

If calling, please ask for Democratic Services

Public Transport Committee

Thursday, 30 April 2026, 10.00am

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

Quorum: Eight Members

Members

Councillors

Ros Connelly (Chair)

Quentin Duthie

Sarah Free

Claire Johnstone

Daran Ponter

Yadana Saw

Simon Woolf

Tom James (Deputy Chair)

Nigel Elder

Penny Gaylor

Shamia Makarini

Phil Rhodes

Gabriel Tupou

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

Public Transport Committee (A Committee of the Whole)

1 Purposes

- 1.1 Oversee the development, implementation and delivery, and review of Council's strategic direction, policies, and plans for transport and travel demand management.
- 1.2 Set the operational direction to deliver public transport and travel demand management.
- 1.3 Provide input into joint transport-related projects and initiatives.

2 Specific responsibilities

- 2.1 Apply Council's Te Tiriti o Waitangi principles when conducting the Committee's business and making decisions:
 - a **Pāuitanga | Relationships and Partnerships** – ensure decisions are based on shared knowledge, expertise and values maintained and sustained through active relationships and meaningful partnerships with mana whenua. These relationships and partnerships will contribute to Greater Wellington's core business services, functions, and systems to develop and deliver our shared aspirations across our Greater Wellington rohe;
 - b **Kōwhiringa | Options** – actively partner with mana whenua to enable effective governance decision making that is informed by kaupapa Māori and mātauranga Māori analytical frameworks and knowledge systems in identifying feasible and meaningful options and solutions;
 - c **Tino rangatiratanga | Self Determination** – position Greater Wellington to give effect to Te Tiriti o Waitangi and uphold the interests of mana whenua in exercising their tino rangatiratanga in planning and promoting quality services that enable self-determination for whānau and community;
 - d **Whakamaru | Active protection** – assess how decisions work towards protecting mana Motuhake (rights and interests of mana whenua) through relevant mutually beneficial strategies, policies, plans, programmes and initiatives; and
 - e **Oritetanga | Equity** - uphold the principle of fairness in the design and distribution of Greater Wellington's resources and services through the Long Term Plan to meet the needs and aspirations of whānau within our Greater Wellington rohe.

- 2.2 Ensure the Committee’s decision making:
- a Considers climate change-related risks (mitigation and adaptation); and
 - 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.
- 2.3 Prepare the Wellington Regional Public Transport Plan (and variations) and recommend it to Council for adoption.
- 2.4 Review performance trends related to public transport and transport demand management activities.
- 2.5 Review the effectiveness of implementation and delivery of Council’s transport strategies, policies, plans, programmes, and initiatives¹, including:
- a The Wellington Regional Public Transport Plan);
 - b Quality and frequency of public transport services; and
 - c Transport demand management.
- 2.6 Oversee Council’s involvement in major public transport programmes and projects, including Lower North Island Rail Integrated Mobility (LNIRIM), National Ticketing Solution (NTS), Transit oriented developments (TODs), Future Service Procurement, Strategic Public Transport Assets, Rail network renewals, Rail Scenario 1 (RS1), and the Accessibility Action Plan.
- 2.7 Consider:
- a Matters relating to public ownership of public transport;
 - b Regional, national, and international developments; emerging issues and impacts; and changes in the legislative frameworks for their implications for transport strategies, policies, plans, programmes, and initiatives; and
 - c Business cases for submission to NZ Transport Agency Waka Kotahi or other agencies on strategic transport projects with the potential for significant financial impact
- and recommend to Council on these matters.
- 2.8 Advise Council’s representatives on the Regional Transport Committee on Council’s position to assist that committee in developing the Wellington Regional Land Transport Plan.

¹ Noting that Council retains specific responsibility to make decisions on, and review the effectiveness of implementation, of the RiverLink project.

- 2.9 Advocate:
- a To support the Wellington Region’s territorial authorities in their traffic resolution processes that improve the efficiency of moving people and goods; and
 - b For the alignment of initiatives across the Wellington Region with transport implications, including for spatial planning and land use planning.
- 2.10 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 3.2 to 3.6, 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:
- a Strategies, policies, and guidelines to deliver public transport in accordance with the Wellington Regional Public Transport Plan;
 - b Transport strategies, policies, and indicators related to transport demand management and active mode promotion; and
 - c Submissions to external organisations for matters pertaining directly to the Committee’s purposes.
- 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; and
 - 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 needed², the Committee must refer the matter to Council for its decision.
- 3.5 The Committee may not make a decision that is materially inconsistent with Council’s Annual Plan or Long Term Plan.

² 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.

4 Members

4.1 All fourteen Councillors.

4.2 The Chair of the Public Transport Advisory Group.

5 Voting entitlement

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

6 Quorum

Eight members.

7 Remuneration

The Chair of the Public Transport Advisory Group may claim Greater Wellington's standard daily meeting fee and mileage allowances and/or public transport expenses for scheduled meetings of the Committee.

Public Transport Committee

Thursday 30 April 2026, 10.00am

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 the Public minutes of the Public Transport Committee meeting on Thursday 19 March 2026	26.177	7
5.	Update on Progress of Action Items from Previous Public Transport Committee meetings – April 2026	26.186	10
6.	Rail Replacement Services Improvement Action Plan 2026/2027	26.134	14
7.	Policy for the Carriage of Cycles on Metlink Trains	26.133	27
8.	Delivery of Wellington Regional Public Transport Plan 2025-2035	26.136	39
9.	Transport Major Projects and Programmes – Quarterly Update	26.59	52
10.	Public Transport Performance – March 2026	26.135	64

Please note these minutes remain unconfirmed until the Public Transport Committee meeting on 30 April 2026.

Report 26.117

Public minutes of the Public Transport Committee meeting on Thursday 19 March 2026

Taumata Kōrero – Council Chamber, Greater Wellington Regional Council
100 Cuba Street, Te Aro, Wellington at 10.07am

Members Present

Councillor Connelly (Chair)
Councillor James (Deputy Chair)
Councillor Duthie (until 11.54am)
Councillor Elder
Councillor Free
Councillor Gaylor
Councillor Johnstone (until 10.30am, from 11.34am)
Councillor Makarini (until 10.35am, from 11.42am)
Councillor Ponter
Councillor Rhodes
Councillor Saw
Councillor Staples
Councillor Woolf

Councillors Gaylor and Johnstone 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

Moved: Cr Saw / Cr James

That the Committee accepts the apology for absence from Councillor Tupou.

The motion was **carried**.

2 Declarations of conflicts of interest

There were no declarations of conflicts of interest.

3 Public participation

Wendy Q spoke public safety in Wellington bus services. A presentation was tabled.

Councillor Saw read a statement on bus service number 34 – West Karori weekend bus service - on behalf of Julian Vesty, who was unable to attend the meeting.

4 Confirmation of the Public minutes of the Public Transport Committee meeting of Thursday 12 February 2026 - Report 26.13

Moved: Cr Connelly / Cr Makarini

That the Committee confirms the Public minutes of the Committee meeting of 12 February 2026 - Report 26.13

The motion was **carried**.

5 Update on Progress of Actions Items from Previous Public Transport Committee Meetings – March 2026 – Report 26.110 [For information]

6 Proposed Submission to Ministry of Transport Total Mobility Proposal – Report 26.2

Lily Andrews, Emmet McElhatton, and Hannah Geddis, spoke to the report.

Moved: Cr Staples / Cr James

That the Committee:

- 1 Approves the draft submission (Attachment 1) developed to respond to the Ministry of Transport's Proposals to Strengthen Total Mobility consultation document.
- 2 Delegates to the Public Transport Committee Chair the authority to approve minor editorial changes for the purpose of finalising the submission.

The motion was **carried**.

Councillor Makarini advised a conflict of interest for matters raised in the above item when the item was presented and left the meeting at 10.35am.

7 Emerging Trends in Transport– Report 26.57 [For Information]

Tim Shackleton, Senior Manager Strategy & Investments, and Stephen Christie, Principal Transport Data Analyst, spoke to the report.

Councillor Makarini returned to the meeting at 10.42am during questions on the above item.

8 Public Transport Performance – January 2026 – Report 26[For Information]

Paul Tawharu, Senior Manager Operations, spoke to the report.

Councillor Johnstone returned to the meeting at 11.34am during questions on the above item.

Councillor Duthie left the meeting at 11.54 during questions on the above item and did not return.

Karakia whakamutunga

The Chair closed the meeting with a karakia whakamutunga.

The meeting closed at 12.05pm.

Councillor Ros Connelly

Chair

Date:

For Information

UPDATE ON PROGRESS OF ACTION ITEMS FROM PREVIOUS PUBLIC TRANSPORT COMMITTEE MEETINGS – APRIL 2026

Te take mō te pūrongo

Purpose

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

Te tāhū kōrero

Background

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 Public Transport Committee meetings –April 2026). All action items include an outline of the current status and a brief comment.

Ngā hua ahumoni

Financial implications

3. There are no financial implications from this report, but there may be implications arising from the actions listed.

Ngā tūāoma e whai ake nei

Next steps

4. Completed items will be removed from the action items table for the next report. Items not completed will continue to be progressed and reported.
5. Any new items will be added to the table following this Committee meeting and circulated the relevant business group/s for action.

Ngā āpitihanga

Attachments

Number	Title
1	Action items from previous Transport Committee meetings – April 2026

Ngā kaiwaitohu

Signatory

Approver	Samantha Gain – Kaiwhakahaere Matua Waka-ā-atea Group Manager Metlink
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He whakarāpopoto i ngā huritaonga

Summary of considerations

Fit with Council's roles or with Committee's terms of reference

The action items are of an administrative nature and support the functioning of the Committee.

Contribution to Annual Plan / Long Term Plan / Other key strategies and policies

Action items contribute to Council's of Greater Wellington's related strategies, policies and plans to the extend identified in **Attachment 1**.

Internal consultation

There was no additional internal consultation in preparing this report and updating the action items.

Risks and impacts - legal / health and safety etc.

There are no known risks or impacts.

Action items from previous Council/committee meetings

Live to Date	Action item	Status and comment
19 February	<p>Public Participation</p> <p>Noted: The Committee requested that officers provide reports to a future meeting of the Committee on the feasibility of:</p> <ul style="list-style-type: none"> • integrating bus communications into a central public transport communications system, and • Enabling bikes to accompany passengers on trains during peak services. 	<p>Status: Completed</p> <p>Comment:</p> <ul style="list-style-type: none"> • As advised to the 19 March 2026 meeting, the Metlink Operations team continues to develop options to improve network monitoring as part of our BAU, and to enable live network monitoring during both AM and PM peaks. • A report on this matter is on the agenda for the 30 April 2026 meeting (Report 26.133 - Policy for the Carriage of Cycles on Metlink Trains).
19 February	<p>Rail Replacement Services Action Plan: Update – Report 26.4 [For Information]</p> <p>Noted:The Committee requested that officers provide a report to a future Committee meeting that outlines options for the way forward for buses replacing trains, with reference to a set of customer-focussed metrics.</p>	<p>Status: Completed</p> <p>Comment: A report on this matter is on the agenda for the 30 April 2026 meeting (Report 26.134 - Rail Replacement Services Action Plan: Revised Plan).</p>

For Decision

RAIL REPLACEMENT SERVICES IMPROVEMENT ACTION PLAN 2026/2027

Te take mō te pūrongo

Purpose

1. To provide the Public Transport Committee (the Committee) with a revised rail replacement services action plan with reference to a set of customer-focussed metrics (as requested by the Committee on 12 February 2026).

He tūtohu

Recommendations

That the Committee:

- 1 **Notes** the progress made against the 2025/2026 BRT Improvement Action Plan
- 2 **Endorses** the 2026/2027 BRT Improvement Action Plan attached as Attachment 1 to this report.

Te tāhū kōrero

Background

2. Rail replacement services (buses replacing trains) (BRT) are used to replace train services in the following situations:
 - a during planned Blocks of Lines (BOL) when the rail network cannot be fully used due to planned capital works and/or maintenance work.
 - b when an unplanned event occurs that means we cannot run our normal train timetable e.g. earthquake, flood, and slips.

Current operating environment

3. Over the next ten years KiwiRail will deliver a large volume of infrastructure maintenance and renewals. This is to address a significant backlog of work and to create a more resilient and optimised rail network for the Wellington Region.
4. Metlink customers will experience an increased number of planned blocks of line as the work by KiwiRail progresses.
5. This is expected to have a negative impact on the customer experience as more train services will be bus replaced.

6. The BRT Action plan aims to improve the customer experience on rail replacement services.

Provision of services – agreement requirements

7. The Rail Partnering Contract with Transdev (the operator) requires the operator to provide BRT services for planned and unplanned disruptions.
8. Transdev is required to procure alternative transport (buses) that stops as close as possible to the rail stations and resembles the rail unit timetable, with allowance for travel time on roads.
9. Transdev must also use its best endeavours to ensure Metlink electronic ticketing is available on BRT. Officers have made this a focus, particularly with planned disruptions, to protect fare revenue.
10. Transdev has an approved panel of bus operators (Mana, Kinetic, Tranzurban, Uzabus and NCS) who bid for the tendered BRT services for each KiwiRail planned track possession/BOL. This approved panel will run until July 2026, at which time a new panel will be selected
11. For unplanned disruptions, the Rail Partnering Contract provides that the BRT services are procured by Transdev on a casual 'day of hire' basis.
12. Transdev endeavours to work with our four Metlink bus operators (Tranzit, Kinetic, Mana, and Uzabus) in the first instance, when arranging BRT services.
13. By using a Metlink PTOM Operator's buses customers are assured of a standard of quality and service stipulated in the bus contracts such as accessibility standards for example.
14. If Metlink bus operators are unable to fulfil the tendered BRT services required (i.e. are not the lowest conforming bid), then Transdev is entitled to procure non-Metlink bus operators, such as NCS.

Use of non-Metlink transport operator vehicles

15. BRT services provided by other transport operators may not have the same specifications and quality standards as Metlink buses (for example, electronic ticketing, bike racks, RTI compatibility, branding, age and emissions rating).
16. Non-Metlink operator buses provide a non-Metlink branded vehicle with a non-uniformed driver. The vehicles may not have the same level of specification as a Metlink bus.
17. There are 18 NCS vehicles fitted with Snapper equipment so they can meet Metlink's preferred fleet requirements to be accessible and provide electronic ticketing and bike racks.

BRT Improvement Action Plan 25/26

18. A BRT Improvement Action Plan (Action Plan) for 25/26 was presented for consideration to the Transport Committee at its 3 April 2025 meeting (refer Rail Replacement Services: Action Plan for Improving the Customer Experience – Report 25.102).
19. Three key areas were identified in the Action Plan for improvement:

- a Customer information: Providing more information, including real-time information about the location of BRT buses, consistent BRT bus signage, and wider travel options for customers to consider as an alternative to BRT.
- b Infrastructure: Improving the placement and quality of BRT bus stops.
- c Operating model: Exploring options for simplifying the planning and delivery of BRT services.

Delivery of 25/26 Action Plan

20. The following paragraphs set out progress made in the delivery of the 25/26 Action Plan against the three key areas identified for improvement.

Customer information

BRT real-time tracking and timetables

- 21. Metlink has trialled real-time tracking of planned BRT services for the Hutt Valley Line (HVL), Johnsonville Line (JVL) and the Kāpiti Line (KPL) for most planned bus replacement operators (Kinetic, Mana, Tranzurban and NCS).
- 22. From October 2025 to April 2026 Metlink piloted BRT tracking on the HVL, JVL, and KPL.
- 23. The tracking pilot demonstrated the ability to track a large portion of planned BRT trips.
- 24. While BRT services can be displayed and tracked, the pilot highlighted a number of areas requiring further improvement to enable reliable tracking of planned BRT; these include the need for:
 - a adequate notice of BOLs so that the process can be implemented
 - b drivers to log on to enable tracking to commence
 - c improved data quality
 - d improved Metlink website and App BRT timetables and tracking map to make it more user friendly.

External bus signage

- 25. Consistent bus signage standards have been established for the signs that appear on the front, side and rear of the bus exterior in 2026.
- 26. Hanover improvements (Hanover is the term used to refer to an electronic bus sign) continue to be implemented with all operators in early-2026 ensuring consistent and easily understood bus destination and stopping information for customers.

Infrastructure

Platform 10 customer experience

- 27. Metlink has identified a number of infrastructure improvements that would enhance the accessibility and organisation of platform 10.

28. Metlink has budget for the proposed infrastructure improvements and is working with KiwiRail (the owner of Wellington Station) to agree the basis for implementation of the improvements.
29. Note, KiwiRail is currently seeking a lease commitment from Metlink before any improvements are implemented. Metlink has no budget (opex) for this lease and has value for money concerns with such a lease.

Other BRT stops

30. Metlink has considered the accessibility of the BRT stops:
 - a Stations earmarked as “fully accessible hubs” in the Accessibility Action Plan will be upgraded to meet a high standard of accessibility; this includes the BRT stops at these locations.
 - b A data tool has been created to enable all BRT stops across the network to be prioritised for improvement; Metlink is determining the level of assets/infrastructure required at each category of BRT stop.

Block of Line operating model

31. Work on the BRT Action Plan over the past nine months to improve operational performance and the customer experience of rail replacements has highlighted that current BOL planning processes place limitations on what can be achieved for customers.
32. Metlink is working with KiwiRail’s Wellington Metro Rail business function to secure urgent commitment to joint, short, medium, and long-term planning and design of customer-centred BoLs.

Customer feedback

Rail Customer Satisfaction Survey results

33. Customer satisfaction surveys for Metlink rail services are run twice a year (independently by Gravitas OPG) through the Annual Passenger Survey and an interim rail passenger survey.
34. Results from the latest interim rail passenger survey undertaken in April 2025 (and reported in May) show levels of customer satisfaction with provision of train replacement services declined from 57.4% in November 2024 to 54.4% in May 2025.

Customer interviews regarding 25/26 Action Plan

35. Throughout the implementation of the 25/26 Action Plan Metlink has undertaken in-person customer satisfaction interviews following major BoLs.
36. Following the Summer BRT Services, in mid-January 2026, Metlink undertook customer satisfaction interviews with 221 passengers across all affected rail Lines.
37. The findings of these on-platform interviews are summarised below.
 - a BRT capacity (except for Monday 5 January 2026) compared favourably with the same period last year.

- b The customer satisfaction score for buses replacing trains recorded in the interviews (60%) remained at a similar level to the scores from the previous summer's BRT (59%).
- c Customers expressed a need for improvements in bus capacity on Monday of the 'first week back', BRT services adhering to timetables, consistent delivery of route variants, quality of buses, synchronisation of transfers between bus and train, and provision of Snapper equipment on all BRT services.
- d Interviews also found high levels of BRT avoidance, with 37% of passengers approached stating that they specifically made other arrangements (driving/lift, driving to a closer Park & Ride, working from home, taking other public transport, taking annual leave) to avoid BRT. Avoidance was highest among frequent users travelling longer journeys for work.

Draft BRT operating principles

- 38. Officers have developed a draft set of principles for the operation of BRT to be included in the Wellington Regional Public Transport Plan 2025-2035.
- 39. A workshop will be held with Councillors in June 2026 to seek Councillor feedback on the proposed draft principles, and following that, a variation to the current Wellington Regional Public Transport Plan 2025-2035 will be brought to Council (if required).
- 40. Depending on the content of the final approved principles for the operation of BRT, a review of the 26/27 Action Plan may need to be undertaken.

Te tātaritanga Analysis

- 41. Following consideration of the delivery of the 25/26 Action Plan, customer and Councillor feedback received, Metlink has developed a revised programme of improvements for delivery in 26/27. A copy of the proposed 26/27 Action Plan is attached as **Attachment 1** to this report.
- 42. The initiatives outlined below provide a summary of proposed actions, which continue to focus on three board areas of:
 - a Customer information: Providing more information, including real-time information about the location of BRT buses, consistent BRT bus signage, and wider travel options for customers to consider as an alternative to BRT. Included in this is implementing a programme of customer experience monitoring for BRT
 - b Infrastructure: Improving the placement and quality of BRT bus stops.
 - c Operating model: Exploring options for simplifying the planning and delivery of BRT services.

Customer information

Communications Campaign – BRT Education

43. A targeted BRT Education communications campaign will be developed to improve customer understanding of BRT operations. The campaign will explain:
 - a The reasons BRT is required
 - b What customers can expect when BRT services are operating
 - c How BRT services function in practice
44. The intent is to proactively manage expectations and support informed travel choices during planned and unplanned BRT events.

Customer experience monitoring

45. The existing customer interviews and the bi-annual customer satisfaction survey have established a baseline measure of customer satisfaction with BRT services. Metlink is investigating monitoring with a specific focus on BRT to complement the insights and knowledge gained through the current programme.
46. Metlink will consider the feasibility of using mechanisms such as QR Codes to help understand the customer experience through their BRT journey.

Improved Online Timetables

47. Customer feedback identified that existing online BRT timetables are still difficult to understand. Metlink will redesign the presentation of BRT timetable information to improve clarity and ease of use.
48. The revised timetables will present information in a simplified and consistent format, supporting both existing customers and those unfamiliar with BRT services.

BRT Signage Consistency

49. BRT signage standards have been developed to ensure consistent customer information during BRT events. These standards will be distributed to all operators for implementation, supporting a unified approach across the network.

Real-Time Tracking Improvements

50. Four trials have demonstrated that BRT services can be effectively tracked when accurate data is provided and service design information is correctly provided to operators.
51. Further enhancements will be made to the Metlink website and mobile application to improve the usability of BRT timetables and real-time tracking maps. The BRT timetable information will be integrated into the main timetable section to reduce customer confusion identified through feedback.

Customer-Centred BOL Planning

52. Customer-centred BOL planning initiatives require joint work between Metlink and KiwiRail; initiatives will be progressed in future planning phases when capacity allows.

Infrastructure

BRT Stop infrastructure Improvements

53. Metlink is progressing a programme of BRT stop improvements across the Wellington region, to be delivered in stages from 25/26 and 26/27.
54. The BRT stop improvements programme covers 20 stations and includes a range of works varying in scale. Minor works include adjustments to bus stop layouts and shelter upgrades, while larger projects involve the delivery of fully accessible transport hubs. These may include improved kerb heights, relocation of BRT stops, ramps, and other accessibility enhancements.
55. A copy of the scheduled programme is attached as **Attachment 2** to this report.

Operating Model

Bus Route Optimisation

56. Bus route optimisation activities are being developed to support travel choices for BRT customers.

BRT Operating Model

57. Metlink will develop a Standard Operating Procedure (SOP) for BRT operations. The SOP will build on the existing Gantt chart developed in collaboration with KiwiRail, Transdev Wellington and operators including Tranzurban, Tranzit, Uzabus, NCS, Kinetic, and Mana.
58. The SOP will provide consistent guidance on planning, activation, and delivery of BRT services.

BRT Queueing Improvements

59. Metlink will work to introduce formalised platform queuing arrangements at key stations to provide a consistent, safe, and equitable approach to customer management during BRT operations. The objective is to support orderly boarding, improve accessibility, and set clear customer expectations when buses replace train services.
60. Formal queuing will be implemented at Wellington Station, and considered for Waterloo and Porirua Stations. These locations have been prioritised due to peak-hour passenger demand. The improvements are intended to reduce congestion and create a more organised environment during BRT events.

