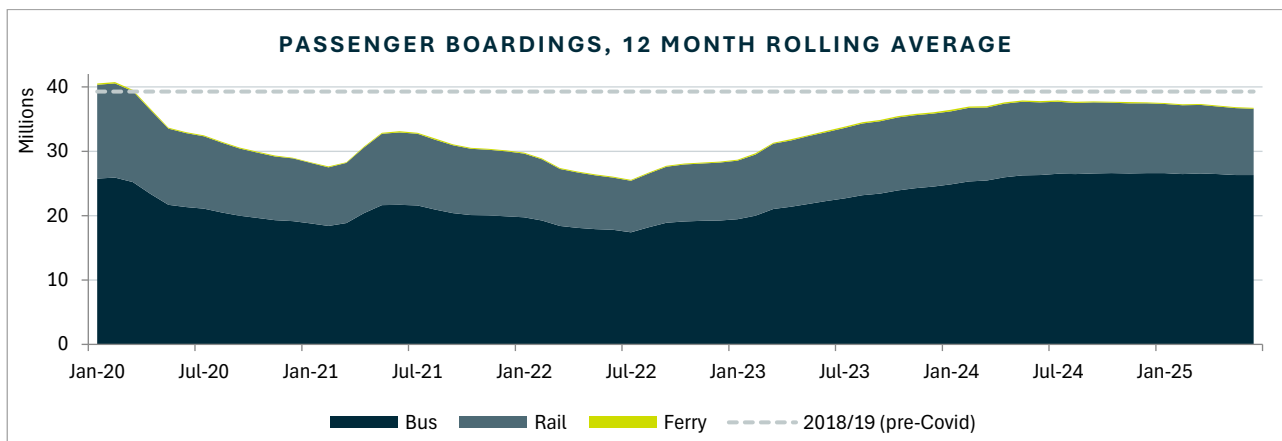


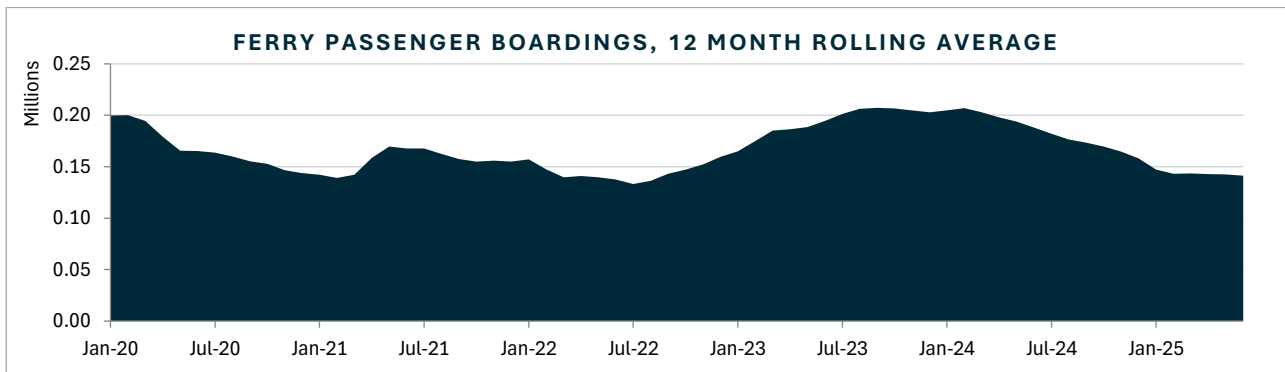
## Passenger boardings trend – 12 month rolling totals

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.