Ngā hua ahumoni

Financial implications

61. Matters set out in the 26/27 Action Plan are able to be undertaken within existing budgets, with the exception of potential lease costs for Platform 10.
62. In the event that implementing the actions identified in the 26/27 Action Plan exceeds our expected budget, the Committee will be notified of any potential changes to the Action Plan for consideration.

Ngā Take e hāngai ana te iwi Māori

Implications for Māori

63. Public Transport allows Māori to travel affordably to places such as employment, social services, education, and culturally significant events. Public Transport also aims to decrease the amount of greenhouse gas emissions in the environment which appeals to the protection of the environment which is important in te ao Māori given a special connection to the whenua (land).
64. For communities already experiencing transport challenges, it is important to understand any negative impacts, in particular meeting unmet needs of whānau Māori, in connecting to community services.

Te huritao ki te huringa o te āhuarangi

Consideration of climate change

65. Blocks of Line are required to create a more resilient and optimised rail network for the Wellington Region. However, while Blocks of Line are in place, services are replaced by buses, which is likely to have a negative on patronage. The BRT Action plan aims to improve the customer experience on rail replacement services.
66. Improving the rail network is likely to increase patronage growth and drive a mode-shift towards public transport. This may contribute towards Council's and Greater Wellington's policies and commitments relating to climate change.
67. The matters set out in this report have no significant implications for greenhouse gas emissions and therefore does not require an approach to reduce them.
68. Climate change impacts will not have any direct effect upon the proposed action plan matters set out in this report.

Ngā tikanga whakataua

Decision-making process

69. The matters requiring decision in this report were considered by officers against the decision-making requirements of Part 6 of the Local Government 2002.

Te hiranga

Significance

70. Officers considered the significance (as defined by Part 6 of the Local Government Act 2002) of this matter, taking into account Council's *Significance and Engagement Policy*, Greater Wellington's *Decision-making Guidelines* and the *Significance Policy* of the RPTP. Officers consider that the matter for decision in the report (adopting a rail replacement services action plan for 26/27) this matter is of low significance.

Te whakatūtakitaki Engagement

71. In developing the proposed 26/27 Action Plan, Metlink has used information gathered from customer satisfaction surveys and in BRT customer interviews.

Ngā tūāoma e whai ake nei Next steps

72. A workshop will be held with Councillors in June to discuss proposed principles for the operation of BRT.

73. The Committee will be updated on progress with the implementation of the Action Plan as required.

Ngā āpitihanga Attachments

Number	Title
1	BRT improvement action plan 2026/2027
2	Programme of BRT stop improvements

Ngā kaiwaitohu Signatories

Writer	Paul Tawharu – Senior Manager, Operations, Metlink
Approver	Lisa Rossiter – Kaiwhakahaere Matua Waka-ā-atea Group Manager Metlink (Acting)

**He whakarāpopoto i ngā huritaonga
Summary of considerations**

Fit with Council’s roles or with Committee’s terms of reference

This report provides the Committee with an overview of BRT services which are an important aspect on the delivery of public transport services. “Reviewing performance trends related to public transport activities” is a specific responsibility set out in the Committee’s Terms of Reference.

Contribution to Annual Plan / Long Term Plan / Other key strategies and policies

BRT services have a direct impact on service levels. Certain performance measures in the 2024-34 Long-Term Plan relate to service levels.

Internal consultation

No other functions were consulted in preparing this report.

Risks and impacts - legal / health and safety etc.

This report sets out a way to mitigate risks associated with rail services which are not able to run.

BRT action plan (2026 – early 2027)

		April - June	July - September	October and beyond
Customer information	BRT UX satisfaction monitoring	Develop UX satisfaction monitoring	Implement new UX satisfaction	Monitor and review feedback
	Real time tracking	Tracking trial period April 2026	Review of trial and Easter tracking period	Move project to BAU
	Comms educational campaign	Establish clear messaging and service alert messaging	Deliver BRT education piece with regards to Metlink BRT operations	Review of campaign
	Improved online timetables	Update and improvement of online timetables for BRT services	Delivery of the new timetables for BRT services	Review customer satisfaction of timetable changes
	BRT bus signage consistency	Implementation of BRT <u>hanover</u> format to all operators	WTOs to monitor performance	Review of customer satisfaction
Infrastructure	BRT stop improvements	Progress identified stops through to concept design stage	Progress identified stops into detailed design stage	Delivery of the identified stops
	Platform queuing improvements	Creation of BRT Platform 10, Waterloo & Porirua mud maps for standardised BRT queuing organisation	Implementation of platform mud-maps and post Easter review of queuing system	Platform 10 infrastructure improvements on hold whilst costs are examined
Operating Model	Bus route optimisation	Review of network	Refine routes and stops	Implementation of bus routes
	BRT operating model	Establish BRT operating model	Agreement of operating model with stakeholders	Implementation of operating model
	Customer centred BOL planning	Create agreement on how BOL will be agreed upon	Implementation of agreement	

Programme of planned BRT stop improvements

Station	Scope - Level of Service (Accessible Hub Strategy) - this includes Bus Interchange, BRT, Rail	Indicative Works Planned
Featherston	Fully Accessible Hub	Major Works - Improve kerbs, review bus stop positioning, and improve shelters
Johnsonville	Fully Accessible Hub	Other - Johnsonville Stop D for BRT
Carterton	Technically Accessible Hub	Major Works - Address ramp issue from Safety audit. Provide ramp at rear of the walkway
Pukerua Bay	Standard	Major Works - Address safety issues, and moving BRT to a different location closer to rail station.
Upper Hutt	Fully Accessible Hub	Major Works - Improve kerbs, review bus stop positioning, and improve shelters
Trentham	Technically Accessible Hub	Major works - Resurfacing of Park & Ride access area, provision of a northbound BRT stop, and reconfiguration to allow multi-directional bus movements within the site.
Masterton	Fully Accessible Hub	Major Works - Remove parking from the front of the station and replace with a wider footpath and two additional bus stops, install Kassell kerbs, replace lost parking, safe crossing points, and improve ramps into the station
Wellington	Fully Accessible Hub	Major Works - upgrade Wellington Station Platform 10 - Works include kerb and footpath extensions to expand waiting areas, resurfacing of boarding zones, new road markings, and provision for covered area, poles, and signage. Site sits within KiwiRail's Wellington Station land.
Paraparaumu	Fully Accessible Hub	For Review - To review current BRT placement, and space available in the new interchange
Porirua	Standard	Other - To review BRT requirements with the Porirua Improvement Project
Waikanae	Fully Accessible Hub	Minor Works: Potential replacement of bus shelter
Plimmerton	Technically Accessible Hub	Major works - Future BRT stop expected to integrate with a planned Park & Ride extension on Douglas Close. Planned works involve an options analysis to investigate the feasibility of a dedicated bus boarding platform either within the Park & Ride site or in nearby angle parking.
Taita	Standard	Minor Works - Install exit taper road marking, shift bus stop pole to head of bus stop
Petone	Standard	Major Works - MCA to be completed and final option for improvement to be determined.
Linden	Standard	Minor Works - Bus stop layout improvements required. Install shelter at southbound stop.
Raroa	Standard	Minor Works - Bus stop layout improvements required, potential shelter at southbound
Wallaceville	Standard	Minor Works - Bus stop layout improvements required, potential shelter at southbound stop

Station	Scope - Level of Service (Accessible Hub Strategy) - this includes Bus Interchange, BRT, Rail	Indicative Works Planned
Redwood	Technically Accessible Hub	Minor Works - Bus stop layout improvements required, potential shelter at southbound
Paremata	Standard	Minor Works - Bus stop layout improvements required
Simla Crescent	Standard	Minor Works - Bus stop layout improvements required, potential shelter at southbound

For Decision

POLICY FOR THE CARRIAGE OF CYCLES ON METLINK TRAINS

Te take mō te pūrongo

Purpose

1. To advise the Public Transport Committee of the review of the current policy for the carriage of cycles on trains.

He tūtohu

Recommendations

That the Public Transport Committee:

- 1 **Notes** the operational challenges associated with the carriage of cycles on the Matangi fleet.
- 2 **Agrees** to retain the current policy for the carriage of cycles on trains without amendment.

Te tāhū kōrero

Background

2. The current policy for the carriage of cycles on trains (Current Policy) has been in place since 2010 after the introduction of the Matangi fleet and was reviewed in 2013. The current policy is summarised on the Metlink website.¹
3. The Current Policy was developed to reflect changes in storage capacity and location from the (then) new Matangi fleet which has spaces for cycles located within the general passenger area. Key elements of the Current Policy are:
 - a cycles are carried free of charge
 - b folding cycles can be carried at all times
 - c cycles are prohibited from the majority of peak time services travelling in the peak direction as specified on the Metlink timetable.
4. Peak period on rail is currently defined by the Metlink website as Weekdays until 9 am, and from 3 pm to 6:30 pm (noting this is different from bus which is defined as weekdays from 7 am to 9 am, and from 3 pm to 6:30 pm).

¹ <https://www.metlink.org.nz/getting-started/apps-maps-and-guides/bikes-and-scooters>

5. Some peak train services travelling in the peak direction (i.e. southbound at morning peak) on the Hutt Valley Line (HVL) and Kāpiti Line (KPL) lines do not allow cycles on board. Services on the Johnsonville (JVL), Melling (MEL) and Wairarapa (WRL) Lines do not have cycle exclusions at peak with available cycle spaces on a 'first come, first served' basis. Cycles cannot be carried on services to and from special events.
6. Currently, passengers with cycles must refer to the Metlink timetable, or the departure screens at Wellington Station, to determine which services can carry cycles (see Figure 1 below) and do not have the ability to determine the availability of cycle storage space on a given service until the service arrives at their departure platform. Cycle restrictions are most prevalent on shorter express services which generally experience the most peak crowding e.g. from Taita and Porirua.

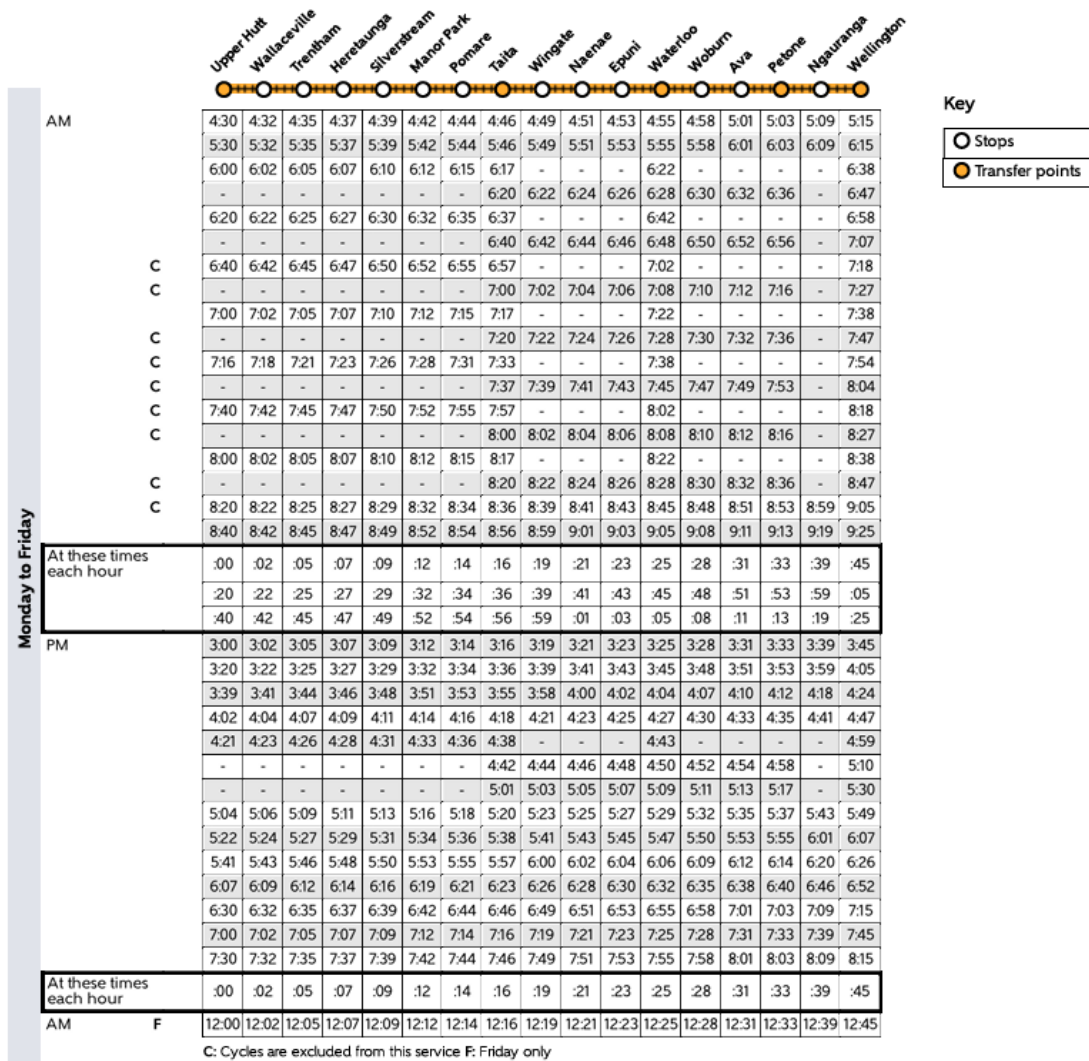


Figure 1: HVL southbound timetable showing cycle restrictions at peak

7. Passengers with cycles are restricted from traveling with their cycles at peak in peak direction as per Tables 1 and 2.

	HVL from UH	HVL from Taita	KPL from Waikanae	KPL from Plimmerton	KPL from Porirua
Total AM peak services	11	7	10	4	5
AM services w/ cycle restrictions	4	5	3	2	5

Table 1: Bike restrictions per AM service

	HVL to UH	HVL to Taita	KPL to Waikanae	KPL to Plimmerton	KPL to Porirua
Total PM peak services	11	10	9	0	10 (includes 6:01 pm service)
PM services w/ cycle restrictions	4	5	4	0	5

Table 2: Bike restrictions per PM service

8. Outside of the 7-8am period where most restrictions occur, particularly on express train service from passengers with cycles can still travel with their cycles in peak on approximately half of the timetabled services (refer paragraphs 27-29).
9. There are no cycle carriage restrictions currently on peak services travelling in the counter-peak direction (i.e. northbound in the AM, southbound in the PM).
10. Outside of restricted peak direction services, cycles can be carried on trains on a first-come, first served basis. Each two-car Matangi set can take up to three bikes. Passengers with cycles must load, secure, and attend their cycle while on board. Cycles must not obstruct doors or aisles and are to be stored in the bicycle area only. Batteries don't need to be removed from e-bikes on trains. Folding cycles must not exceed the dimensions 82 cm long x 69 cm high x 39 cm wide.
11. Wairarapa Line trains can carry cycles in the luggage car, depending on space. Passengers are advised that the luggage car will always be on the northern end of the platform when the train stops. Cycles and luggage must be lifted into the luggage car and carried up a few steps with a narrow entrance, unlike the trains on the rest of the network. Large cargo-style cycles cannot be carried on Wairarapa Line trains.
12. Passengers are advised that passengers with cycles must speak to staff before loading their cycles. Passengers must load their own cycles and luggage into the

luggage car while staff supervise. For safety reasons during loading, passengers are advised that cycles and luggage should not exceed 30kg in weight, and cycles must be under 180cm in length.

13. Since the introduction of the Current Policy, cycling advocates have regularly raised the exclusion of cycles from peak trains and the limits on the numbers of cycles that can be carried on each train as key issues. While the exclusion of cycles from peak trains was the most significant issue raised by passengers with cycles, they were also concerned about the limited number of cycles allowed per train, and requested that it be increased, at least in some circumstances.

Te tātaritanga

Analysis

14. The design of the interior of the new Tūhono trains is currently being undertaken and cycle storage capacity is one of the considerations. No final decisions have been made yet on the amount of cycle storage which will be offered. The Current Policy may need to be reviewed again prior to these trains coming into service.

Challenges

15. Access and space constraints are the main operational challenges for the carriage of cycles on trains in the Wellington Region. From a customer perspective, a key challenge is providing certainty to passengers with cycles, before they leave home, that their cycle can be carried on a service and the subsequent return journey.
16. Each two-car Matangi train unit has space for 3 standard-sized cycles or 2 larger e-bikes (refer Table 3 below).

Train size (cars)	Seated capacity	Standing capacity	Theoretical cycle capacity	Seats lost if cycles carried
2	~147	~230	3 (standard)	5
4	~294	~460	6 (standard)	10
6	~441	~690	9 (standard)	15

Table 3: Passenger and cycle capacity on Matangi fleet

17. Two-car units are most commonly used off-peak or low demand periods with four-car trains as the common off-peak standard on the Kāpiti and Hutt Valley Lines.
18. Six-car trains are the common peak standard on the Kāpiti and Hutt Valley Lines with selective deployment of eight-car trains on those lines in the 'peak of the peak'.
19. The need to balance cycle and luggage storage without compromising seating capacity remains a significant hurdle for railway operators internationally. Cycle storage solutions can obstruct pathways and reduce the accessibility for all passengers, especially during peak times. Functionally, a cycle:
 - a Occupies space that would otherwise be high-turnover standing area
 - b Interferes with boarding/alighting at doors

- c Requires buffer space to avoid clogging-up aisles.
20. For peak-period modelling internationally, operators typically treat one cycle as equivalent to 2.5 to 4 standing passengers, depending on layout and crowding pressure. For Matangi trains, the ‘cycle vs passenger’ tension is compounded by the fact that the designated cycle storage areas are also seating areas.
 21. A single cycle on the Matangi trains takes up 5 seats. Additional cycles do not displace any more seats but do reduce standing room in the entrance wells of the train.
 22. This situation causes little disruption when there is plenty of alternative seating for passengers (i.e. off-peak). In peak however, even with current restrictions on cycle carriage, tensions occur when a passenger with a cycle requests passengers vacate seats in the designated storage area when a train is full. For the passengers with cycles and passengers involved, this can be a frustrating experience.
 23. Seasonal variations add another layer of complexity. Demand for cycle spaces on trains fluctuates dramatically between winter and summer, with peaks during holiday seasons. This irregular demand puts pressure on Metlink to provide flexible solutions that can adapt to changing needs without permanently reducing seating capacity.
 24. In summary, conflicts often arise when multiple passenger groups compete for limited space on trains. This issue is particularly challenging when passengers with cycles, commuters, and passengers with reduced mobility share the same space. Effective management of these diverse needs requires not just physical infrastructure but also a proactive approach to onboard space organisation.
 25. Train staff play a crucial role in managing these spaces at peak, yet they frequently face difficulties in enforcing the flexible usage of areas designated for cycles and luggage, particularly where conflict is developing between passengers competing for seating. Train staff in the Wellington region have expressed a preference for consistent and clear guidance for passengers from Metlink on restrictions, as a sole reliance on discretionary powers tends to result in inconsistent outcomes for passengers and potential for conflict for passenger and staff.
 26. While clear customer guidelines and training for train staff to handle these situations professionally is helpful, ultimately, New Zealand and international experience indicates that, where trains do not have dedicated luggage cars, cycle restrictions are an effective means of managing capacity.

Peak services

27. Tables 4 and 5 below show AM and PM cycle carriage restrictions on the network.

Table 4: AM Restrictions (4:30 am to 8:40 am Monday to Friday)

Services	Cycles Excluded	Cycles Allowed
HVL Southbound from Upper Hutt (All stops south to Taita, Waterloo, Wellington)	6:40, 7:16, 7:40, 8:20	4:30, 5:30, 6:00, 6:20, 7:00, 8:00, 8:40 and all services from 8:40

Services	Cycles Excluded	Cycles Allowed
HVL Southbound from Taita (All stops south from Taita)	7:00, 7:20, 7:37, 8:00, 8:20	6:20 and all services from 8:40 (noting Taita passengers can board an express from Upper Hutt)
KPL Southbound from Waikanae	6:28, 7:18, 7:38	5:00, 5:30, 6:00, 6:46, 6:58, 7:58, and all services from 8:25
KPL Southbound from Plimmerton	7:09, 7:35	6:13, 6:45, and all services from 8:25
KPL Southbound from Porirua	7:11, 7:29, 7:42, 8:05, 8:25	All services from 8:25

Table 5: PM Restrictions (3 pm to 6:30 pm Monday to Friday)

Services	Cycles Excluded	Cycles Allowed
HVL Northbound to Upper Hutt (Wellington to Waterloo and all stops north from Taita)	4:37, 4:57, 5:22, 5:43	3:06, 3:18, 3:36, 3:57, 4:17, 5:13, 6:05, 6:11 and all services from 6:35
HVL Northbound to Taita (All stops from Wellington to Taita)	4:29, 4:49, 5:15, 5:35, 5:50	3:06, 3:29, 3:49, 4:09, 6:11 and all services from 6:35
KPL Northbound to Waikanae (All stops from Wellington to Taita)	4:35, 5:18, 5:35, 5:55	3:13, 3:35, 3:55, 4:15, 4:55 and all services from 6:14
KPL Northbound to Porirua (All stops from Wellington to Porirua)	4:21, 4:41, 5:01, 5:21, 5:41,	3:01, 3:21, 3:41, 4:01, 6:01 and all services from 6:14

28. Tables 4 and 5 show that, while exclusions are in place on some peak services, these are concentrated in the peak of peak between 7 am and 8 am. Outside of the 7-8 am period where most restrictions occur, particularly on express train service from Taita and Porirua, passengers with cycles can still travel with their cycles in peak on approximately half of the timetabled services.

Peak loading

29. Prior to 2020, high peak loading on peak direction HVL and KPL trains was prompting Metlink to consider restricting cycles from all peak rail services. The drop and variability of patronage since 2020 removed the need to consider any further

restrictions while patronage levels continued to trend below seating capacity at peak.

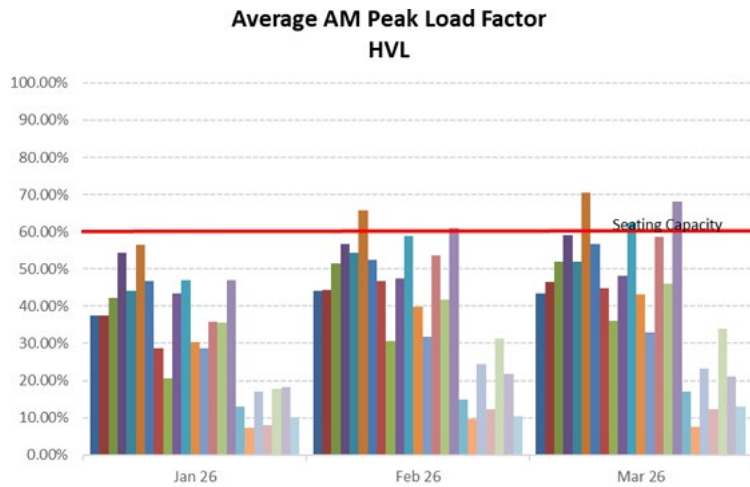


Table 6: Average AM Peak Load Factor HVL

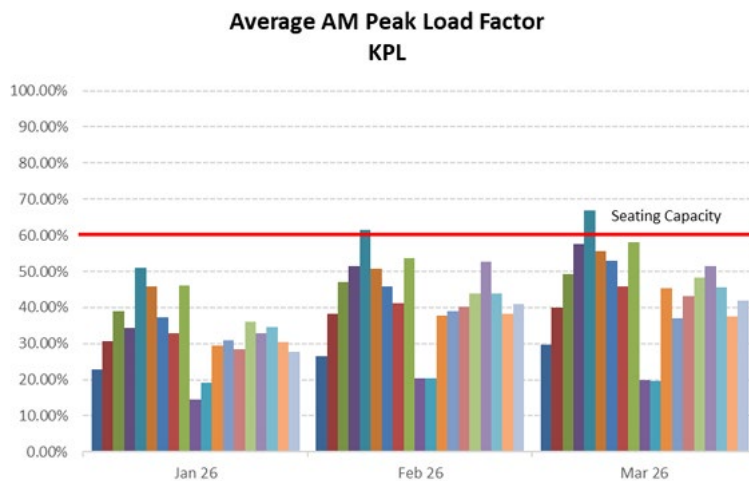


Table 7: Average AM Peak Load Factor KPL

30. Tables 6 and 7 above show AM peak loading for specific services on HVL and KPL as reported by Transdev from manual staff passenger counts. The information used to create the graphs is based on the average loading for each service over a month and includes lower patronage days (Monday/Friday). The effect of the aggregate reporting method is that, by reporting an average, the reporting does not show how many specific services have crossed the seating capacity threshold.
31. Despite the limitations of this data set, some broad trends can be discerned. Both Tables 6 and 7 show more services in aggregate exceeding or approaching the seating capacity threshold in March 2026 from the previous February. While an increase from February to March is an annual feature of Wellington patronage modelling, these figures still indicate strong patronage growth in the AM.
32. Officers will need to analyse further rail data from April and May 2026 to confirm any upward trend but the current information, combined with rail staff observations, indicate that passenger loadings on some AM peak services will

continue to reach or exceed seating capacity in the coming months, particularly on Tuesdays, Wednesdays and Thursdays.

Cycling enhancements

33. Officers also note that Metlink investment in Bike and Ride has seen significant improvements to customers' ability to cycle to stations and safely store their bikes. All projects have included security enhancements like improved lighting and locating Bike and Rides in places with CCTV and passive surveillance. There are approximately 850 Bike and Ride storage spaces on the rail network. Currently, these are infrequently utilised by passengers with cycles due to legitimate concerns about the safety of property and theft.

International benchmarking

34. Officers have benchmarked our Current Policy against international examples from Australia, UK, Ireland, Netherlands, France, Italy and Japan. In the examples considered, the operating environment is broadly characterised by highly constrained capacity at peak and longer peak periods.
35. Internationally, peak-period restrictions are common worldwide due to capacity pressures, safety, and accessibility concerns. Exact rules differ by region, but the same themes recur: off-peak allowances, peak-hour bans for full-size bikes, and exceptions for folding bikes. Peak times in the jurisdictions examined are broadly defined as 6:30-9:00 am and 4:00 to 6:30 pm, slightly longer hours than in Wellington.
36. Most commuter rail systems examined prohibit or restrict full-size, non-folding bikes during the busiest hours to avoid obstructing doors, aisles, and high-density spaces. This can be seen in Ireland, the Netherlands, UK networks, and is implied in European Union (EU) regulations. EU Regulation 2021/782 strengthens passengers' rights to bring bicycles on trains but still allows operators to restrict bicycles during peak hours when rolling stock does not permit safe carriage.
37. Folding cycles are almost universally allowed at all times, even during peak.
38. Operator discretion based on capacity is commonly used where no outright ban exists. Commonly used in Australia's V/Line, riders are advised to avoid peak periods due to congestion. Conductors on regional V/Line trains decide boarding based on available space, which becomes more restrictive at busy times and staff may refuse bikes during crowded periods.
39. Carriage of cycles is often promoted off-peak only, sometimes requiring a special ticket (e.g., Dutch Bicycle Ticket Off-Peak) and associated fee. Booking a carriage space for a bike in advance is commonly used on longer-distance services.

Carriage of converted e-bikes

40. Converted e-bikes are not allowed on metropolitan or regional trains in Victoria or in ticketed areas. Converted e-bikes are defined as a standard pedal bike that has been modified to add a motor and battery. This includes bikes converted by a retailer or using a conversion kit, even if done by a mechanic. Victorian transport authorities believe these bikes are more likely to catch fire because of poor wiring, low-quality parts or unsafe batteries. Passenger information states that if a

passenger brings a converted e-bike into a train or ticketed area, they may be asked to leave and could be fined.

Charging for cycle carriage

41. Charging specifically for bicycle carriage on rail is fairly common internationally, especially on intercity, high-speed, or reservation-based services, and sometimes as a way of managing peak demand. For example, in the Netherlands a charge of €8.50 (approx. NZD17.00) is required as a paid add-on ticket whenever a full-size bicycle is carried off-peak, including weekends and summer months. In France, €10 (approx. NZD20.00) per journey for a non-dismantled bike is charged on inner-city rail services and bike space must be booked with the ticket.
42. Internationally, charging for cycle carriage is most common where:
 - a Rolling stock has limited or premium space
 - b Operators want to prioritise passenger capacity
 - c The service is long-distance or high-speed
43. Urban and suburban rail systems typically prefer time-based restrictions over pricing, while intercity rail tends to price cycle access explicitly.

International trends

44. The trend internationally is towards more cycle-friendly trains, but adaptation is slow due to the longer replacement cycles for rolling stock. The International Union of Railways (UIC) notes a global push toward better bike accommodation, but older rolling stock continues to constrain peak-time allowance.
45. The rail sector internationally is experimenting with 'flexible interior design' where the use of flexible and modular train interiors can be used to significantly improve the accommodation of bikes and luggage without compromising seating capacity. Design innovations like foldable seats and adjustable bike racks are being promoted for their perceived ability to enable quick reconfiguration of train spaces based on demand, providing passengers with a more versatile environment. These can only be introduced as existing rolling stock is phased out.
46. Operators are increasingly leveraging mobile apps for reservations and real-time tracking of luggage and bike spaces. These tools improve operational efficiency and enhance customer satisfaction. Internet of Things-based luggage tagging and monitoring systems are under consideration for ensuring security and traceability.
47. Policy adaptations like dynamic pricing models, incentivising off-peak bike and luggage use, and promoting external delivery services are emerging as practical strategies to balance demand and operational feasibility.

Potential options for Wellington

48. Allowing cycles on peak train services between stations where loadings allow (i.e. cycles get off the train when it becomes full) was considered in the 2010s. Operators saw problems with this approach as onboard staff would have to remove passengers from trains, potentially causing delays, and creating conflict. It is also difficult to know when/where a train will become fully loaded on a daily basis as it

varies, which creates an issue around ticketing, especially as there is no scope for a refund.

49. Making use of empty wheelchair, and other, spaces during quieter periods to allow more cycles to be taken on one train set has been suggested. A number of issues have been identified in relation to allowing cycles to be stored in unused wheelchair spaces, through consultation with the rail operator (Transdev) and the disability community.
50. As noted in paragraph 10, a key challenge from a customer perspective is providing certainty to passengers with cycles, before they leave home, that their cycle can be carried on a service and the subsequent return journey. Charging for cycle carriage through an electronic booking system is potentially an option to explore but is estimated to be too complex to trial while we are in a transition period to the National Ticketing Solution and is unlikely to generate sufficient revenue to cover the cost of developing. A paper-based booking system would be theoretically possible but resource-intensive and challenging to operate.

Current operating environment

51. The current volatility in the fuel market and wider economy has led to a patronage uplift particularly at peak. This uplift is manifesting as more crowded trains on some peak services, a trend which is likely to increase for the foreseeable future as fuel prices continue to rise or stabilise, but at higher price points than previously.
52. In addition to increased patronage at peak, Matangi back-up unit availability continues to be constrained as Metlink and Transdev continue work to get Trovon-impacted units back in service.

Conclusion

53. Metlink has been considering the issue of cycle carriage since the Matangi fleet was introduced but no credible solution has been found to the various challenges. Current conditions are shaped by a combination of the physical configuration of the Matangi fleet and the 'peaky' nature of the commute, particularly at morning peak, in the Wellington Region.
54. Ultimately, at peak, the current train configuration means that fitting more cycles on trains is a choice between accommodating fare-paying passengers or a passenger with a cycle who pays no fare for the carriage of their cycle that takes up seating and standing space.
55. Officers do not consider that there are any credible options for resolving the cycle carriage issue at the present time and note that, if rail patronage at peak continues to build, then additional restrictions on cycle carriage at peak in the peak direction will need to be considered by Council.

Ngā hua ahumoni

Financial implications

56. There are no financial implications from this report.

Ngā Take e hāngai ana te iwi Māori

Implications for Māori

57. Public Transport allows Māori to travel affordably to places such as employment, social services, education, and culturally significant events. Public Transport also aims to decrease the amount of greenhouse gas emissions in the environment which appeals to the protection of the environment which is important in te ao Māori given a special connection to the whenua (land).
58. For communities already experiencing transport challenges, it is important to understand any negative impacts, in particular meeting unmet needs of whānau Māori, in connecting to community services.

Ngā tikanga whakataua

Decision-making process

59. The matters requiring decision in this report were considered by officers against the decision-making requirements of Part 6 of the Local Government 2002.

Te hiranga

Significance

60. Officers considered the significance of these matters, taking into account Council's *Significance and Engagement Policy* and Greater Wellington's *Decision-making Guidelines*. Officers recommend that these matters are of low significance as the Committee is reviewing its current policy.

Te whakatūtakitaki

Engagement

61. There has been ongoing input from the cycling community on the current Policy.

Ngā tūāoma e whai ake nei

Next steps

62. Officers will continue to monitor capacity levels in the peak direction on rail.

Ngā kaiwaitohu

Signatories

Writers	Emmet McElhatton – Manager Policy, Metlink Daniel Pou – Manager Rail Operations, Metlink
Approvers	Paul Tawharu – Senior Manager Operations Lisa Rossiter – Kaiwhakahaere Matua Waka-ā-atea Group Manager Metlink (Acting)

**He whakarāpopoto i ngā huritaonga
Summary of considerations**

Fit with Council's roles or with Committee's terms of reference

The Terms of Reference provide for the Committee to review the effectiveness of implementation and delivery of Council's transport strategies, policies, plans, programmes, and initiatives.

Contribution to Annual Plan / Long Term Plan / Other key strategies and policies

This Policy contributes to the delivery to the delivery of Public Transport, a key activity in the Long Term Plan.

Internal consultation

SMEs across Metlink were consulted for this report.

Risks and impacts - legal / health and safety etc.

There are no known risks and impacts from this report.

For Information

DELIVERY OF WELLINGTON REGIONAL PUBLIC TRANSPORT PLAN 2025-2035

Te take mō te pūrongo

Purpose

1. To provide the Public Transport Committee (the Committee) with an overview of progress made over the triennium in the delivery of the Wellington Regional Public Transport Plan 2025 – 2035.

Te tāhū kōrero

Background

Wellington Regional Public Transport Plan 2025-2035

2. Te Mahere Waka Whenua Tūmatanui o te Rohe Te Upoko o te Ika a Maui | Wellington Regional Public Transport Plan 2025 – 2035 was adopted by Council on 26 June 2025 (Adoption of Te Mahere Waka Whenua Tūmatanui o Te Rohe o te Upoko o te Ika a Maui Wellington Regional Public Transport Plan 2025 – 2035 – Report 25.298).

Overview of the RPTP 2025-2035

3. The RPTP 2025-2035 is a planning and policy document that sets out our approach to achieving the objectives for public transport set out in the Wellington Regional Land Transport Plan 2021: 2024 Mid-term Review, the Government Policy Statement on Land Transport 2024, and the Greater Wellington Long Term Plan 2024-2034.
4. The RPTP 2025-2035 includes high level objectives, targets and performance measures for public transport largely as set out in the Wellington Regional Land Transport Plan 2021: 2024 Mid-term Review, and the Greater Wellington Long Term Plan 2024-2034.

Vision and strategic focus areas

5. The RPTP 2025-2035 is built around the vision of “an efficient, accessible and low carbon public transport network” to be achieved through the following strategic focus areas and key measures:

Strategic Focus Area	Key Measures
Decarbonisation of the public transport fleet	<ul style="list-style-type: none"> • Reduce tonnes of CO2 emitted per year by public transport emissions to 16,300 tonnes • Reduce CO2 per Km travelled by half by 2035
Travel choice options to increase the attractiveness of public transport compared to private vehicle travel	<ul style="list-style-type: none"> • Increase annual public transport boardings to 75.4 per capita by 2030 (from 67.7 in 2022/23)
Improve passenger experience	<ul style="list-style-type: none"> • Maintain a passenger satisfaction rating of greater than 92% for Metlink public transport overall • 40% reduction in serious injuries on the public transport network by 2030
Improve access to public transport for those with specific needs	<ul style="list-style-type: none"> • Increase from 74.4% the percentage of people within a 5-10 minute walk of an all-day, 7 day a week public transport service with minimum 60-minute daytime frequency • Increase boardings by people that use the Accessible Concession (as a percent of total boardings) by equal to or greater than 4% (from 0.9% in 2022/23)
Promoting more efficient land use and urban development that maximises access to public transport services and minimises the cost of delivering them.	<ul style="list-style-type: none"> • 50% increase in Rapid Transit Bus Corridors by 2035 across Wellington, Porirua, and Hutt City • Region's first Transit Oriented-Development delivered by 2030

Regional focus section: actions and activities by area

6. RPTP 2025-2035 sets out actions and activities to improve our public transport services for each of the following areas in the Greater Wellington Region:
 - a Wairarapa
 - b Upper Hutt City
 - c Hutt City
 - d Wellington City

- e Porirua City
 - f Kāpiti Coast District
7. The actions and activities were developed in collaboration with the relevant city and district councils.
 8. The actions and activities fall under the following broad categories:
 - a Rail assets and infrastructure
 - b Bus assets and infrastructure
 - c Public transport services.
 9. A full list of actions can be found at **Attachment 1** to this report.

Delivery of the Wellington Regional Public Transport Plan 2025-2035

Progress against key measures

10. Progress against key measures will be provided to the Committee in October 2026, and will be taken from the:
 - a Wellington Regional Land Transport Plan’s Annual Monitoring Reports
 - b Greater Wellington Annual Report.

Progress against regional focus actions and activities

11. The attached table provides an update on progress made over the triennium in the delivery of the RPTP 2025-2035; it focuses on regional focus actions and activities (**Attachment 1** to this report).

Ngā tūāoma e whai ake nei

Next steps

12. The next report providing an update on the delivery of the RPTP 2025-2035 (including measures) will come to the Committee in October 2026.

Ngā āpitihanga

Attachment

Number	Title
1	Progress against regional focus areas actions and activities

Ngā kaiwaitohu

Signatories

Writer	Margaret Meek – Principal Advisor Transport Governance, Metlink
Approver	Lisa Rossiter – Kaiwhakahaere Matua, Waka-ā-atea Group Manager Metlink (Acting)

**He whakarāpopoto i ngā huritaonga
Summary of considerations**

Fit with Council's roles or with Committee's terms of reference

The Committee has the specific responsibility to review the effectiveness of implementation and delivery of Council's transport strategies, policies, plans, programmes, and initiatives, including the delivery of the Wellington Regional Public Transport Plan.

Contribution to Annual Plan / Long Term Plan / Other key strategies and policies

This report updates the Committee on progress against its stated priorities.

Internal consultation

Development of this report included input from the Metlink Group.

Risks and impacts - legal / health and safety etc.

There are no known risks.

RPTP 2025-35 Actions

Region	RPTP Activity	Commencement	Status	Comment
Cross regional	Deliver improved rail services by progressing the Lower North Island Rail Integrated Mobility (LNIRIM) programme	Ongoing		<p>On 8 September 2025, the Council and Greater Wellington Rail Limited (GWRL) signed the Design Build Maintain Contract with Alstom Rail Transportation New Zealand Limited (Alstom) for the purchase of 18 five-car Battery Electric Multiple Units as Package 1 of the LNIRIM programme. The fleet of trains has since been named 'Tūhono'.</p> <p>The LNIRIM Programme forecasts that the first Tūhono train will enter service by mid-2029 and the last Tūhono train will enter service by the end of 2030; this will enable the step change in timetables across the Wairarapa and Manawatū Lines.</p>
	Investigate an East-West connection between Upper Hutt and Porirua	Not yet programmed for commencement		This activity is not part of Continuous Programme. Would require NZTA business case. Likely high cost and low benefit. Unlikely to progress in current funding environment.
Wairarapa	Investigate longer term public transport provision to meet housing growth and travel demand in the Wairarapa	From 2030		Introduction of additional Wairarapa train services through LNIRIM from late 2030 will require additional connecting bus services.
	Continue with decarbonisation initiatives at Masterton rail station.	From 2025		A structural assessment of the Masterton Station roof was undertaken to determine feasibility for solar panel installation. The structure of the roof was not found to be suitable for solar panel installation. As a result, this initiative will not be progressed.
Upper Hutt	Investigate the potential for new rail stations north of Upper Hutt	Ongoing		Preliminary demographic analysis has been undertaken demonstrating that the target area may not reach optimal population thresholds for at least another decade.

Region	RPTP Activity	Commencement	Status	Comment
	Better link walking and cycling with existing public transport infrastructure and services	Ongoing		Regional Transport (Strategy) work with territorial authorities and NZTA to support uptake of new infrastructure such as Te Ara Tupua.
	Improve connectivity between bus and train services	Ongoing		Metlink aims to ensure adequate connectivity between bus and train services. Tranche 2 network optimisation will be looking at opportunities to deliver better connections.
	Improve public transport access to Hutt Hospital from Upper Hutt.	2029 Tranche 2 Bus Procurement		Tranche 2 Network optimisation proposed to include more route 110 services north of Upper Hutt Station that connect to Hutt Hospital (less south of Upper Hutt Station). Otherwise, difficult to improve access when a direct frequent bus route is already provided seven days a week.
Hutt City	Plan better public transport services/ connections for Gracefield, Stokes Valley, Waiwhetu and Western Hills	2029 Tranche 2 Bus Procurement		Tranche 2 network optimisation will be looking at opportunities to deliver better connections.
	Investigate a fully accessible corridor that should include Waterloo Station as a key hub, Seaview Marina, key villages, marae and kura, schools, supermarkets, Queensgate, Hutt Hospital, Jackson Street and Eastbourne	BAU activity		Metlink continues to investigate ways to improve accessibility and connectivity across the network. However, at this stage there are no specific plans to investigate to fully accessible corridor covering these names areas
	Plan for a city circular service that delivers improved links between the CBD, Hutt Hospital and Waterloo Station	2029 Tranche 2 Bus Procurement		Tranche 2 network optimisation will be looking at opportunities to deliver improved links.
	Investigate improved transport connections from Naenae and Taita to essential retail and Hutt Hospital	2029 Tranche 2 Bus Procurement		Regular services already provided with routes 110, 120 and 121. Some reductions and enhancements being considered as part of Tranche 2 network optimisation.
	Progress work on Te Wai Takamori o Te Awa Kairangi RiverLink and Melling Station	Ongoing		As a result of the RiverLink project construction, Melling Station has been temporarily closed for approximately three years from January 2026. The Melling Line terminates at Western Hutt Station while the Melling Station is closed.


Region	RPTP Activity	Commencement	Status	Comment
				Metlink continues to support Te Wai Takamori o Te Awa Kairangi RiverLink through their design process
	Plan better public transport services for Wainuiomata with a focus on increased frequency of services and better connections to Hutt Hospital, in advance of a review of the wider Hutt City network in 2026	2029 Tranche 2 Bus procurement		Tranche 2 network optimisation is looking at opportunities to deliver better connections for Wainuiomata including consideration for redirection of some route 81 services to/from Wainuiomata. Please note that the 2026 Hutt City review is focussed on timetable runtimes in response to Te Wai Takamori o Te Awa Kairangi project related disruptions and any possible offset of costs.
	Progress work on the Waterloo Transit Orientated Development.	Ongoing		Work on the Waterloo TOD continues. The draft Initial Business Case (IBC) for Waterloo TOD has been presented to Council and Greater Wellington Rail Limited. A workshop on the draft Initial Business Case will be held in June before the proposed Final IBC is brought back to Council for decision and adoption on 25 June 2026.
Wellington City	Progress work on the Rapid Transit Bus Corridors from East-West (Karori to Miramar Peninsula) and North-South (Johnsonville to Island Bay)	Underway		Work on these rapid transit bus corridors is underway with consultation being undertake in conjunction with Wellington City Council during May to June 2026.
	Investigate improved bus services particularly for intensified suburban centres e.g. Tawa to Johnsonville, Horokiwi to onward bus and train connections	Not programmed for commencement		Unlikely to progress in current funding environment
	Investigate the potential of future ferry connections to Shelly Bay, Evans Bay, and Seatoun	Not programmed for commencement		Unlikely to progress in current funding environment. Note improved bus connections to/from ferry being investigated for Eastbourne as part of Tranche 2 network optimisation.
	Investigate opportunities for Transit Orientated Developments in the Wellington	Ongoing		On 25 November 2021, Greater Wellington's Transport Committee (the Committee):

Region	RPTP Activity	Commencement	Status	Comment
	City area including Lyall Bay, Johnsonville and Tawa			<ul style="list-style-type: none"> - approved an inception project to commence investigation and initiation of TOD opportunities on the Wellington Metropolitan Rail Network. - agreed that that progressing the TOD programme at Waterloo and Porirua Stations, and in the Kāpiti Coast were priority focus locations for the initial stages of the project. <p>To date, resource and funding constraints, plus a need to address end-of-financial-life infrastructure in the precinct, have prompted Greater Wellington to focus on planning and developing design options for Waterloo Station.</p> <p>The Waterloo project is being used as a test case/template for future TOD developments. Future direction of the TOD programme will be informed by decisions in June 2026 associated with Waterloo Station.</p>
	Introduce higher capacity buses (articulated) onto the number 2 route (Karori-Miramar/Seatoun) to double its capacity	2025		<p>Route 2 Stage One (5 Electric Articulated Vehicles (EAV), with EAV bus operation between Karori and Courtenay Pl) is progressing well.</p> <p>Stage Two (high-capacity bus stops between Courtenay Place and Miramar), is currently being work on in conjunction with Wellington City Council.</p>