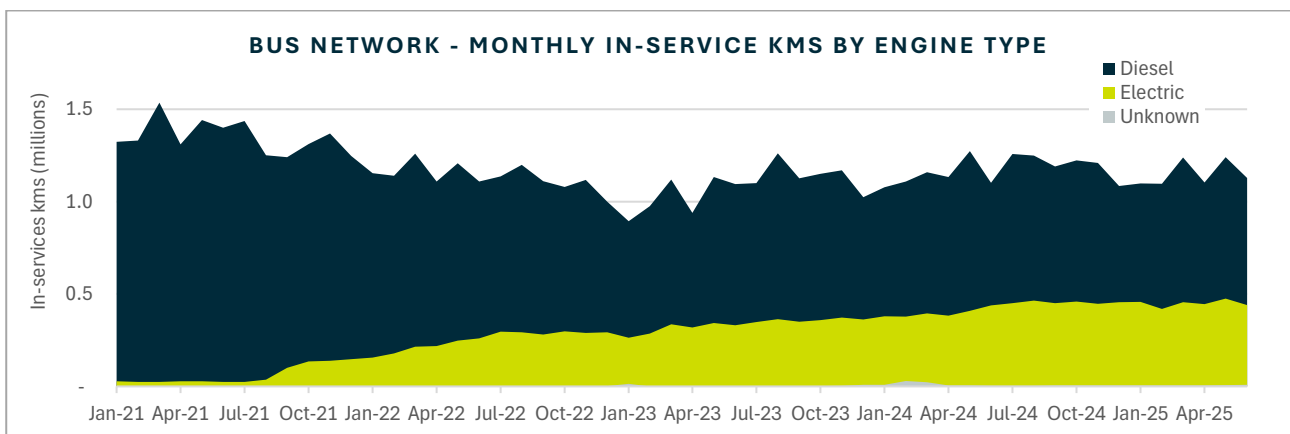




## Bus emissions

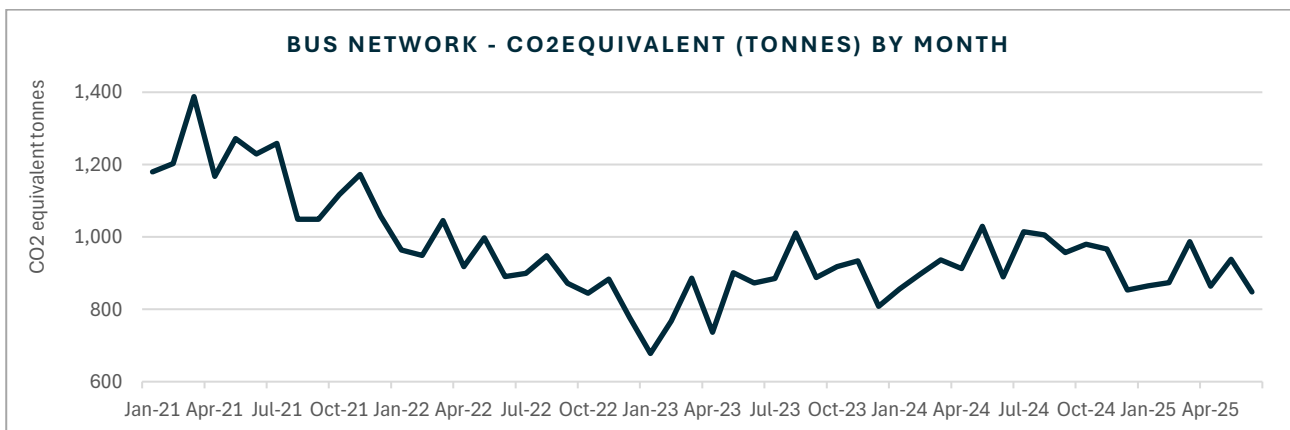
### In-service kilometres by engine type