Region	RPTP Activity	Commencement	Status	Comment
	Progress improvements to the transport hub in Johnsonville	2025		<p>This activity includes the design and construction of a new high-capacity bus stop at the Johnsonville bus hub on Moorefield Rd (Stop D).</p> <p>Stop D is progressing with the proposed layout and design having been reviewed by the Public Transport Advisory Group. Design near completion for cost estimations and procurement.</p>
	Deliver the Council agreed Asset Control Strategy including securing sites suitable for bus depots across the city	2026		We are in the process of developing the programme management plan for implementation of the Asset Control Strategy; when completed this will be brought to Council
	Continue to explore options for employer Fringe Benefit Tax (FBT)- incentivised public transport benefits e.g. hospital, central government	Ongoing		<p>As part of the Annual Fares review (19 February 2026), Council resolved to note its support for third parties developing products that leverage the exemption of fringe benefit tax from public transport, which assist with public transport affordability and are expected to encourage public transport usage.</p> <p>Extraordinary Pay Limited (Extraordinary) currently offers a product that provides for the exemption of public transport from fringe benefit tax. Greater Wellington is expected to adopt the product for its own staff in May 2026.</p> <p>The launch of the Extraordinary fare product in Wellington is expected to occur in May/June 2026.</p>
	Investigate the need for further access improvements at Wellington Railway Station	Ongoing		Metlink has identified stations including: Wellington, Upper Hutt, Trentham, Paraparamu, Plimmerton, Johnsonville, Ngaio, Masterton, Carterton, Featherston for accessibility

Region	RPTP Activity	Commencement	Status	Comment
				improvements and is in the process of establishing accessibility standards and implementing improvements to the targeted stations in the 25/26 and 26/27 financial years using Accessibility Action Plan funding.
	Implement changes already proposed for Ōwhiro Bay and investigate service changes and extensions to existing services	2028 Tranche 1 Bus Contract		Minor enhancements planned. However, some service reductions may need to be considered for low use services due to current funding environment.
	Extend Tawa services into Grenada North and increase frequency.	Commenced 2025		Tawa services now include Grenada North. Increase in frequency unlikely due to low usage and current funding environment.
Porirua City	Progress work on improving the Porirua Bus Hub	Planned commencement in 26/27		Business case development is planned for 26/27.
	Partner with Ngāti Toa on an investigation into a potential Northern Bus Depot site	August 2025		In August 2025, Ngāti Toa Rangatira and Greater Wellington signed a ground lease agreement that paves the way for the investigation of a proposed new bus depot in Porirua.
	Plan for improved public transport connections to Eastern Porirua including Aotea	2028 Tranche 1 Bus Contract		Tranche 1 network optimisation includes improved services for Eastern Porirua.
	Plan for public transport services to the Northern Growth Area (NGA)	Not programmed for commencement		This action is not currently part of Continuous Programme. Would require NZTA business case. Likely high cost and low benefit. Unlikely to progress in current funding environment.
	Investigate a better connection to Paremata Station from the surrounding suburbs	2028 Tranche 1 Bus Contract		Tranche 1 network optimisation includes improved access to Paremata Station.
	Investigate opportunities for Transit Orientated Developments in the Porirua City area, including Porirua and Plimmerton	Ongoing		On 25 November 2021, Greater Wellington's Transport Committee (the Committee):

Region	RPTP Activity	Commencement	Status	Comment
				<ul style="list-style-type: none"> - approved an inception project to commence investigation and initiation of TOD opportunities on the Wellington Metropolitan Rail Network. - agreed that that progressing the TOD programme at Waterloo and Porirua Stations, and in the Kāpiti Coast were priority focus locations for the initial stages of the project. <p>To date, resource and funding constraints, plus a need to address end-of-financial-life infrastructure in the precinct, have prompted Greater Wellington to focus on planning and developing design options for Waterloo Station.</p>
	Plan accessibility upgrades to train stations in Porirua City	Ongoing		Metlink has identified stations including: Wellington, Upper Hutt, Trentham, Paraparaumu, Plimmerton, Johnsonville, Ngaio, Masterton, Carterton, and Featherston for accessibility improvements and is in the process of establishing accessibility standards and implementing improvements to the targeted stations in the 25/26 and 26/27 financial years using Accessibility Action Plan funding.
	Investigate multi-modal access improvements at Porirua station	Expected to commence in 2027-2030 triennium		This will involve multiple departments within Metlink and partners. Investigation is not expected to commence until the 2027-2030 triennium
	Investigate the feasibility of improved storage facilities for bicycles and scooters at the train stations	Expected to commence in 2027-2030 triennium		Investigation is not expected to commence until the 2027-2030 triennium
	Implement plans for a bus service to Kenepuru landing	Implemented July 2025.		Route 60 modified from July 2025 to service Kenepuru landing.

Region	RPTP Activity	Commencement	Status	Comment
	Investigate bus access improvement to Kenepuru Hospital.	2028 Tranche 1 Bus Contract		Tranche 1 network optimisation includes proposed extension of route 226 to Kenepuru Hospital.  Currently being consulted with community.
Kāpiti Coast	Investigate improved public transport connections to coastal communities from Paraparaumu, Waikanae and Ōtaki	To be considered in conjunction with Network Optimisation once programmed		Some service reductions may need to be considered for low use services due to current funding environment.
	Plan for improved bus connections between Levin and Kāpiti	To be considered in conjunction with Network Optimisation once programmed		To be considered in the context of current funding environment.
	Investigate opportunities for Transit Orientated Developments in the Kāpiti Coast district including Ōtaki, Paraparaumu and Raumati South	Ongoing		<p>On 25 November 2021, Greater Wellington's Transport Committee:</p> <ul style="list-style-type: none"> - approved an inception project to commence investigation and initiation of TOD opportunities on the Wellington Metropolitan Rail Network. - agreed that that progressing the TOD programme at Waterloo and Porirua Stations, and in the Kāpiti Coast were priority focus locations for the initial stages of the project. <p>To date, resource and funding constraints, plus a need to address end-of-financial-life infrastructure in the precinct, have prompted Greater Wellington to focus on planning and developing design options for Waterloo Station.</p>

Region	RPTP Activity	Commencement	Status	Comment
	Investigate the feasibility of improved storage facilities for bicycles and scooters at the train stations	Expected to commence in 2027-2030 triennium		Investigation is not expected to commence until the 2027-2030 triennium
	Investigate the potential for new rail stations north of Paraparaumu	Ongoing		The future delivery and density of new developments north of Paraparaumu (e.g. Peka Peka) is still being determined and consenting processes are still underway.
	Support regional partners to move the current Levin station	Ongoing		Horowhenua District Council is considering the short, medium and long-term strategic location for the Levin Railway Station. Funding bids for implementing these strategies (via the NLTF) have not yet been completed, and it is currently unclear whether this work has sufficient support to advance within the next decade.
	Investigate improved public transport accessibility for retirement and other communities with mobility needs	To be considered in conjunction with Network Optimisation once programmed		Some service reductions may need to be considered for low use services due to current funding environment.
	Investigate the potential of Waikanae Station as an accessibility hub	Ongoing		Full audit of accessibility pending, however, current level of accessibility of at the Station meets a reasonable technical standard.
	Advocate for double tracking at Waikanae and at north/south junction.	Ongoing		Indicative Business Case (KiwiRail led) is under way to explore north/south junction options.

For Information

TRANSPORT MAJOR PROJECTS AND PROGRAMMES – QUARTERLY UPDATE

Te take mō te pūrongo

Purpose

1. To provide the Committee with a quarterly update on Council’s involvement in major public transport programmes and projects.

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 Oversee Council’s involvement in major public transport programmes and projects, including Lower North Island Rail Integrated Mobility (LNIRIM), National Ticketing Solution (NTS), Transit oriented developments (TODs), Future Service Procurement, Strategic Public Transport Assets, Rail network renewals, Rail Scenario 1 (RS1), and the Accessibility Action Plan.”

3. Updates will be provided as required, and, in the event that matters come up outside of the quarterly reporting framework, these will be reported to the Committee as required.

Public Transport major projects and programmes

4. Updates on major projects and programmes being undertaken by Metlink are set out below. For this update, the following major projects and programmes have been included:
 - a Lower North Island Rail Integrated Mobility Programme
 - b Capital Connection Service
 - c Te Wai Takamori o te Awa Kairangi (RiverLink) (noting that this information replicates what was provided in the recent Council RiverLink Quarterly Update (Report PE 26.101) as it relates to public transport)
 - d Ticketing (including updates on the National Ticketing Solution; EMV roll out; and third-party products)
 - e Real Time Information system

- f Waterloo Transit Oriented Development
- g Future Transport Services Procurement Programme (including updates on Tranches One and Two; Future Rail Services Contract Procurement Programme)
- h Strategic Public Transport Asset Control
- i Rail network (including rail network renewals and Rail Scenario 1)
- j Bus (including WCC/GW jointly funded Busways (Rapid Transit Bus Corridors) projects and Golden Mile bus shelters)
- k Accessibility Action Plan.

Lower North Island Rail Integrated Mobility (LNIRIM) Programme

5. Overall, the LNIRIM Programme is progressing well. The paragraphs below provide updates as follows:
 - a The Rolling Stock Package is in early stages of design with supplier Alstom. The first of three design milestones is expected to be achieved in April / May 2026; this timeframe is slightly delayed, however, it is not expected to impact the overall Programme.
 - b Driving Simulator Contract signed with Sydac (supplier of Matangi simulator) after a tender process, and initiation meetings held. Requires rolling stock design to progress further, before the simulator design is able to progress.
 - c Masterton Maintenance Depot Design and Construction contract was signed with Calder-Stewart on the 20 April 2026. Calder-Stewart has recent experience in similar projects with KiwiRail’s Hillside Workshop upgrades, and KiwiRail’s new Waltham Depot in Christchurch.
 - d Station Package is still in planning stage, engagement with iwi in relation to Ōtaki and Levin Railway Stations is commencing.
 - e KiwiRail Network Package design is in progress, particularly focus on Masterton yard and Maymorn Station.
 - f We are continuing to negotiate commercial terms with Transdev Wellington to be the initial operator of the Tūhono fleet across both the Wairarapa and Manawatū lines.
 - g Further ‘whole of line’ risk reduction analysis related to level crossings between Waikanae and Palmerston North is underway to enable Regulatory engagement.

Capital Connection Service

6. The Capital Connection Service is the inter-regional service operated by KiwiRail daily between Palmerston North and Wellington, during the working week. The train departs at 6.15am from Palmerston North and leaves Wellington station in the evenings at 5.15pm.
7. The Service has been provided by way of a transitional agreement while Greater Wellington and its partners work towards future state interregional rail services

provided by the newly built Tūhono rolling stock, that will replace the end-of-life carriages in late 2030.

8. The Capital Connection Funding Agreement between Greater Wellington, Horizons Regional Council and KiwiRail specifies the scope of the service and covers funding from the Councils and NZTA. It differs significantly from our PTOM contracts because it was not subject to competitive tender due to the service being transitional as part of LNIRIM.
9. As a result, the service operates on a 'cost plus' basis with Greater Wellington and Horizons having limited ability to agree fixed-price services, limited visibility to ensure cost control, and little influence on operational decision making.
10. By comparison, PTOM contracts are fixed-price with agreed time-bound increases governed by indexation clauses and genuine performance-based risk and reward components, having first gone through competitive tendering.
11. The key risks we are dealing with at present are the costs of the service, including the impact of the Middle East conflict on diesel prices. We have signalled to KiwiRail that we will accept actual fuel increases only without margin or mark-up, and we have flagged this cost risk with NZTA as co-funder of the service.

RiverLink: Construction impacts on public transport

12. As a result of the RiverLink project construction, Melling Station has been temporarily closed for approximately three years from January 2026. The Melling Line terminates at Western Hutt Station while the Melling Station is closed.
13. Initially, it was considered, and Council agreed, that the Melling Line would need to be temporarily closed in full during the construction of the RiverLink project (refer RiverLink Construction – implications for Public Transport Services - Report 23.212).
14. However, following the Council decision to temporarily close the Melling Line during the RiverLink works, Metlink received feedback from affected businesses in the Western Hutt Station area regarding the impact that closing the Western Hutt Station would have on them.
15. As a result of the feedback, Metlink reconsidered the proposed approach and worked with the Alliance and KiwiRail to find a way to address the infrastructure changes that were required in order to retain Melling Line services for part of the line and have Western Hutt Station as a terminal station for the Melling Line.
16. On 3 April 2025, the Council's Transport Committee was advised of the changed approach to the closure of the Melling Line (refer Te Wai Takamori o Te Awa Kairangi (Riverlink) Construction: Impact on Public Transport Services- Update - Report 25.100).
 - a The 3 April 2025 report set out Metlink's mitigation plans to respond to the temporary closure of Melling Station. Mitigations include:
 - b Additional Park and Ride facility at Petone
 - c Re-route (extension) of the 145 and 149 bus services

- d Melling Line to remain operational to Western Hutt
- e Community engagement and marketing and communications campaign for impacted Melling Station users.

RiverLink: Public transport as a means to address traffic congestion caused by RiverLink construction works

17. The 3 April 2025 report noted that reliance on public transport may be increased during the construction of RiverLink, as road-users choose public transport over the road network due to expected congestion on State Highway 2.
18. Metlink is represented on The Hutt Valley Disruption Stakeholder Group, whose role it is to manage and co-ordinate travel disruptions in the Hutt Valley caused by amongst other things, RiverLink.
19. Metlink notes that the current train capacity and frequency of train services cannot be increased due to:
 - a network limitations (power supply)
 - b train availability.
20. However, current passenger loading information for rail services on the Hutt Valley Line at peak times shows that services are currently below maximum capacity.

Impacts on public transport from major roading disruption (Te Wai Takamori o Te Awa Karangi - RiverLink project)

21. RiverLink construction is already causing significant road traffic delays, with the expectation of ongoing fluctuating disruption for the next 18-24 months (according to Hutt City Council communications).

Impact on bus services

22. Based on recent data:
 - a Off-peak travel times are broadly aligned with scheduled timetables. Peak period runtimes continue to worsen due to heavy Hutt Valley congestion, creating reliability challenges.
 - b Bus delays are highly variable by day and route e.g. on time one day and 40 minutes late the next. There have been up to 50-minute delays recorded at PM peak on Route 83.
 - c For the extended bus routes that now service Waterloo Station – patronage has increased.
 - i Route 145: average increased from 93 to 130 passengers per day (37% increase).
 - ii Route 149: average increased from 55 to 95 passengers per day (72.7% increase).
 - d These increases suggest the people who previously used the Park and Ride at Melling Station are instead taking the bus to Waterloo and catching the train from there.

Impact on rail services

23. Early evidence is that increased Hutt Valley Line patronage is due to ex-Melling commuters shifting to Waterloo Station. Mode shift patterns are unclear and will depend on driver responses to ongoing traffic congestion:
 - a There has been no patronage increase on the Wairarapa Line (comparing weekdays in February 2026 with weekdays in November 2025).
 - b Hutt Valley Line patronage is now above November 2025 levels at all times of day on weekdays – following 2 years of reduced patronage (see Figure 1 below).
 - c The uplift at Hutt Valley Line stations contrasts with wider rail trends over the past year, suggesting localised impacts rather than a network-wide recovery.

PASSENGERS ONBOARD HVL AT WATERLOO AND PETONE STATIONS

Average on weekdays, Nov 2025 and Feb 2026

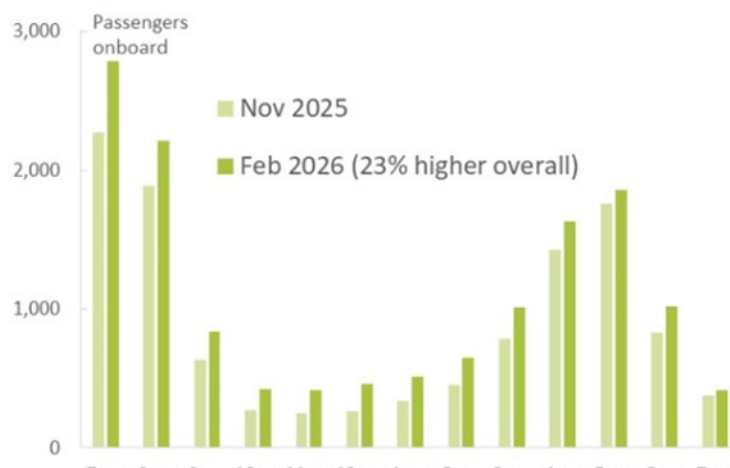


Figure 1: Passengers onboard HVL at Waterloo and Petone Stations

24. The Wellington Transport Analytics Unit (WTAU) and HCC have recently implemented a live monitoring system to monitor the impact of RiverLink construction. We will be in a better position to report on travel patterns and trends when the next quarterly RiverLink update is scheduled.

Ticketing

National Ticketing Solution

25. The National Ticketing Solution (NTS) is a nation-wide ticketing project being delivered by NZTA.
26. There have been some implementation delays with the delivery of the system.
27. To respond to the implementation delays a one-year contract extension (funded by NZTA) has been agreed with Snapper (extending the current contract until 31 December 2027).

28. The transition approach currently proposed for NTS would require customers to interact with two ticketing systems (Snapper and Motu Move) running concurrently on the network.
29. To simplify the transition, Greater Wellington funded and implemented early 'EMV' on Snapper equipment from 12 April 2026. This aligns our ticketing with Auckland and will mean customers can use e-pay on either Motu Move or Snapper equipped buses during the transitional period.
30. In this quarter Metlink has continued to work on complex transition matters with NZTA.

EMV roll-out

31. As set out above, EMV was rolled out across the Metlink network from 12 April 2026. As at the close of play on Friday, 17 April 2026, we have had 23,479 trips paid through EMV, which equates to approximately 4.6% of all adult full fare passenger trips across the network.
 - a 15,371 bus trips - top route is Route 20 with 2,057 trips (13.3% of EMV bus trips)
 - b 8,108 rail trips - top station is Wellington Station with 3,606 trips (44.5% of EMV rail trips).
32. Metlink staff have been deployed at major public transport hubs across the region to provide ongoing presence where the majority of trips are taken.
33. Front line staff on the ground have reported positive interactions with customers, with lots of questions asked - they have handed out approximately 8,000 pamphlets so far.

Third party products (Extraordinary)

34. As part of the Annual Fares review (19 February 2026), Council resolved to note its support for third parties developing products that leverage the exemption of fringe benefit tax from public transport. The aim is to support public transport affordability and encourage public transport usage.
35. Extraordinary Pay Limited (Extraordinary) currently offers a product that provides for the exemption of public transport from fringe benefit tax. Greater Wellington has agreed to adopt the product for its own staff, which is expected to be deployed in late May 2026.
36. The launch of the Extraordinary fare product in Wellington is expected to occur in June 2026 which will involve joint promotion through both Metlink and Go-Media communication channels. A joint promotion launch or awareness event is currently being considered between Extraordinary and Greater Wellington, most likely also in June.

Real Time Information system

37. Metlink is currently developing a new Real Time Information (RTI) system.
38. The new RTI system will improve accessibility of the network for our blind and low-vision passengers by introducing push-to-talk buttons at bus stops and a much-

improved prediction algorithm which will reduce passenger dissatisfaction stemming from the inaccuracy of the current real-time system.

39. There have been delays with the delivery of the software aspects of the project by the appointed provider. Metlink is currently working to resolve issues with the delivery of the software component of this project; a delay of 12-months is likely as we seek a new software provider.
40. Updated Real Time Information screens have been delivered and will be rolled out across the network shortly.

Waterloo Transit Oriented Development

41. The Waterloo TOD project has progressed across four phases since 2022. Phase I Concept Study demonstrated the feasibility and viability of a TOD in the Waterloo precinct. Phase II focused on better understanding project feasibility and development approaches, evaluating commercial opportunities and considerations and exploring funding models and investment options. Phase II outputs included an economic report on commercial and demographic considerations for the project and a Commercial Investigation Report.
42. Phase III delivered a Reference Design in August 2025 with the current Phase IV delivering a draft Initial Business Case (IBC) in April 2026. The IBC applies the Better Business Case framework to confirm the case for change, systematically assess economic options and identify an indicative preferred option for investment. It also sets out, at an appropriate level of detail, the financial, commercial and management implications of the preferred option. Completion of an IBC is a critical prerequisite to engaging with Crown agencies (e.g. NZTA) and private funding markets. and provides the evidence base required to support funding, financing and delivery decisions.
43. The draft IBC has been tabled for Greater Wellington elected member review and consideration and will be brought back to Council for consideration and endorsement on 25 June 2026.
44. Following IBC endorsement, officers will present funding and financing options for Council consideration and provisional endorsement on 25 June 2026 for inclusion in Long Term Plan (LTP) prioritisation decisions.
45. Funding and financing options will be workshopped with Council on 4 June 2026.
46. Regardless of any decision to undertake a TOD as the full solution, the current condition of the assets at Waterloo and the restricted amenity will require us to refurbish the Station. Continuing to maintain the structure is not recommended from an economic perspective. As such, we will be adding a refurbishment cost to our continuous programme for the next LTP.

Future Transport Services Procurement Programme

Tranche One Bus Services Contract Procurement

47. On 02 April 2026, Council delegated authority to the Chief Executive to publish the Request for Tender (RFT) to the open market for Tranche One (Unit 22 North – South

and Unit 23 Porirua – Tawa) between 01 – 15 May 2026 (Council Report RPE 26.93 Bus Services Contract Procurement Tranche One: Approval to Go to Market).

48. At the time of writing, the programme is on track to release the Tranche One RFT on 01 May 2026 for a period of just over 16 weeks, with Tenders due to close on 24 August 2026.
49. At this stage, the award of the contract is expected by 21 December 2026, with a target operations commencement date for both Units of 16 July 2028.
50. The key risk for Tranche One at this stage remains depot readiness, in particular the pending Council decision on whether to proceed with the development of the proposed Kenepuru and Landfill Road depots, both of which are subject to all relevant regulatory requirements and additional information including input from relevant affected parties.

Tranche Two Bus Services Contract Procurement

51. The Network and Service Review of the Tranche Two Units (Unit 24 Hutt Valley and Unit 25 Wairarapa) is underway, with a Council workshop planned for early June to discuss potential changes.
52. The outcome of the Network and Service Review will inform the Tranche Two Asset Strategy and development of the Shadow Price Bid for Unit 24 and Unit 25.
53. The timeline for the release of the Tranche Two RFT is similar to Tranche One, with Council approval to delegate authority to the Chief Executive to publish that RFT to the open market anticipated in March 2027, for an RFT release date of April 2027.
54. A timeline with key milestone and decision dates for Tranche Two will be provided to Council in the next Quarterly Update.

Future Rail Services Contract Procurement Programme

55. Pre-planning work has commenced on the development of the Future Rail Services Contract Procurement Programme, with the first phase (review of the current contract) due to commence in July 2026.
56. The Future Rail Services Contract Procurement Programme will consist of seven key phases over five years commencing in 2026 / 27:
 - a Phase One – Current Rail Contract Review
 - b Phase Two – Development of the Key Commercial Terms
 - c Phase Three – Future Rail Services Contract Drafting
 - d Phase Four – Development of the Rail Services Contract Procurement Strategy
 - e Phase Five – Development of the Rail Services Contract Procurement Plan and suite of RFT Documents
 - f Phase Six – Request for Tender and Contract Award
 - g Phase Seven – Transition into and out of the Future Rail Services Contract.