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

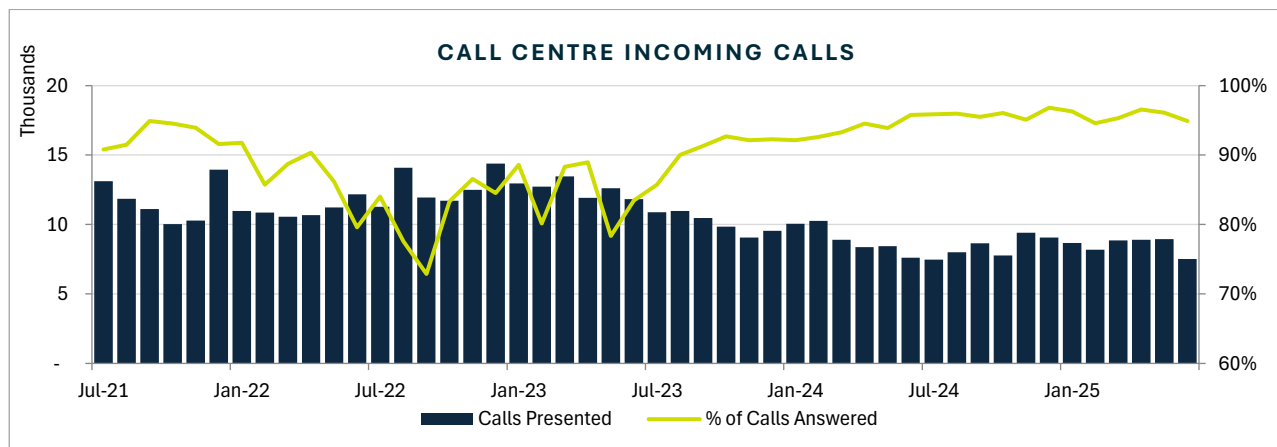
The table below shows the number of vehicles by engine type that ran bus network services in the Greater Wellington region in June 2025.