Strategic Public Transport Asset Control

57. On 27 June 2024, Council adopted the Strategic Public Transport Asset Control Strategy (Adoption of Strategic Public Transport Asset Control Strategy) (the Strategy – Report 24.315) that sets a high-level direction for public transport asset control.
58. The Strategy sets out an assessment of various options for enhancing strategic control of public transport assets and recommends a pathway for Council to gain greater control of bus assets (including depots, charging infrastructure and fleet).
59. Following its adoption, Greater Wellington has been working to implement the Strategy with a focus on the depots and fleet required for the Future Bus Services Contracts.
60. We currently are in the process of developing the programme management plan for implementation of the Asset Control Strategy. When completed this will be brought to Council for consideration.

Rail network

Rail network renewals

61. Rail network renewals continue to be delivered by KiwiRail and funded via the Wellington Network Agreement (WNA) and Crown funding.
62. WNA funded renewals are close to completing the planned programme of work in this financial year.
63. Crown funded renewals (Overdue renewals) continue but the programme has slowed with KiwiRail replanning future renewals.
64. The replanning exercise has slowed the progress of this work and has resulted in the delay of works that have been previously designated as high priority. We remain concerned with respect to KiwiRail's ability to spend the allocated funds in Wellington before 30 June 2027.

Rail Scenario 1 (RS1)

65. The objective of RS1 is to enable an increase in frequency and capacity of services, ultimately providing a 15-minute timetable across the busiest parts of the rail network; the current weekday timetable is approximately 20- minutes. This will encourage and allow for a spread of passenger demand.
66. The Crown has invested approximately \$640m to date on RS1 initiatives. RS1 completed projects are:
 - a Trentham and Upper Hutt double tracking
 - b Plimmerton area upgrades
 - c Wellington Railway Station approaches and Metro-wide asset renewals.
67. New substations or upgrades to Wellington traction substations are required before we can operate a RS1 timetable.
68. The RS1 timetable project continues with infrastructure work currently in delivery. The two key project for RS1 are:
 - a Substation renewals and addition substations (delivered by KiwiRail)

- b Wairarapa re-signalling project (delivered by KiwiRail).
69. RS1 timetable modelling is being refined to ensure compatibility with LNIRIM and Bus timetables.

Bus

WCC/GW jointly funded Busways (Rapid Transit Bus Corridors) projects:

Harbour Quays Project

- 70. The Harbour Quays project has been developed jointly by Greater Wellington as the Public Transport Authority and Wellington City Council (WCC) as the Roading Authority.
- 71. The proposal is to create a second public transport corridor, 'Harbour Quays', through the city between the railway station and the intersection of Cambridge Terrace and Courtenay Place via Whitmore Street, Customhouse Quay and Jervois Quay, Cable Street and Wakefield Street.
- 72. Funding has been allowed for in both Councils' Long-Term Plans at a project cost of \$10.0 million (capex) that is to be shared equally.
- 73. The project is shortly headed towards its consultation stage, with formal consultation commencing on 19 May and running through to 14 June.
- 74. Three Greater Wellington Councillors (Crs Connelly, Free and James) have been appointed to sit on the oral hearings at WCC due to take place from 30 June 2026.
- 75. The traffic resolution from WCC will be decided upon in September 2026.

Eastern Corridor Improvement project (formally known as Route 2, stage 2)

- 76. The Eastern Bus Corridor Improvement project is led jointly by WCC and Greater Wellington Regional Council and involves improvements to bus stops and intersections in this bus corridor to provide for current performance issues and to enable more buses and passenger capacity on the bus corridor including the ability to run articulated buses.
- 77. The geographical area for this Business Case is the Miramar terminus (end of Darlington Road) to central city.
- 78. The overall funding allocated for this project is \$6 million with the funding provided for in each Council's long-term plan. This project is funded 50:50 between both Councils.
- 79. The project is shortly headed towards its consultation stage, with formal consultation commencing on 19 May through until 14 June.

Golden Mile Shelters

- 80. The Golden Mile, a key component of Wellington's public transport system, serves as the main arterial route for bus services through the city centre, connecting significant destinations including Wellington Regional Hospital and Wellington International Airport. However, the infrastructure of the bus stops along this corridor has become increasingly inadequate in meeting the needs of passengers and the urban environment.

81. The necessity for enhancement was acknowledged in the now cancelled Let's Get Wellington Moving Golden Mile initiative. Following the cancellation of LGWM, The Golden Mile project was taken over by WCC.
82. WCC is undertaking a review of their Golden Mile project, the outcome of this review will identify the extent of bus stop infrastructure changes required within the project scope.
83. High level planning is being carried out to identify potential independent improvements to bus stop infrastructure on the Golden Mile if the Golden Mile project does not go ahead.

Accessibility Action Plan

84. Funding allocation endorsed by Council on 31 October 2024 will enable delivery of the following Accessibility Action Plan initiatives between 2024 and 2027:
 - a Accessibility training for operator staff (Metlink worked with a range of our customers with a lived experience of disability to review the training requirements with the aim of ensuring their needs have been considered; CCS Disability Action has been appointed to develop and deliver training modules to operators)
 - b Station accessibility improvements
 - c Improvements to bus replacing train service bus stops
 - d Increased in person support for disabled people
 - e Technology aids for accessibility
 - f Developing fully accessible hubs.
85. Below is an update on progress made in the delivery of the Accessibility Action Plan:
 - a Pilot operator training is in development; we are currently liaising with bus operators to confirm content and pilot availability. The Pilot is planned to take place in June/July. A full roll-out of the training is scheduled at the end of 2026.
 - b Locations and requirements for accessible hubs established. Implementation pending internal approvals.
 - c Metlink standards for railway station accessibility are in development.
 - d Disabled community engaged on numerous co-design engagements continues, including: Tūhono carriage design; Melling Station Design and new articulated bus designs.

Ngā tūāoma e whai ake nei

Next steps

86. Updates will be provided on a quarterly basis and feedback is welcome on this report to inform the next report.

Ngā kaiwaitohu

Signatory

Approver	Lisa Rossiter – Kaiwhakahaere Matua, Waka-ā-atea Group Manager Metlink (Acting)
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He whakarāpopoto i ngā huritaonga Summary of considerations

Fit with Council’s roles or with Committee’s terms of reference

The Committee has specific responsibilities to:

“2.6 Oversee Council’s involvement in major public transport programmes and projects, including Lower North Island Rail Integrated Mobility (LNIRIM), National Ticketing Solution (NTS), Transit oriented developments (TODs), Future Service Procurement, Strategic Public Transport Assets, Rail network renewals, Rail Scenario 1 (RS1), and the Accessibility Action Plan.”

Contribution to Annual Plan / Long Term Plan / Other key strategies and policies

This report updates the Committee on progress against major public transport programmes and projects which contribute to the delivery of Public Transport, a key activity in the Long Term Plan

Internal consultation

Development of this report included input from the Metlink Group.

Risks and impacts - legal / health and safety etc.

There are no known risks in considering this report.

For Information

PUBLIC TRANSPORT PERFORMANCE - MARCH 2026

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

Te horopaki Context

2. Monthly performance reports are published on the Metlink website to enable the public to easily access this information. Patronage graphs are updated weekly, punctuality and reliability graphs are updated fortnightly, and other metrics are updated and published to this page monthly.¹
3. The monthly performance report includes the following information:

- a Partner performance by mode:

Bus operators

- i Reliability* (the percentage of scheduled services that ran, as tracked by Real Time Information (RTI) and Snapper systems); included is a graph on cancelled services.
- ii Punctuality* (the departure from origin, leaving between one minute early and five minutes late); included is punctuality at destination and departure from intermediate timing points.
- iii Driver numbers* (the monthly total number of bus drivers against the target required to run the network).

Ferry operator

- i Reliability* (the percentage of scheduled services that ran).
- ii Punctuality* (departure from origin, leaving no earlier than 4 minutes 59 seconds before schedule and no later than 9 minutes and 59 seconds late).
- iii Ferry workforce; Skippers and Deckhands* (the reported numbers against target levels).

¹ [Performance of our network » Metlink](#)

Rail operator

- i Reliability (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); reported on overall and according to rail line.*
- ii Punctuality (the percentage of services arriving at key interchange stations and final destination within five minutes of the scheduled time).*
- iii Rail replacement services (BRT) (broken down by ‘Planned’ and ‘Unplanned’ and including information on operators awarded Planned BRT, and reasons for and vehicles used for Unplanned BRT).*
- iv Rail frontline staff numbers (reported staff numbers against the staff required).*

Rail network owner (KiwiRail)

- i Network availability: The available rail network for Metlink passenger train services. Unplanned and Planned are recorded, by infrastructure discipline and line.*
 - ii Maintenance compliance: The compliance to rail standards and assurance.*
 - iii Maintenance backlog: The amount of rail maintenance work order not resolved in the agreed time frame.*
 - iv Reliability of rail network (i.e. tracks, signals etc): Metlink services achieve completed planned trips.*
 - v Punctuality of rail network (i.e. tracks, signals etc): Metlink services achieve completed planned trips within 5 minutes of agreed timetable.*
- b Operational performance:
- i Patronage: boardings by mode (including Te Hunga Whaikaha Total Mobility trips).*
 - ii Cycles carried on rail (as reported).*
 - iii Bus emissions.*
 - iv Bus vehicles by engine types.*
 - v Customer contact, including reporting on complaints received.*
 - vi Transport Officer activity.*
 - vii Health, Safety and Wellbeing – reported passenger injury events, and information of reported aggressive and abusive behaviour events (to/from and between passengers and drivers).*
- c Financial performance:
- i Fare revenue.*

4. The monthly performance report for March 2026 is attached as **Attachment 1** to this report.

5. A review of the information contained in the monthly performance reports will be undertaken with interested Councillors in June/July 2026. Until that time, we are not proposing to amend the information in the monthly performance report.
6. Metlink’s ultimate intention is to have open-source data, which will enable Councillors (and the public) to access information that they are interested in.
7. While open-source data is not yet available, Metlink does currently have a significant amount of network performance information on its website at: <https://www.metlink.org.nz/about-us/performance-of-our-network>. This page provides some key metrics that we use to monitor the performance of our Metlink network; including patronage, reliability and punctuality for bus and rail, monthly performance reports from 2019, downloadable bus performance data by route from 2018, which can be filtered and high-level network patronage data back to 1999.

Te tātaritanga Analysis

Bus performance – March

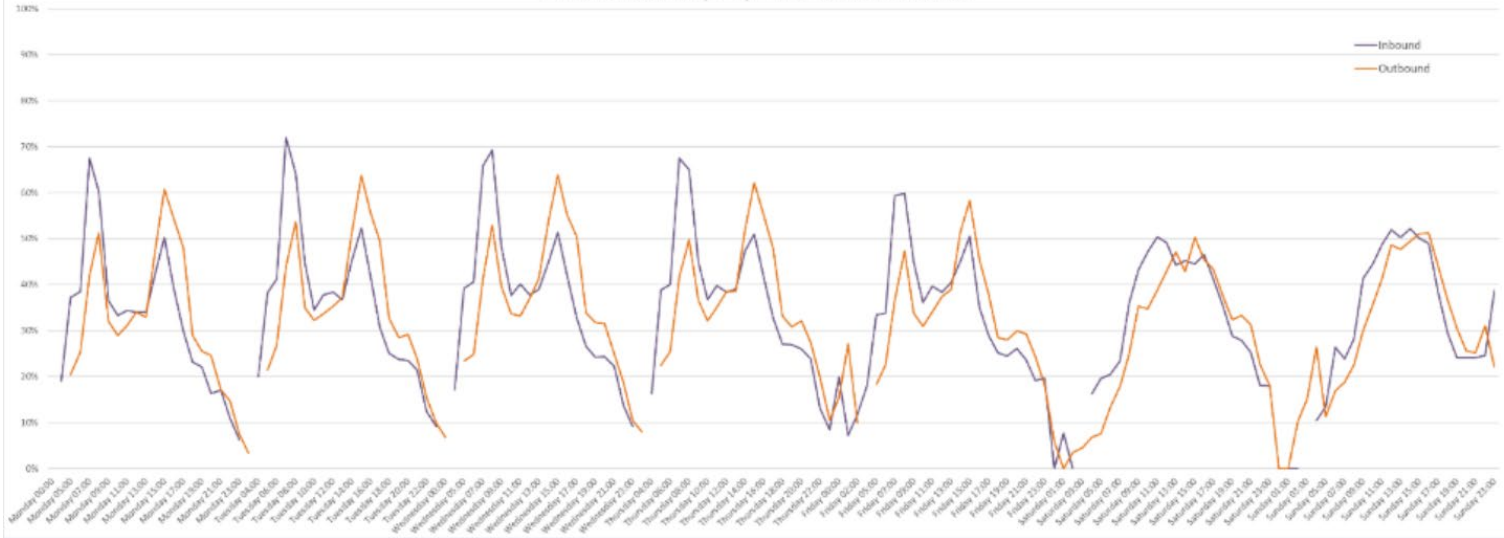
Patronage

8. Bus passenger boardings for March 2026 were 2.66 million, this compares to boardings of 2.59 million in March 2025. Patronage for the year-to-date is at 98.7% of 2025 levels.

Capacity

9. Capacity on bus services is being monitored. The graph below illustrates the percentage of seats filled per hour across inbound and outbound services for the full network, averaged for the three weeks over 2 to 22 March 2026:
 - a For each trip, this is a measure of the patronage at the busiest stop of a bus journey compared with the seated capacity for that vehicle.
 - b Monday to Thursday, the sharp morning peak occurs consistently at 7-9am, and at the busiest stop roughly 7 out of every 10 seats are filled for inbound services. On a Friday, it peaks at the same time, with around 6 out of every 10 seats filled.
 - c The afternoon peak occurs similarly consistently and even more sharply, at 3-4pm, with around 6 to 6.5 seats per 10 occupied, slightly higher for outbound than inbound services.
 - d The weekend does not see an interpeak drop-off, or much difference between inbound and outbound, reaching around 5 of 10 seats filled across the middle of both days.

Metlink Max Seats Filled per Trip - Full Network 2nd to 22nd March



Reliability

10. The reliability metric is a measure of services deemed to have run. The daily reliability target for our bus services is 98%.
11. Reliability for March 2026 was 99.6%.
12. Reliability performance continues to sit above target. March is a traditionally busy period for the public transport network. Overall bus reliability has remained consistent, and cancellations linked to unexpected staff absences and vehicle availability have decreased. Operators are meeting the expected reliability standards.
13. A number of routes demonstrated strong reliability performance during the period, with several recording no cancelled services.
14. Following a request from the Committee, the March Performance Report (Attachment 1) includes data on the five lowest performing routes for the month of January, excluding designated school services. The lowest performing routes were: N6 (After Midnight Wellington to Plimmerton), 509 (Otaki to Raumati Beach) 32x (Houghton Bay to Wellington express), 26 (Khandallah to Brandon St.), and HX (Wellington Station to Wellington Hospital express).
15. The N6 and 509 Routes were the lowest performing routes in March. The Route 509 operates a small number of trips (2.27%), so each individual trip failure constitutes a larger impact on route level performance. Peak-only services such as the 32x and HX also present operational challenges, as they commonly appear as standalone trips or at the beginning of driver shift cards, making them more susceptible to cancellation when operators are managing constrained resourcing. Officers are working closely with operators to reinforce maintaining these peak-only services and to promote decision-making that strengthens reliability at a route level, rather than solely at a unit level.
16. Metlink continues to monitor bus driver recruitment levels and recruitment plans. Operators report staffing levels to Metlink monthly, this information includes levels of attrition, and drivers in training, which allows officers to forecast regional trends.

- An update will be provided at the Committee meeting on latest information from operators relating to international drivers employed via the Accredited Employer Work Visas.

Punctuality

- The punctuality metric is a measure of services departing from origin, leaving between one minute early and five minutes late. The punctuality target for our bus services is 95%.
- Bus service punctuality was 93.9% in March 2026.
- Punctuality remained stable across most of the month. There were some significant planned events that impacted punctuality, including the Newtown Festival and Cuba Dupa. As with last month, a decline in punctuality was observed in the Hutt Valley, largely attributable to traffic delays associated with the Te Wai Takamori o Te Awa Kairangi (RiverLink) project. Activities are underway to mitigate disruptions to bus services as these works continue.
- Early running at intermediate timing points decreased compared with last month as traffic volumes return to normal levels, with actual journey times closer to what was timetabled. Officers are continuing to review route-specific patterns with operators to support improved timetable adherence.

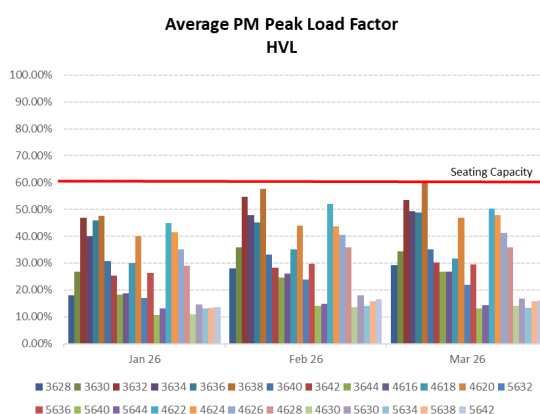
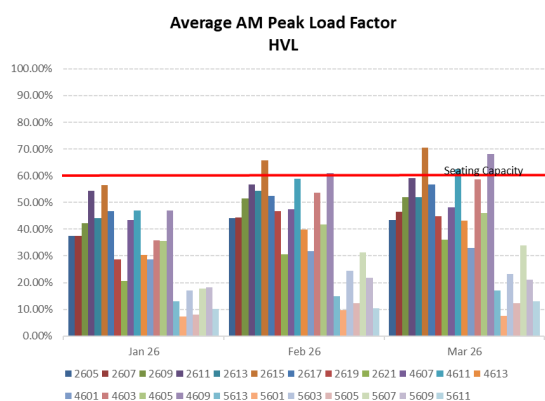
Rail operator performance – March

Patronage

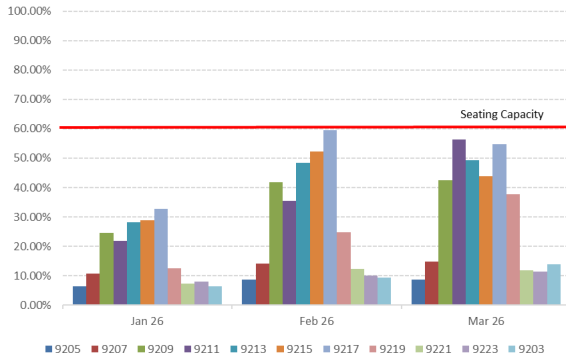
- Rail passenger boardings for March 2026 were 1.03 million, this compares to boardings of 0.98 million in March 2025.

Capacity

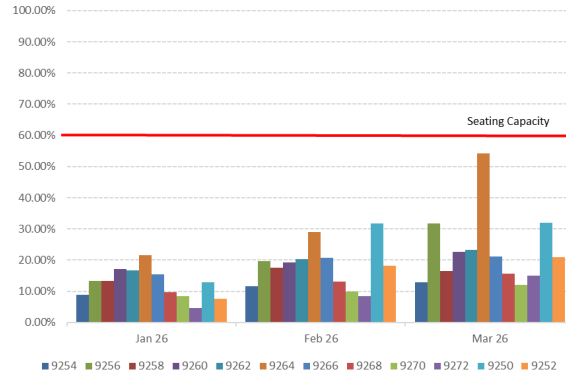
- Capacity on rail services is being monitored. The graphs below set out average load factors for each of the rail Lines:



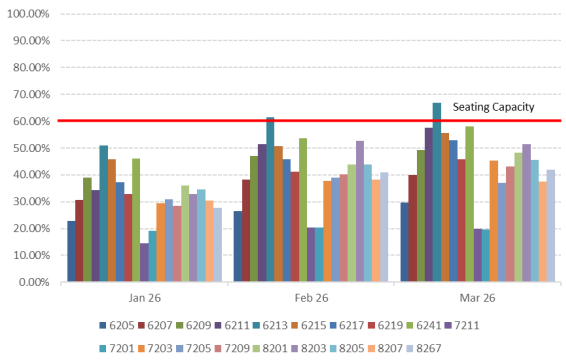
**Average AM Peak Load Factor
JVL**



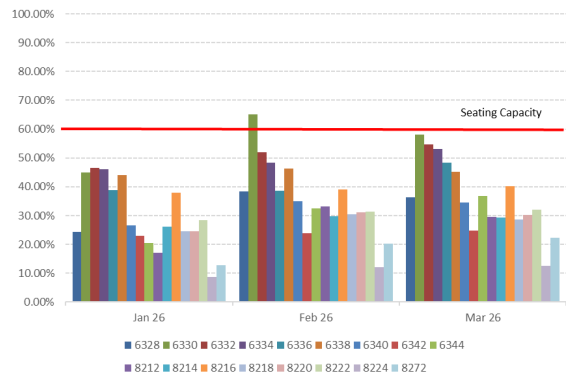
**Average PM Peak Load Factor
JVL**



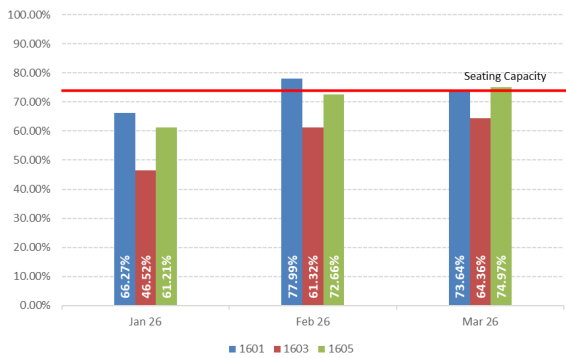
**Average AM Peak Load Factor
KPL**



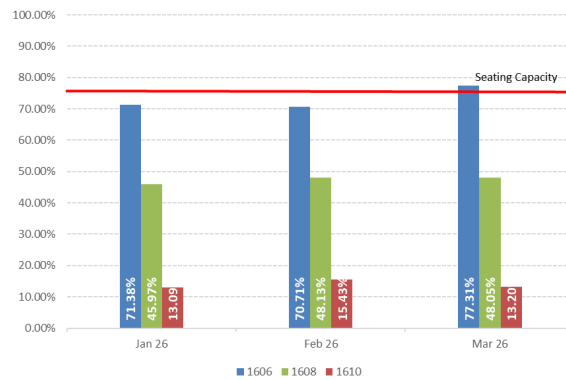
**Average PM Peak Load Factor
KPL**



**Average AM Peak Load Factor
WRL**



**Average PM Peak Load Factor
WRL**



Reliability

- 24. 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.
- 25. The rail reliability target is 99.5%.
- 26. Rail service reliability was 93% in March 2026.

27. Fleet availability due to the Trovon impacts affected 5.9% of services. Services were also affected by a higher than usual number of network issues, including ongoing signals issues and five points faults over the month.
28. 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 March 2026.