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

## Customer contact

### Call centre incoming calls

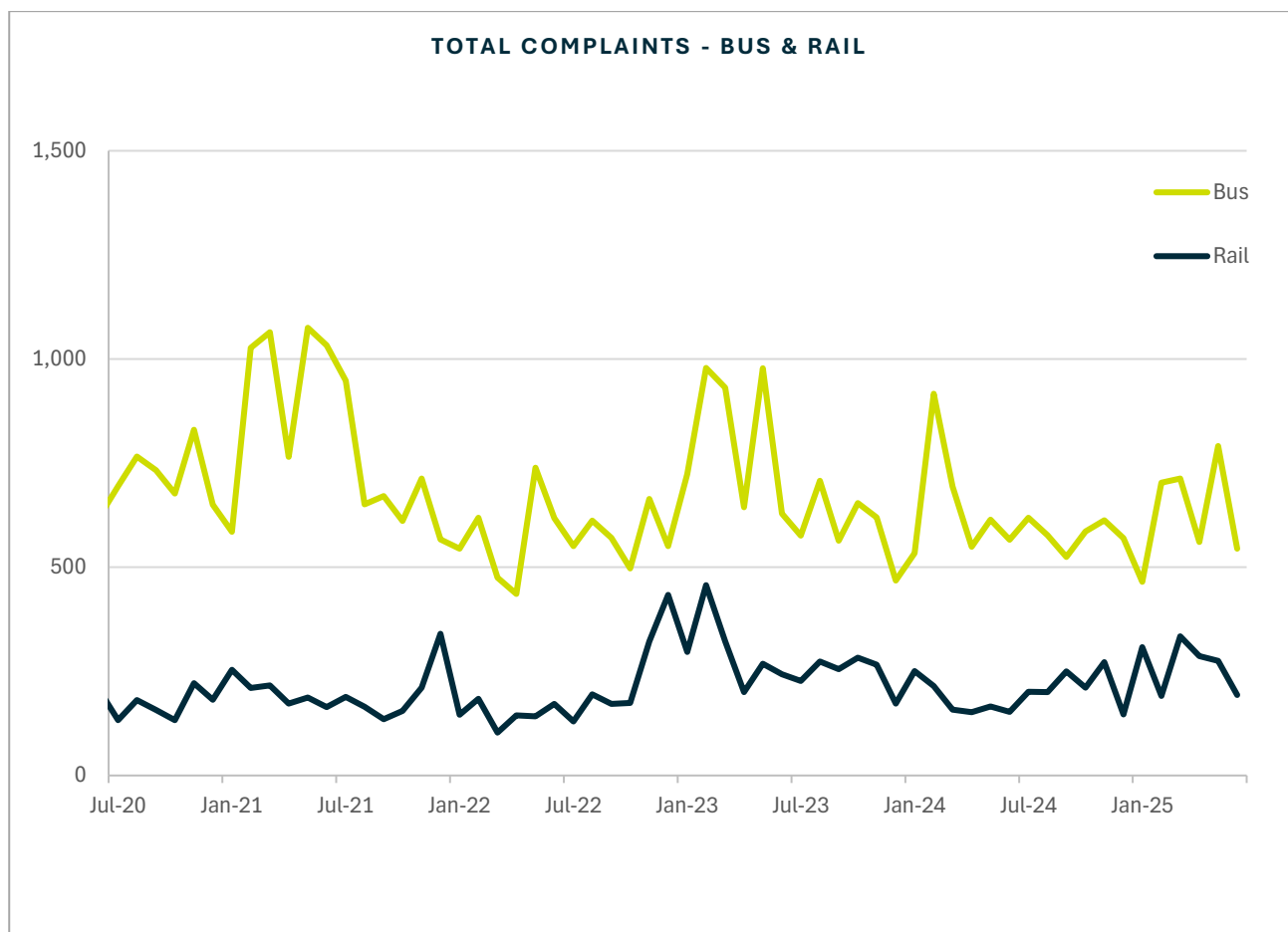
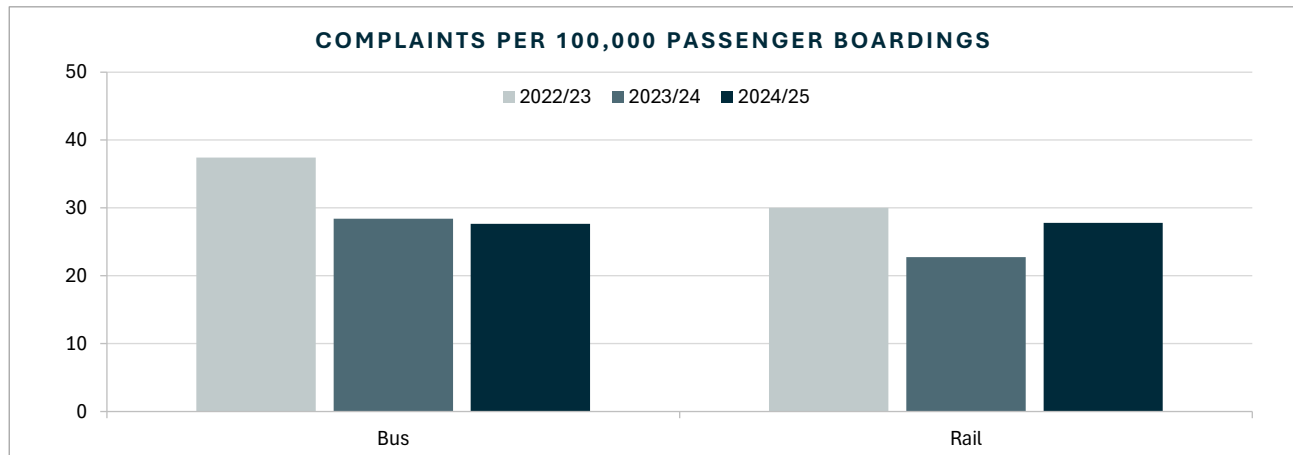
Metlink answered 94.9% of the 7527 calls received in June 2025.