Service impacts related to Trovon ceasing trading

29. On 30 March 2026, Metlink accepted the recovery business plan submitted by Hyundai Rotem Wellington. The recovery business plan outlines the total number of Matangi units to be impacted and the plan to complete outstanding maintenance. Eleven Matangi trains were removed from service due maintenance deferral.
30. The first Matangi unit that was removed from service, due to maintenance deferral, was returned to service in the week commencing 30 March 2026.
31. As at 20 April 2026, three units have now been returned to service. The remaining eight units removed from service are expected to re-enter service periodically through to August 2026; we will be actively monitoring this progress and a verbal update will be provided at to the Committee on 30 April 2026.
32. To date, there have only been minor impacts to scheduled services (mostly in consist size reduction). Fleet availability due to the Trovon impacts affected 5.9% of services in March.
33. Minor service impacts are likely to occur until all Matangi units that were removed are returned to service. At this stage, there is no mitigation planning required for the minor service reductions

Punctuality

34. The rail punctuality measure records the percentage of services arriving at key interchange stations and final destination within five minutes of the scheduled time.
35. The rail punctuality target is 95%.
36. Punctuality for March 2026 was 79.7%.
37. There was a rise in speed restrictions during March, as KiwiRail were working towards the Easter shutdown, this impacted performance across the Kāpiti and Hutt Lines. Punctuality was also affected by the five points faults set out above.

Rail replacement services

38. In March 2026, 6.4% (641) of rail services were replaced by buses (planned and unplanned):
 - a 6.3% (626) of the rail services that were replaced by buses were planned.
 - b 0.1% (15) of the rail services that were replaced by buses were unplanned.

39. Of the 6.3% of *planned* rail services that were replaced by buses: 78.9% of the services were awarded to Metlink bus operators (Tranzurban, Kinetic and Mana); 19.5% were awarded to NCS; 1.6% of services were awarded to Transit Coachlines; who used a mixture of coaches and low-floor fleet (coaches did not meet Metlink’s preferred fleet requirements, however, the low floor fleet did).
40. Of the 0.1% (15) of *unplanned* rail services that were replaced by buses: 68.2% of the vehicles used were provided by Metlink bus operators (Tranzurban, Kinetic and Mana); 13.6% were provided by NCS. The remainder of vehicles used did not meet Metlink’s preferred fleet requirements.

Upcoming Blocks of Line

41. Information on upcoming planned Blocks of Line for May 2026 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.²

Easter Block of Line performance

42. All rail lines were bus replaced (except for the Melling Line which does run on public holidays or weekends) from Friday 3 April (Good Friday) to Monday 6 April (Easter Monday). Normal rail services resumed on Tuesday 7 April.

Line	Work undertaken
Hutt Valley Line	Naenae, Pomare and Trentham substation work in preparation for improved frequency (RS1)
Wairarapa Line	Enabling works for signalling and track improvements
Kāpiti Line	Track, tunnel, points replacement, traction and substation work, vegetation clearing, and level crossing maintenance
Johnsonville Line	Track renewal

43. Over the Easter Block of line:
 - a bus replacement services met capacity requirements.
 - b Metlink received 12 complaints and 2 compliments. Complaints received related to a need for timetable improvements, and operational improvements such as drivers adhering to the timetables.
 - c Tracking of bus replacement services was compromised largely due to data errors.

² <https://www.metlink.org.nz/news-and-updates/buses-replacing-trains/>

Rail network owner performance – March

Key performance indicator targets

44. 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:
 - a 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.
 - b Metro Rail Services Operator (Transdev) initiated delays.
 - c Events caused by third parties other than KiwiRail, which cause delays on the rail network.
 - d 'Force Majeure' events such as weather induced issues that can cause delays; this includes all delays associated with slope instability and weather warning events.
45. It is noted that the results below do not mirror the customer experience of the punctuality and reliability of the rail network.
46. In March, customers experienced rail network disruption to their travel caused mainly by point failures and communication outages.

Results

47. The reliability of rail network target is 99.30% (i.e. trains able to leave/ arrive at planned stations)
48. Reliability on the rail network slightly increased in March to 99.46% this compares to 99.39 in February. Note that this result does not include the planned rail alternative transport such as Bus Replacements.
49. The punctuality of rail network target is 96.6%.
50. Punctuality on the rail network declined in March. TSRs and points failure were the main causes of delay. Passengers travelling in peak period experienced punctuality on their service for March at 88.15%.
51. Punctuality of the rail network for March was 95.23%; however, including all exempt activities (e.g. projects), punctuality was 92.84%
52. There were no unplanned Line closures in March due to network failures.

Planned renewal programme

53. Planned renewal programme continued in March (BAU renewals and Overdue Renewals). KiwiRail are focused on replanning some aspects to the future renewals programme to seek higher levels of efficiency and delivery than previous renewal levels.
54. The replanning exercise has slowed the progress of this work and has resulted in the delay of works that have been previously designated as high priority. We remain

concerned with respect to KiwiRail's ability to spend the allocated funds in Wellington before 30 June 2027.

Ferry performance – March

Patronage

55. Ferry passenger boardings for March 2026 were 15,443, this compares to boardings of 14,852 in March 2025.

Capacity

56. Capacity on ferry services is being monitored. We have not received any indication from the ferry operator relating to issues with capacity.

Reliability

57. Ferry reliability is a measure of the number of scheduled services that ran. The ferry reliability target is 95%.
58. Ferry service reliability was 95% in March 2026.
59. There were 42 cancellations this month; 36 were attributed to adverse weather conditions, and 6 were attributed to staff absenteeism.

Punctuality

60. 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. The Ferry punctuality target is 95%.
61. Punctuality for March 2026 was 99.8%.

Fare revenue

62. In March 2026, there was a budget surplus of \$1,209,368 for the month across bus and rail services. The year-to-date budget shortfall for bus and rail fare revenue is \$5,471,645.
63. The year-to-date fare revenue budget variance is impacted by seasonality, it is expected that the variance should partially recover as the year progresses. Note, rail patronage continues to be lower than expected, which impacts revenue.
64. The ferry fare revenue in March was \$138,226. Year-to-date ferry fare revenue is \$1,074,207. Note, that due to the contracting arrangement that we had with East by West at the time the 25/26 budget was developed, ferry revenue was not included in the budget; due to a contract change, ferry revenue will be included in the 26/27 budget.
65. Transport Officers continue supporting onboard revenue protection primarily onboard rail services with 2,018 payment validations undertaken. Across the network Transport Officers sought customer details in 49 instances in relation to non-payment of the correct fare.

Additional fuel costs

66. As a result of the rising fuel costs resulting from the conflict in the Middle East, it is estimated that operators' direct fuel costs have increased by approximately an additional \$1.2million per month.
67. The increased fuel costs will result in an increase in the Services Fee we pay to all operators. This increase will be more than the direct fuel cost due to wider impacts of indexation.
68. The additional cost is unbudgeted for.
69. We are currently discussing the implications of these fuel cost increases with NZ Transport Agency Waka Kotahi.

Health, Safety and Wellbeing

Passenger Injury Events

70. The 12-month rolling average of passenger injury events remains stable.
71. In March 2026, there was one reported injury to a passenger who attempted to board an off-peak train as the doors were closing suffering a gash to their leg. First aid was provided by Transdev staff and an ambulance was initially called. This was stood down as the passenger, assisted by their partner, caught a taxi to get a medical assessment.
72. The rolling 12-month average passenger "Treatment Injuries" has a sustained trend down so far for 2026.

Aggressive/Abusive Behaviour

73. The 12-month rolling average of aggressive and abusive behaviour events remains stable.
74. In March 2026, the following instances of notable Aggressive/Abusive Behaviours were reported by operators:
 - a There were three reports of physical assaults on operator staff - all in the rail environment.
 - b Police were called to five situations in March, with the majority of these involving Police being called to assist with the removal of verbally abusive passengers or inebriated passengers still on the bus at the end of routes.
 - c In March 2026 verbal aggression and abuse made up most of the total incidents reported by operators. "Physical Assault," "Verbal Aggression" and "All Aggressive, Abusive and Anti-social Behaviour" rolling 12-month averages remain relatively constant.

**Ngā āpitihanga
Attachments**

Number	Title
1	Metlink performance report – March 2026
2	Upcoming Planned Rail Replacements – April-May 2026

**Ngā kaiwaitohu
Signatories**

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

**He whakarāpopoto i ngā huritaonga
Summary of considerations**

Fit with Council's roles or with Committee's terms of reference

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.

Contribution to Annual Plan / Long Term Plan / Other key strategies and policies

Certain performance measures in the 2024-34 Long-Term Plan relate to matters reported on in the operational performance report.

Internal consultation

No other functions were consulted in preparing this report.

Risks and impacts - legal / health and safety etc.

There are no risks arising from this report.

Metlink performance report

MARCH 2026



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Partner performance

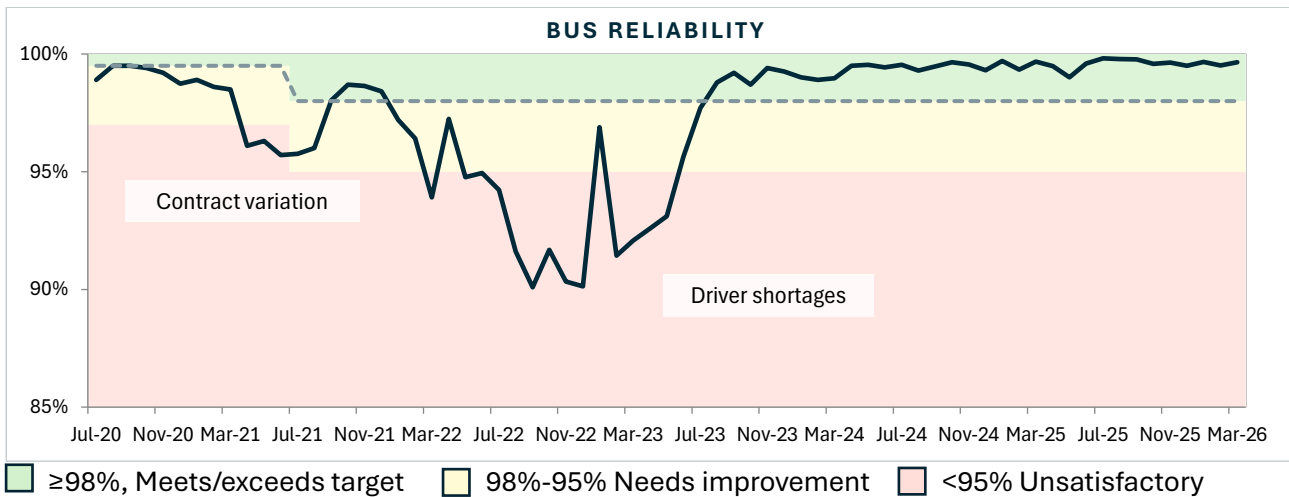


Bus operators

Reliability

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

In March, 99.6% of bus services were delivered. Reliability this month continues to reflect stable driver numbers and retention rates.

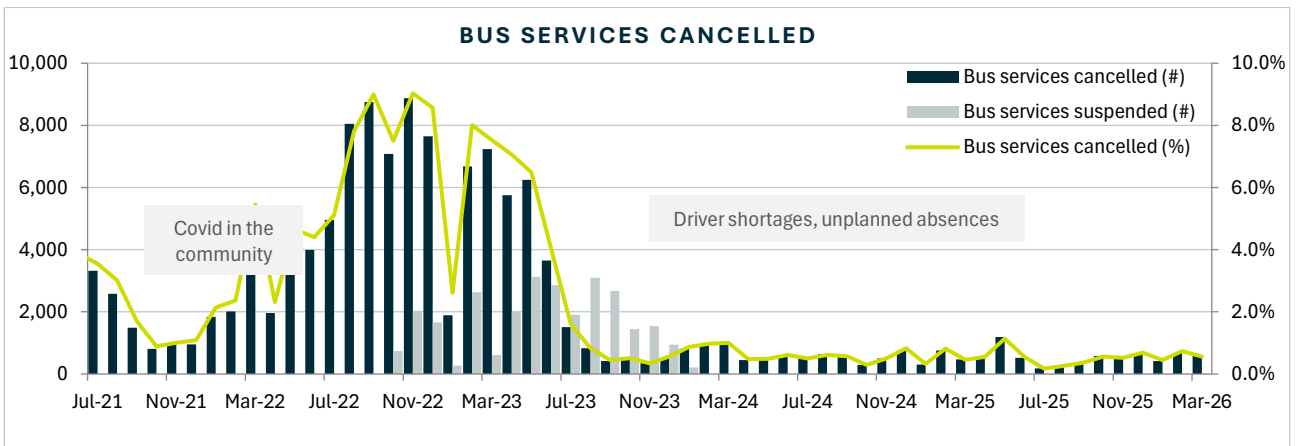


Reliability - current month

	Mar-26	Mar-25	Change
Wellington City			
Newlands & Tawa	99.8%	99.8%	0.1%
East, West & City	99.9%	99.9%	0.0%
North, South, Khandallah & Brooklyn	99.1%	99.1%	0.0%
Hutt Valley	99.8%	99.9%	-0.1%
Porirua	99.3%	99.5%	-0.1%
Kapiti	99.8%	100.0%	-0.2%
Wairarapa	100.0%	99.8%	0.2%
Total	99.6%	99.7%	0.0%

Reliability - year to date (Jul - Mar)

	2025/26	2024/25	Change
Wellington City			
Newlands & Tawa	99.7%	99.6%	0.1%
East, West & City	99.9%	99.8%	0.1%
North, South, Khandallah & Brooklyn	99.2%	99.0%	0.2%
Hutt Valley	99.8%	99.8%	0.0%
Porirua	99.3%	99.1%	0.2%
Kapiti	99.9%	99.7%	0.2%
Wairarapa	99.2%	99.3%	-0.1%
Total	99.7%	99.5%	0.2%



Reliability – Lowest performing 5 routes this month excluding designated school services

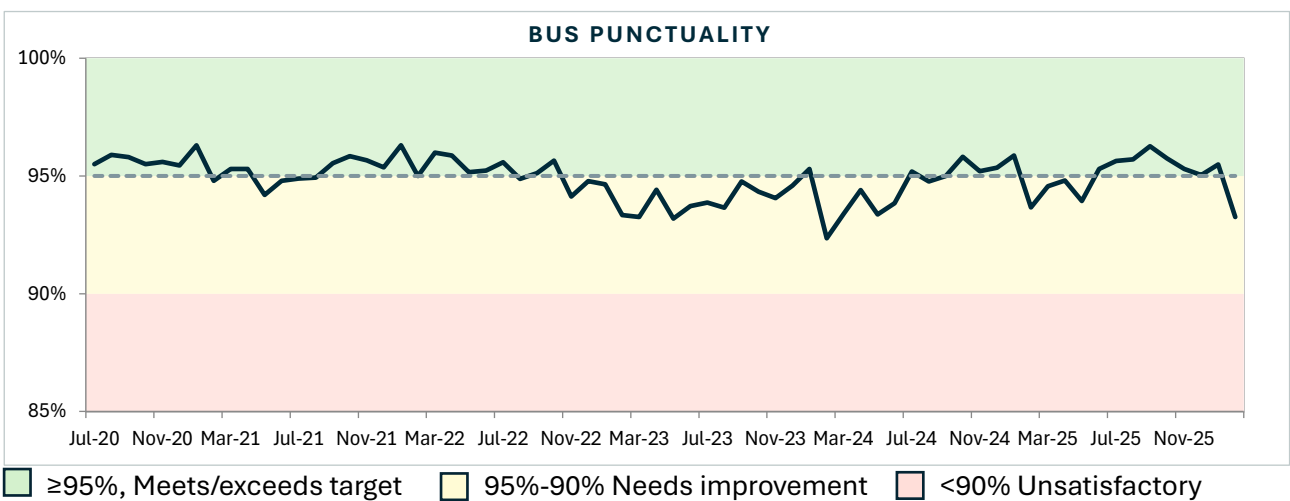
Route Number	Route Destination	Reliability	Scheduled Trips
N6	After Midnight (Wellington - Porirua - Whitby - Plimmerton)	80.56%	36
509	Otaki - Raumati Beach	90.91%	44
32x	Houghton Bay - Island Bay - Berhampore - Wellington (Express)	97.31%	484
26	Khandallah - Ngaio - Brandon Street	98.18%	550
HX	Wellington Hospital - Wellington Station (Direct via Quays)	98.48%	198

Punctuality

We measure bus punctuality by recording the bus departure from origin, leaving between one minute early and five minutes late.

Bus punctuality was 93.9% in March, and the overall percentage of trips that left early was 0.91%.

Significant events that occurred over the period that impacted punctuality included Newtown Festival and Cuba Dupa. A decline in punctuality was observed in the Hutt Valley, largely attributable to traffic delays associated with the Te Wai Takamori o Te Awa Kairangi project. This will continue to be monitored as works progress, and activities are underway to mitigate disruptions to bus services.



Punctuality - current month

	Mar-26	Mar-25	Change
Wellington City			
Newlands & Tawa	96.2%	95.1%	1.0%
East, West & City	95.7%	95.5%	0.2%
North, South, Khandallah & Brooklyn	92.0%	92.4%	-0.4%
Hutt Valley	90.4%	93.7%	-3.3%
Porirua	96.2%	96.3%	-0.1%
Kapiti	97.0%	97.0%	0.0%
Wairarapa	94.9%	93.1%	1.8%
Total	93.9%	94.6%	-0.7%

Punctuality - year to date (Jul - Mar)

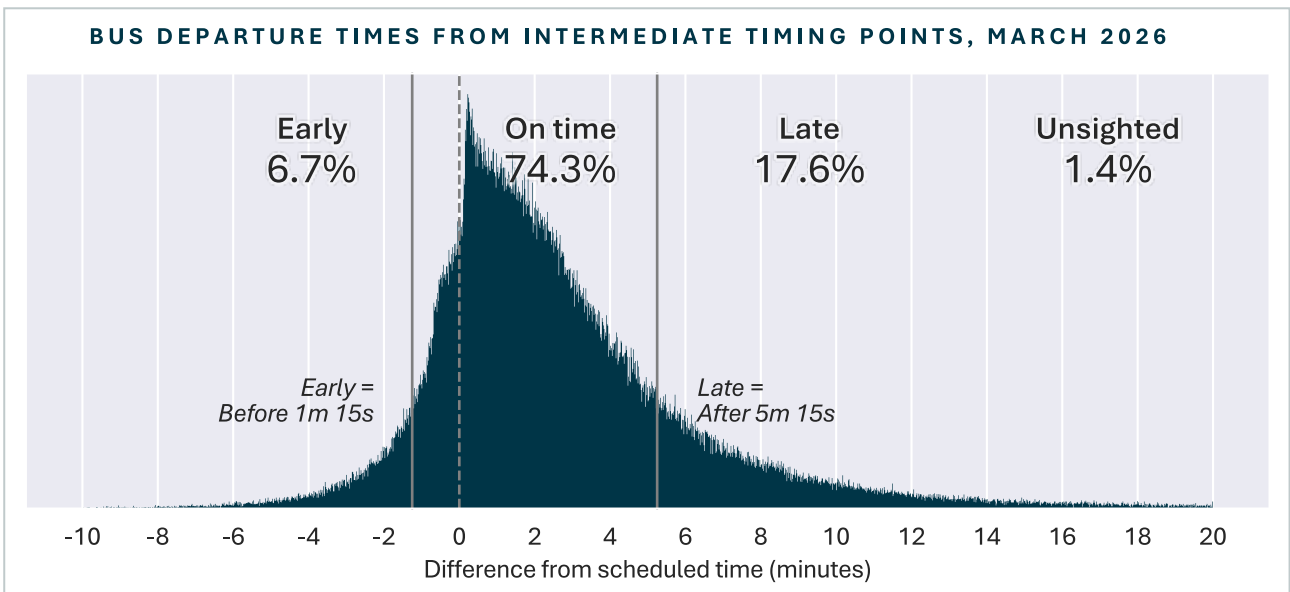
	2025/26	2024/25	Change
Wellington City			
Newlands & Tawa	96.7%	95.8%	0.9%
East, West & City	96.3%	96.0%	0.3%
North, South, Khandallah & Brooklyn	92.9%	93.0%	-0.1%
Hutt Valley	93.9%	94.3%	-0.4%
Porirua	96.5%	96.8%	-0.3%
Kapiti	97.4%	96.6%	0.8%
Wairarapa	94.1%	93.3%	0.8%
Total	95.2%	95.1%	0.1%

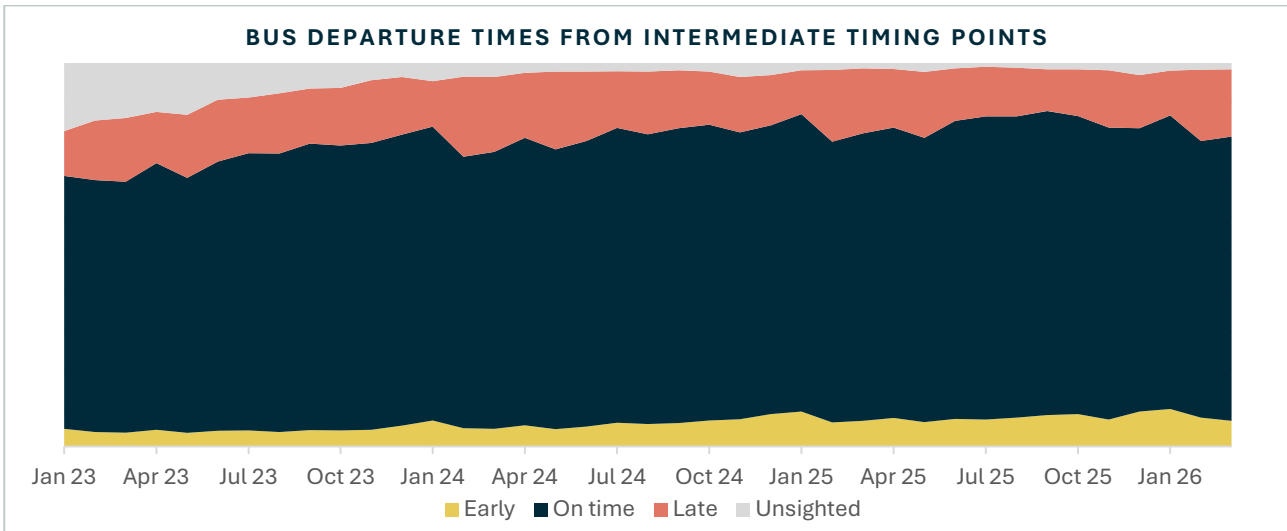
Punctuality – Lowest performing 5 routes this month excluding designated school services

Route Number	Route Destination	Punctuality	Trips Run
509	Otaki - Raumati Beach	80.00%	35
121	Stokes Valley Heights - Naenae - Lower Hutt - Seaview	82.17%	785
120	Stokes Valley - Taita - Epuni - Lower Hutt	85.12%	2829
130	Naenae - Waterloo - Lower Hutt - Petone	86.78%	2745
154	Petone - Korokoro - Petone	87.34%	387

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 real time information system for stops where the vehicle was sighted by RTI at that stop, or the on bus announcement system where the vehicle was unsighted by RTI. The timing thresholds for early, on time, and late are the same as for the punctuality measure.



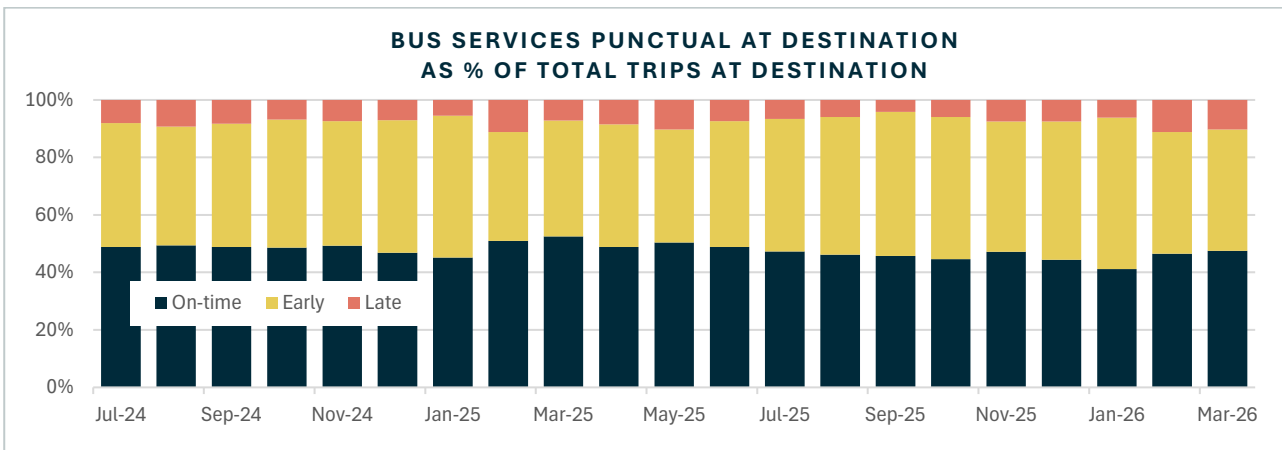


Punctuality at destination

Bus punctuality at destination is not a contractual measure and is included here at the request of our auditors. We have used the same criteria as for punctuality at origin as a proxy, recording the bus arrival at destination between one minute early and five minutes late.

We have little influence over punctuality once a bus has departed from the origin stop, with factors such as traffic, passenger volumes and behaviour, weather events, accidents and roadworks all affecting the punctuality of services.

In March, 47.5% of bus services recorded at destination arrived on time, with a further 42.2% arriving more than one minute early, while 10.3% of services arrived more than five minutes late.



Punctuality at destination - current month

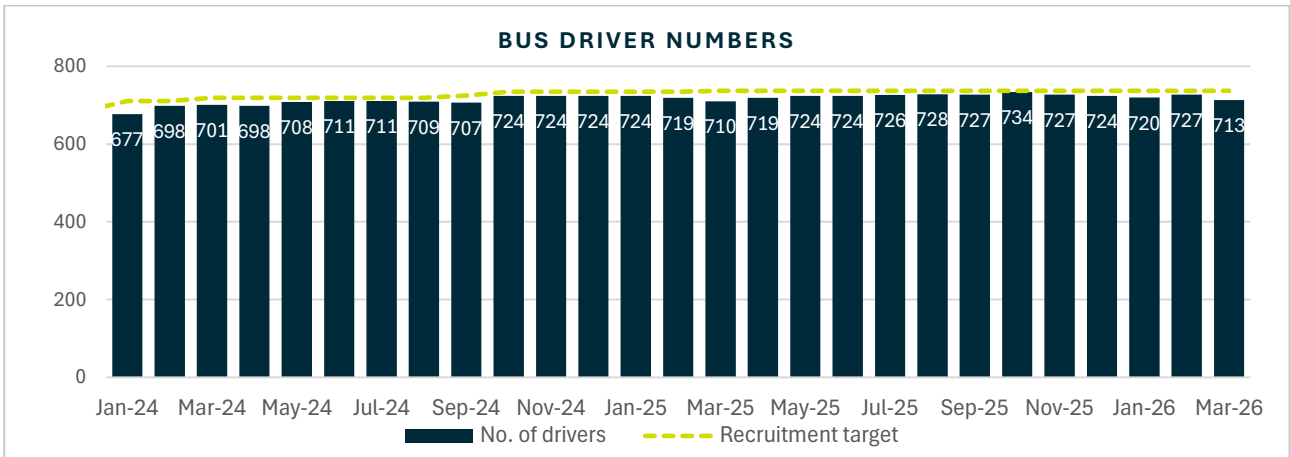
	Mar-26	Mar-25	Change
On-time	47.5%	52.5%	-5.1%
Early	42.2%	40.3%	1.9%
Late	10.3%	7.2%	3.1%

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

	2025/26	2024/25	Change
On-time	45.7%	48.8%	-3.2%
Early	47.1%	42.1%	5.1%
Late	7.2%	9.1%	-1.9%

Bus Driver Numbers

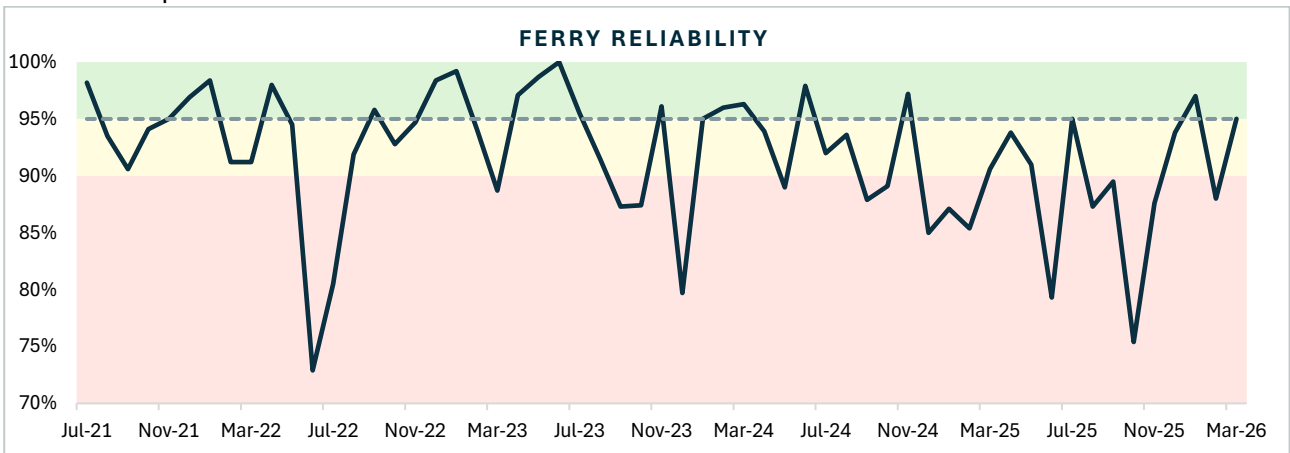
The graph below shows monthly total numbers of bus drivers against the current target of 737 drivers required to run the network. There are currently 713 drivers, and an additional 7 in training.



Ferry operator

Reliability

Ferry reliability is a measure of the number of scheduled services that ran. Reliability for March was 95.0%, compared to 90.6% for the same month last year. There were 36 cancelled trips this month due to weather and 6 due to staff sickness/issues.



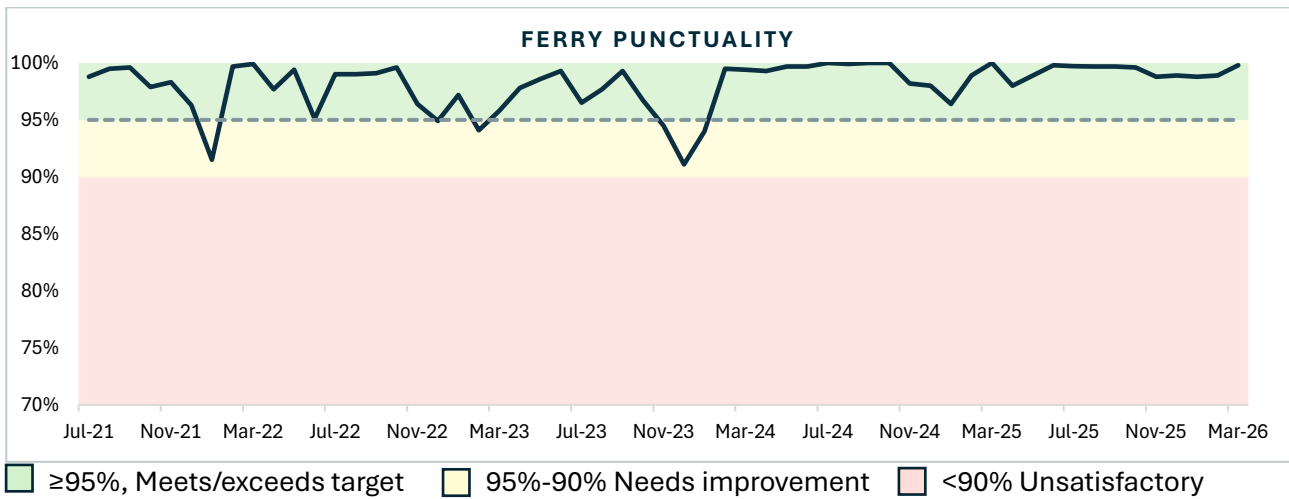
■ ≥95%, Meets/exceeds target
 ■ 95%-90% Needs improvement
 ■ <90% Unsatisfactory

Reliability - current month

	Mar-26	Mar-25	% Change
Total	95.0%	90.6%	4.4%

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 March was 99.8%, compared to 100% for the same month last year.



Punctuality - current month

	Mar-26	Mar-25	% Change
Total	99.8%	100.0%	-0.2%

Ferry Staffing

As of March, ferry staffing (skippers + deckhands) is 13 out of a target 13.



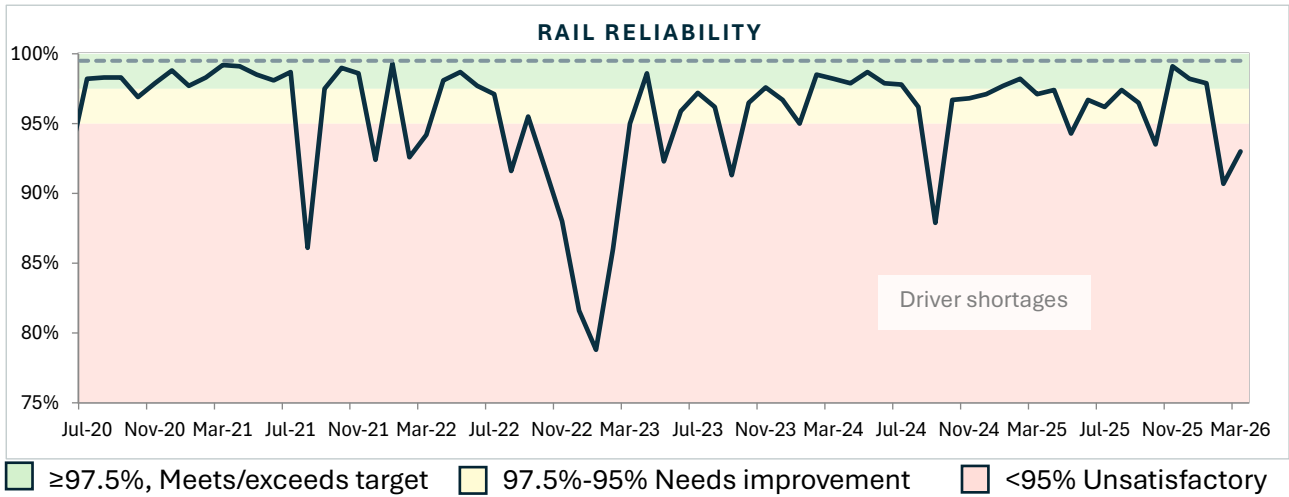
Rail operator

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 93.0% in March and 97.1% for the same month last year.

Mechanical issues increased across the fleet as units were taken out of services due to a sub-contractor going into administration – every service that it delivered with reduced capacity impacts the reliability KPI. This accounted for 5.9% of the reliability result. Staff sickness affected 0.2% of services. Other impacts to reliability were due to a higher than usual number of signals faults across the network.



Reliability - current month

	Mar-26	Mar-25	Change
Hutt Valley	95.4%	97.9%	-2.5%
Johnsonville	86.1%	97.7%	-11.6%
Kapiti	94.9%	97.1%	-2.2%
Wairarapa	98.5%	79.1%	19.4%
Total	93.0%	97.1%	-4.1%

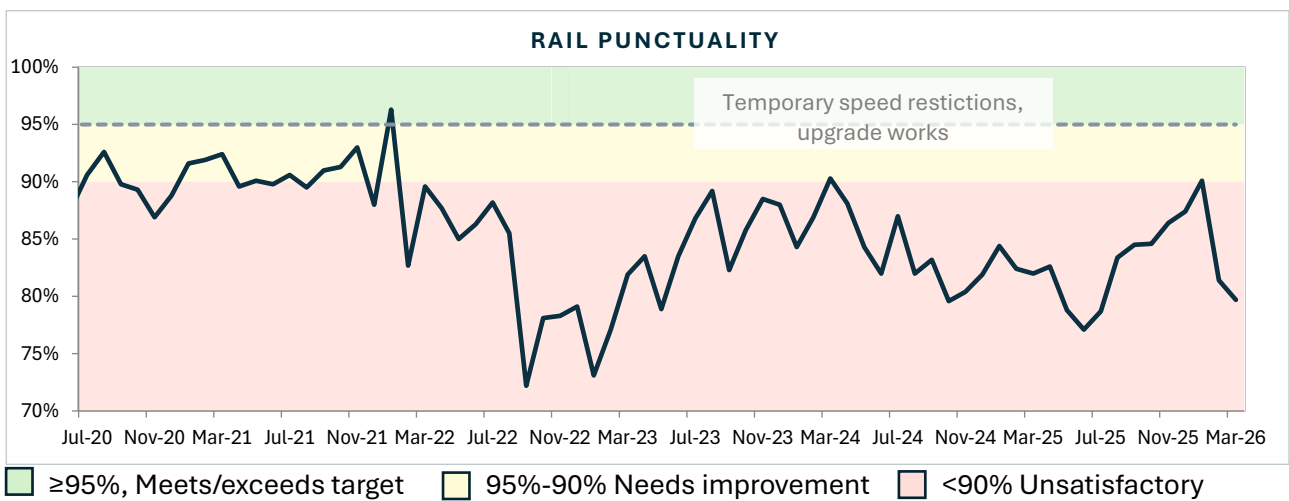
Reliability - year to date (Jul - Mar)

	2025/26	2024/25	Change
Hutt Valley	96.2%	96.6%	-0.4%
Johnsonville	94.9%	97.4%	-2.5%
Kapiti	96.3%	95.2%	1.1%
Wairarapa	92.7%	86.9%	5.8%
Total	95.8%	96.1%	-0.3%

Punctuality

Rail punctuality was 79.7% in March and 82.0% for the same month last year.

Speed Restrictions were the highest cause of delay across the month, with speed restrictions rising again on the HVL and KPL. There were also a number of signals faults, mostly impacting the HVL and Wellington station – this had a significant impact on punctuality as trains take longer to get through the affected areas.



Punctuality - current month

	Mar-26	Mar-25	Change
Hutt Valley	73.5%	79.2%	-5.7%
Johnsonville	94.7%	92.3%	2.4%
Kapiti	79.1%	80.4%	-1.3%
Wairarapa	35.5%	38.4%	-2.9%
Total	79.7%	82.0%	-2.3%

Punctuality - year to date (Jul - Mar)

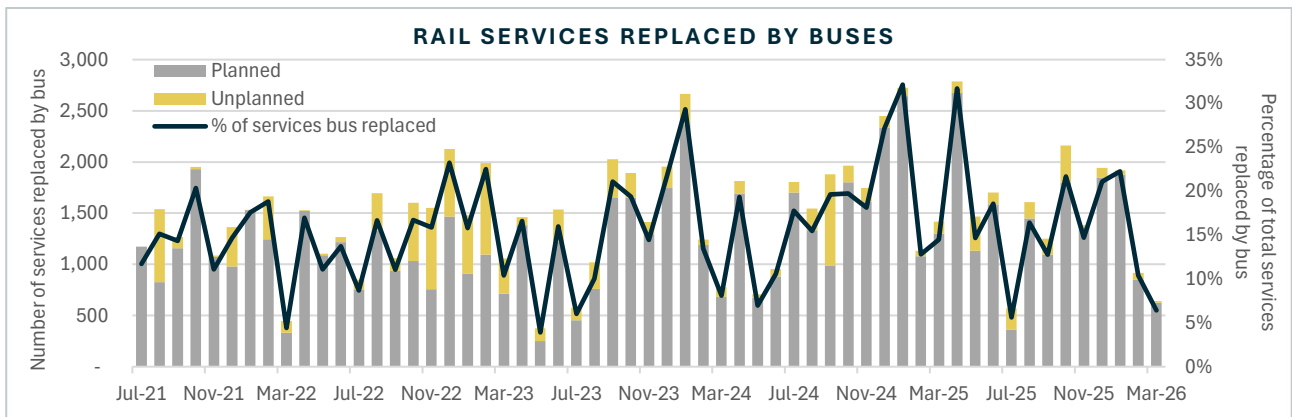
	2025/26	2024/25	Change
Hutt Valley	79.9%	77.5%	2.4%
Johnsonville	93.2%	88.1%	5.1%
Kapiti	84.4%	58.4%	26.0%
Wairarapa	43.1%	40.7%	2.4%
Total	83.8%	71.7%	12.1%

Rail Replacement Services

In March 2026, 6.4% (641) of rail services were replaced by buses. 6.3% (626) of the rail services that were replaced by buses were planned, and 0.1% (15) were unplanned.

Of the 6.3% of planned rail services that were replaced by buses: 78.9% of the services were awarded to Metlink bus operators (Tranzurban, Kinetic and Mana); 19.5% were awarded to NCS; 1.6% 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).

Of the 0.1% (15) of unplanned rail services that were replaced by buses: 68.2% of the vehicles used were provided by Metlink bus operators (Tranzurban, Kinetic and Mana); 13.6% were provided by NCS. The remainder of vehicles used did not meet Metlink’s preferred fleet requirements.



The table below sets out the reasons for unplanned rail replacement services:

Reason/s	Number of services
Non Metlink train mechanical fault	6
Operational issue	3
Points fault	3
KiwiRail worksite delays	2
Signals fault	1

Data on vehicles used for unplanned services, including electronic ticketing and bike racks is included in the table below. Note that there is also provision for passengers to tag on and tag off at Wairarapa railway station.

Note that the number of vehicles used for unplanned rail replacement services does not align with the number of unplanned services. For example, one vehicle may be used more than once for a series of trips.

Operator	No. Buses	No. Shuttles
Capital Shuttles	-	Vehicles: 1 Electronic Ticketing: - Bike racks: -
Kinetic	Vehicles: 10 Electronic Ticketing: 9 Bike racks: 10	-
NCS Taita	Vehicles: 3 Electronic Ticketing: 3 Bike racks: 3	-
Rambler	Vehicles: 3 Electronic Ticketing: - Bike racks: -	-
Tranzurban	Vehicles: 5 Electronic Ticketing: 4 Bike racks: 4	-
Total	Vehicles: 21 Electronic Ticketing: 16 Bike racks: 17	Vehicles: 1 Electronic Ticketing: - Bike racks: -

Rail Staffing

As of March, available rail staffing (locomotive engineers, train managers and passenger operators) is 286 out of a target 319. There are currently an additional 17 in training and a further 5 on long term ACC.

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.*

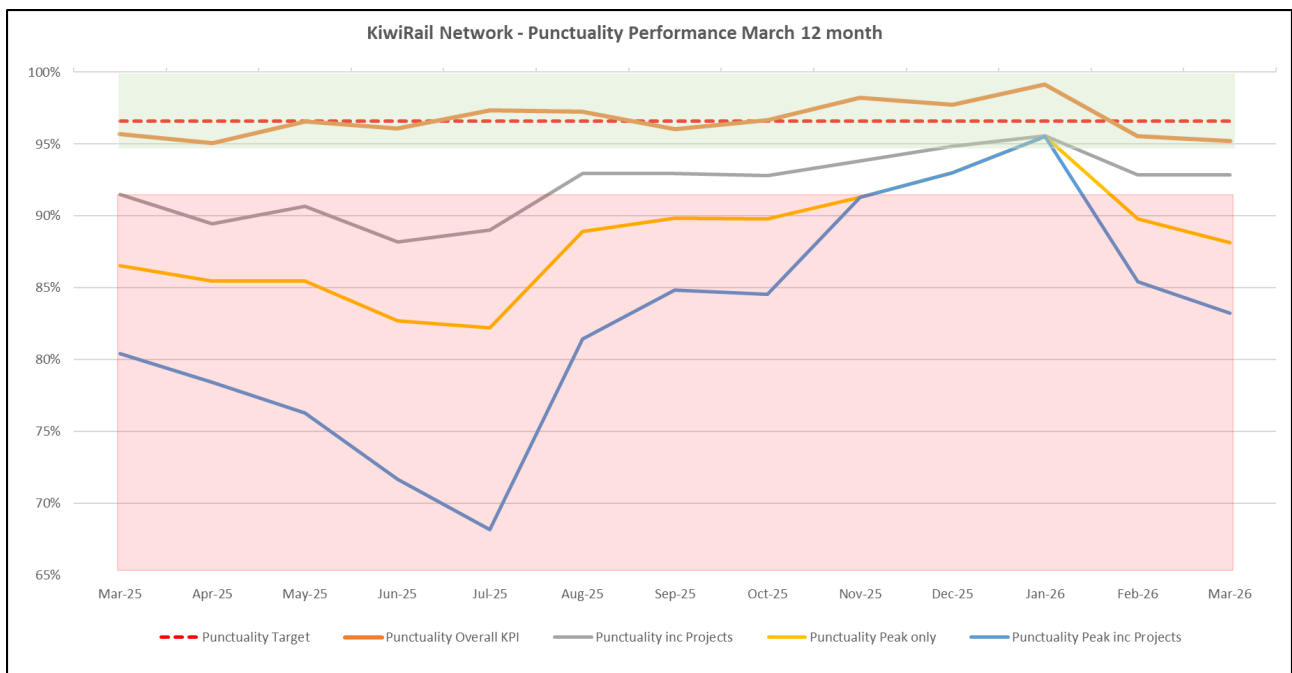
Therefore, the results do not mirror the customer experience of the punctuality and reliability of the rail network.

Punctuality of rail network (i.e. tracks, signals etc)

Punctuality of the rail network for March was 95.23%; this compares with February which was 95.54%. This metric is a measure of Metlink services that achieve completed planned trips within 5 mins of agreed timetable. The punctuality of rail network target is 96.6%. This target excludes the TSRs related to projects and other specified delays.

Punctuality on the rail network declined in March. TSRs and points failure were the main causes of delay. When adding back the exclusions, passengers travelling in peak period experienced punctuality on their service for March at 88.15%, which is significantly lower than the KPI target.

Across all services, punctuality of the rail network including all exempt activities (e.g. projects) for March was 92.84% this compares with February which was 95.59%.