# Complaints

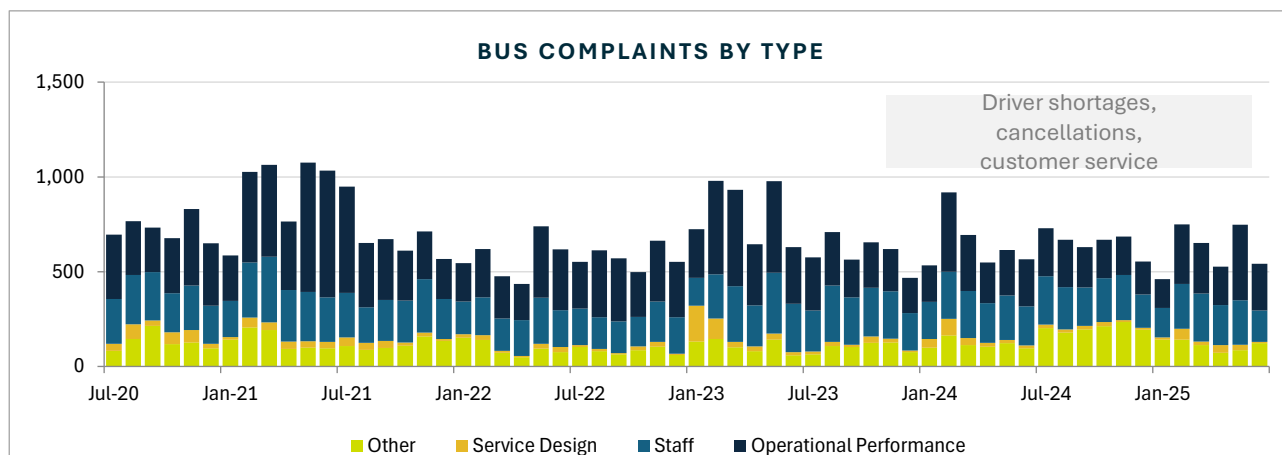
## Complaints volume

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

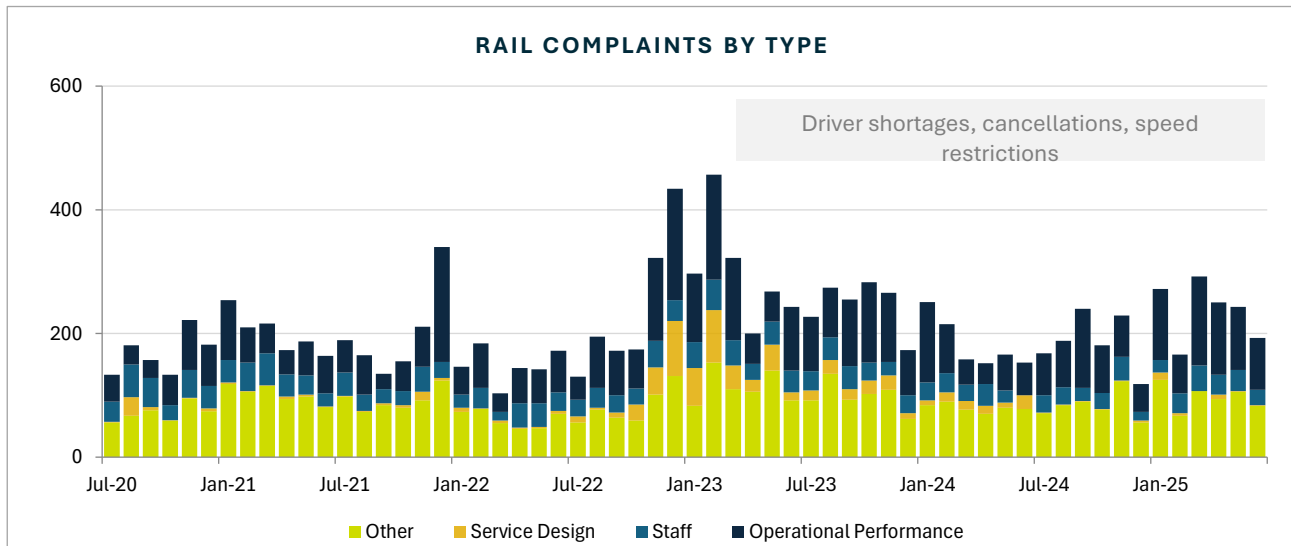
	Jun-25	Jun-24	Change
Wellington			
Newlands, Tawa	24	29	-17.2%
East-West, City	142	187	-24.1%
North-south, Khandallah, Brooklyn	168	175	-4.0%
Hutt Valley	114	125	-8.8%
Porirua	16	26	-38.5%
Kapiti	15	17	-11.8%
Wairarapa	8	7	14.3%
<b>Total</b>	<b>487</b>	<b>566</b>	<b>-14.0%</b>

### 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%
<b>Total</b>	<b>7,210</b>	<b>7,464</b>	<b>-3.4%</b>

## 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%
<b>Total</b>	<b>193</b>	<b>153</b>	<b>26.1%</b>

**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%
<b>Total</b>	<b>2,869</b>	<b>2,573</b>	<b>11.5%</b>

# 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
<b>Total</b>	<b>\$ 5,773,037</b>	<b>\$ 8,048,044</b>	<b>-\$ 2,275,00</b>

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
<b>Total</b>	<b>\$ 78,628,153</b>	<b>\$ 96,576,527</b>	<b>-\$ 17,948,374</b>

## Buses Replacing Trains

To help customers better plan their travel, Bus replacement information is available on the Metlink website on the [buses replacing trains](#) page. Copies of the current calendars are provided below. Please click on the calendar to link through to the bus replacement information for that specific line, which includes bus replacement timetables for each date.

### Hutt Valley Line

● All day  
○ Part of the day

August 2025							September 2025						
M	T	W	Th	F	S	S	M	T	W	Th	F	S	S
				1	2	3	1	2	3	4	5	6	7
4	5	6	7	8	9	10	8	9	10	11	12	13	14
11	12	13	14	15	16	17	15	16	17	18	19	20	21
18	19	20	21	22	23	24	22	23	24	25	26	27	28
25	26	27	28	29	30	31	29	30					

### Melling Line

● All day  
○ Part of the day

August 2025							September 2025						
M	T	W	Th	F	S	S	M	T	W	Th	F	S	S
				1	2	3	1	2	3	4	5	6	7
4	5	6	7	8	9	10	8	9	10	11	12	13	14
11	12	13	14	15	16	17	15	16	17	18	19	20	21
18	19	20	21	22	23	24	22	23	24	25	26	27	28
25	26	27	28	29	30	31	29	30					

### Kāpiti Line

● All day  
○ Part of the day

August 2025							September 2025						
M	T	W	Th	F	S	S	M	T	W	Th	F	S	S
				1	2	3	1	2	3	4	5	6	7
4	5	6	7	8	9	10	8	9	10	11	12	13	14
11	12	13	14	15	16	17	15	16	17	18	19	20	21
18	19	20	21	22	23	24	22	23	24	25	26	27	28
25	26	27	28	29	30	31	29	30					

## Johnsonville Line

● All day  
○ Part of the day

August 2025							September 2025						
M	T	W	Th	F	S	S	M	T	W	Th	F	S	S
				1	2	3	1	2	3	4	5	6	7
4	5	6	7	8	9	10	8	9	10	11	12	13	14
11	12	13	14	15	16	17	15	16	17	18	19	20	21
18	19	20	21	22	23	24	22	23	24	25	26	27	28
25	26	27	28	29	30	31	29	30					

## Wairarapa Line

● All day  
○ Part of the day

August 2025							September 2025						
M	T	W	Th	F	S	S	M	T	W	Th	F	S	S
				1	2	3	1	2	3	4	5	6	7
4	5	6	7	8	9	10	8	9	10	11	12	13	14
11	12	13	14	15	16	17	15	16	17	18	19	20	21
18	19	20	21	22	23	24	22	23	24	25	26	27	28
25	26	27	28	29	30	31	29	30					

KiwiRail provides further information about the [full programme of KiwiRail works](#) on their website.