The main disruptions affecting punctuality were a signal communication outage at Petone and several points failures throughout the month. On the 2nd of March, a Telecommunications network fault at

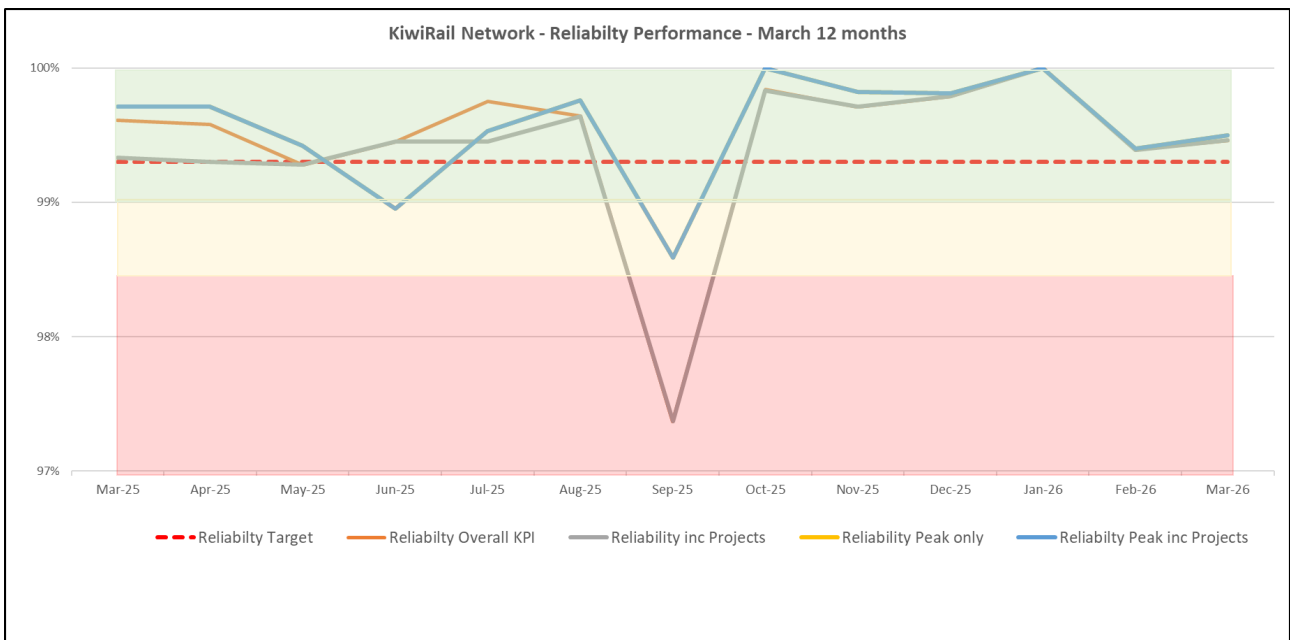
Petone continued from the previous month, with Siemens attending site to work in conjunction with KiwiRail’s Signals and Telecommunications Engineering teams to rectify issues that were found. The fault has not reoccurred since.

Punctuality during the peak period is impacted significantly higher than KPI’s over the whole day. This is due to long-standing TSRs affecting higher number of train service during the peak time.

Reliability of rail network (i.e. tracks, signals etc)

This metric is a measure of Metlink services that achieve completed planned trips. The reliability of rail network target is 99.30%.

Reliability on the rail network slightly increased in March to 99.46% this compares to 99.39 in February. Note that this target does not include the planned rail alternative transport such as Bus Replacements.



Reliability impacts throughout the month totalled 44 services cancelled and 6 unplanned bus replacements. The main disruption leading to cancellations was the signals communication outage on the 2nd of March at Petone with 17 Melling services cancelled.

The various points failures on the 7th, 9th and 17th March led to further cancellations.

Network availability

This metric is a measure of the available rail network for Metlink passenger train services. Unplanned and Planned are recorded, by infrastructure discipline and line. The network availability target is 98.80%.

Network availability for March was 99.58%, this compares to February 2026 which was 100%. There were no unplanned line closures for the month of February.

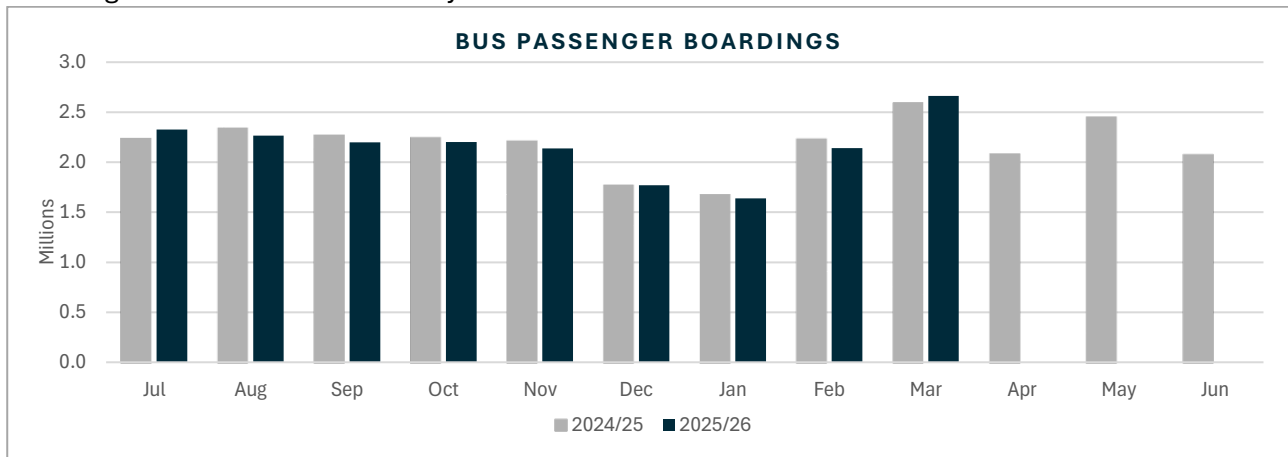
Operational performance

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

March bus passenger boardings were 2.7% higher than the same month last year, and the year-to-date boardings are 1.3% lower than last year.



Boardings by area - current month

	Mar-26	Mar-25	% Change
Wellington	1,971,372	1,931,655	2.1%
Hutt Valley	496,849	472,989	5.0%
Porirua	102,863	104,065	-1.2%
Kapiti	72,495	68,133	6.4%
Wairarapa	19,257	15,917	21.0%
Total	2,662,836	2,592,759	2.7%

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

	2025/26	2024/25	% Change
Wellington	14,386,567	14,541,144	-1.1%
Hutt Valley	3,631,453	3,697,839	-1.8%
Porirua	719,209	751,378	-4.3%
Kapiti	481,260	488,371	-1.5%
Wairarapa	121,890	116,673	4.5%
Total	19,340,379	19,595,405	-1.3%

Patronage – Highest Patronage 5 routes this month excluding designated school routes

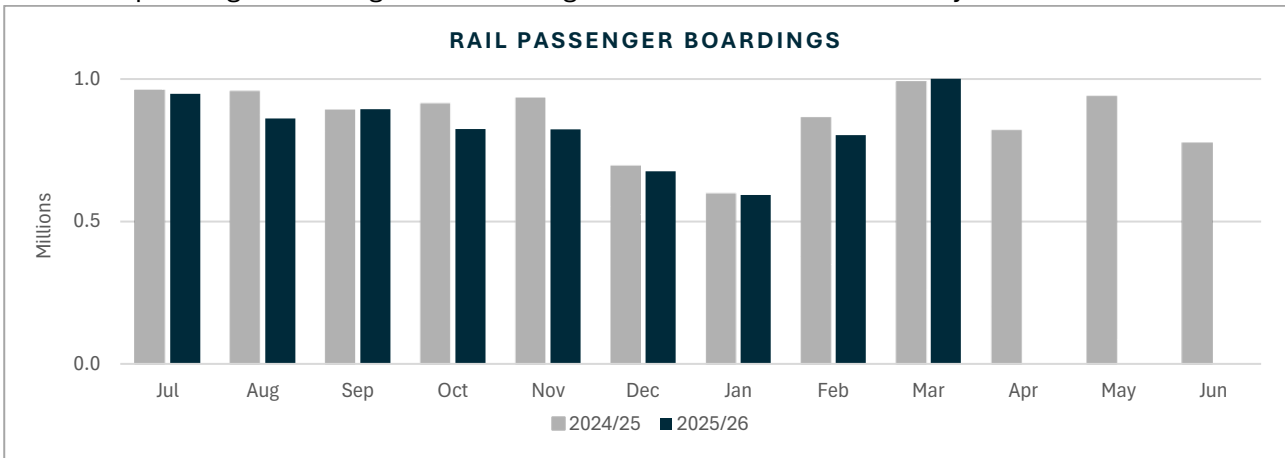
Route Number	Unit Area	Route Destination	Patronage	Scheduled Trips	Seated Capacity
2	Wellington	Karori - Wellington - Hataitai - Miramar/Seatoun	321,292	7,389	274,280
1	Wellington	Johnsonville West/Churton Park/Grenada Village - Island Bay	287,444	5,262	344,871
3	Wellington	Lyall Bay/Rongotai - Kilbirnie - Newtown - Wellington	195,383	4,998	251,749
4	Wellington	Strathmore - Newtown - Wellington - University - Mairangi	159,550	3,350	129,009
110	Hutt Valley	Emerald Hill - Upper Hutt - Lower Hutt - Petone	100,553	2,968	117,384

Patronage – Lowest Patronage 5 routes this month excluding designated school routes

Route Number	Unit Area	Route Destination	Patronage	Scheduled Trips	Seated Capacity
264	Kapiti	Paraparaumu East - Paraparaumu - Kāpiti Health Centre	3	18	520
300	Porirua	Whenua Tapu Cemetery - Porirua - Titahi Bay	4	2	58
N8	Hutt Valley	After Midnight (Lower Hutt - Petone - Wellington)	6	18	687
251	Kapiti	Paekākāriki - Paraparaumu - Kāpiti Health Centre	59	26	752
206	Wairarapa	Masterton - Masterton East - Masterton	64	66	2,174

Rail passenger boardings

March rail passenger boardings were 4.5% higher than the same month last year.

**Boardings by line - current month**

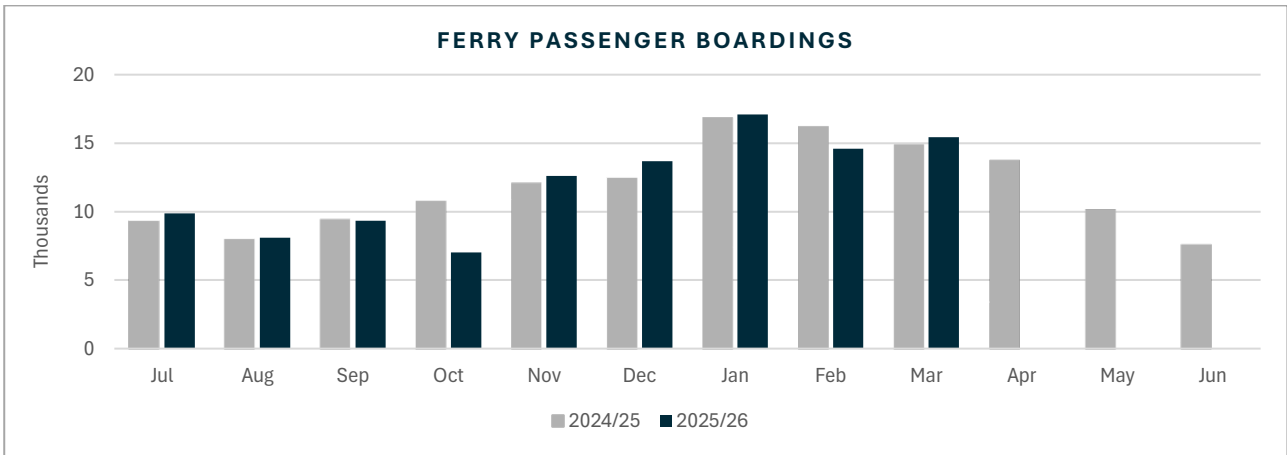
	Mar-26	Mar-25	% Change
Hutt Valley	443,573	435,802	1.8%
Kapiti	428,550	398,918	7.4%
Johnsonville	101,460	103,286	-1.8%
Wairarapa	58,439	49,872	17.2%
Total	1,032,022	987,878	4.5%

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

	2025/26	2024/25	% Change
Hutt Valley	3,212,837	3,424,792	-6.2%
Kapiti	3,078,105	3,162,335	-2.7%
Johnsonville	738,863	815,018	-9.3%
Wairarapa	424,626	391,608	8.4%
Total	7,454,431	7,793,753	-4.4%

Ferry passenger boardings

Ferry boardings show an increase of 4.0% on the same month last year.



Boardings - current month

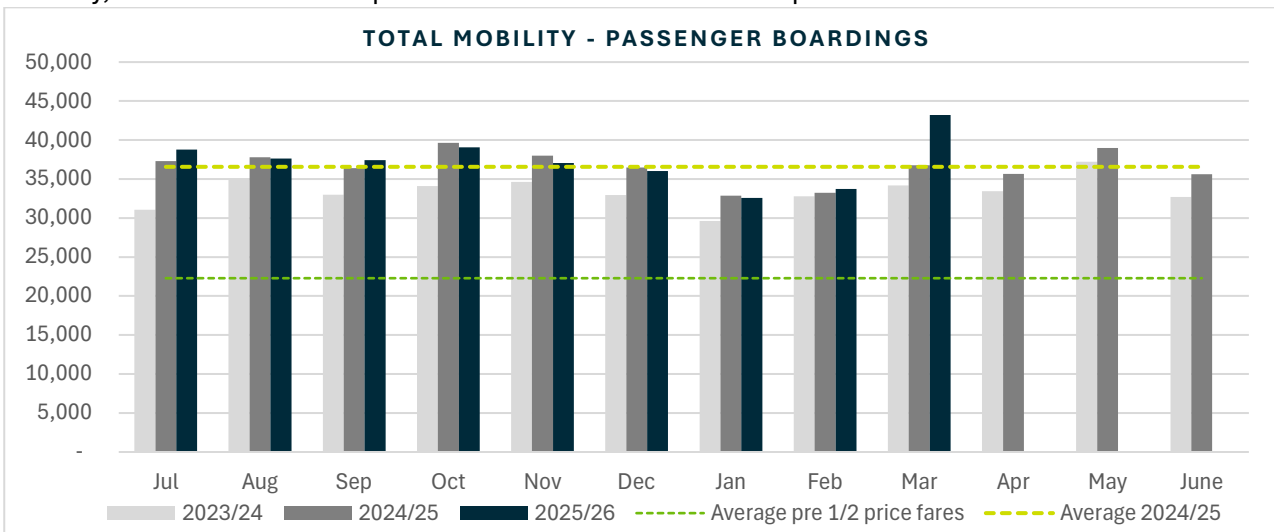
	Mar-26	Mar-25	% Change
Total	15,443	14,852	4.0%

Boardings - year to date (Jul - Mar)

	2025/26	2024/25	% Change
Total	107,753	109,762	-1.8%

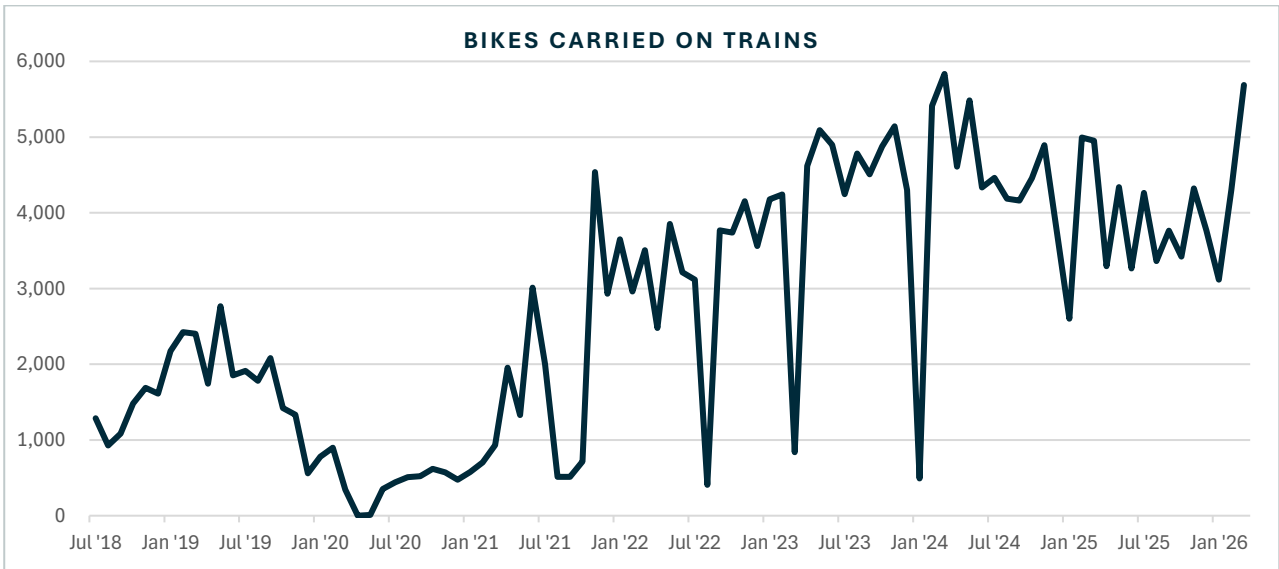
Te Hunga Whaikaha Total Mobility passenger boardings

In March, there were 43,203 Te Hunga Whaikaha Total Mobility trips, an increase of 17.48% compared to the same month last year. This shows continuing strong levels of usage of Te Hunga Whaikaha Total Mobility, reflective of the half price fares initiative which is now permanent.



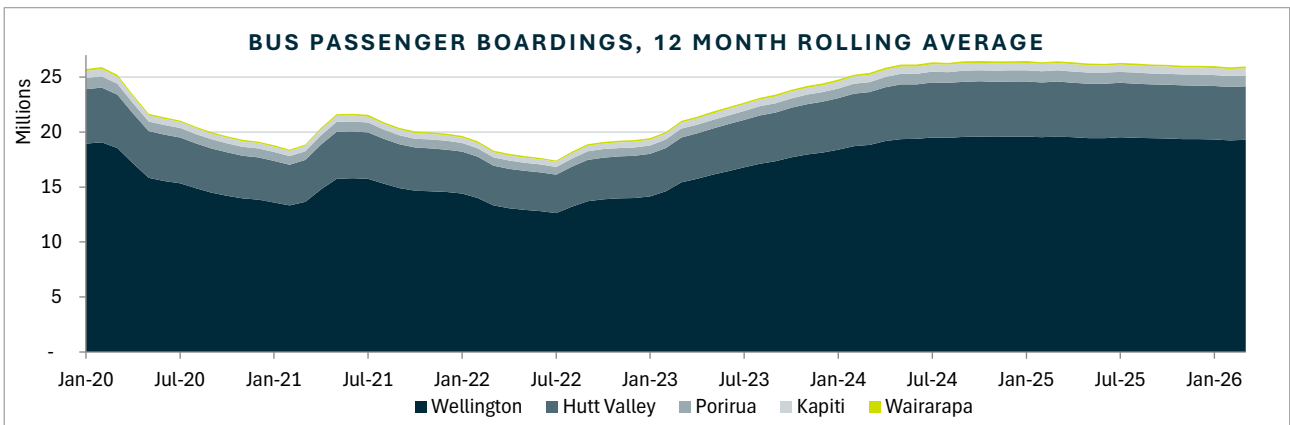
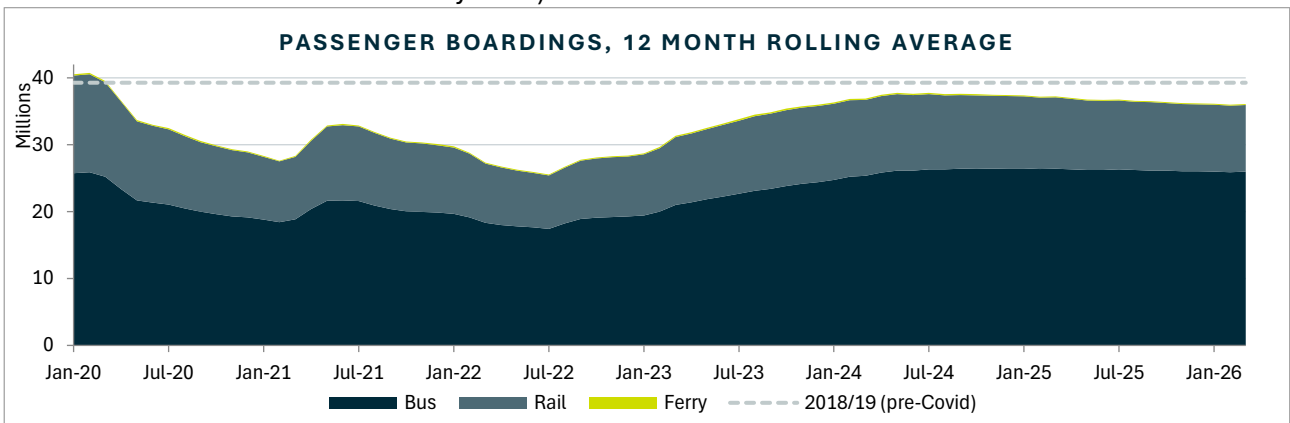
Bikes carried on rail services

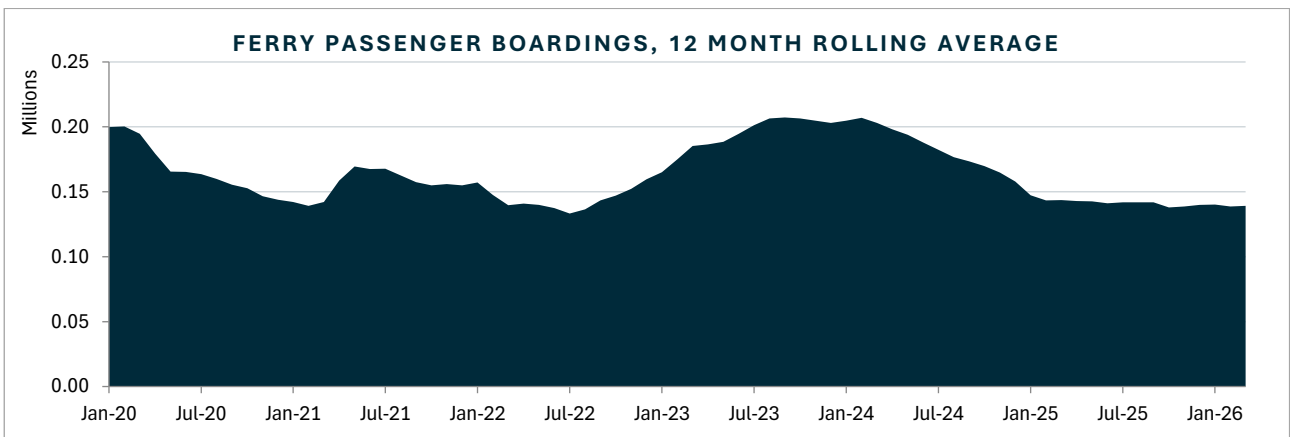
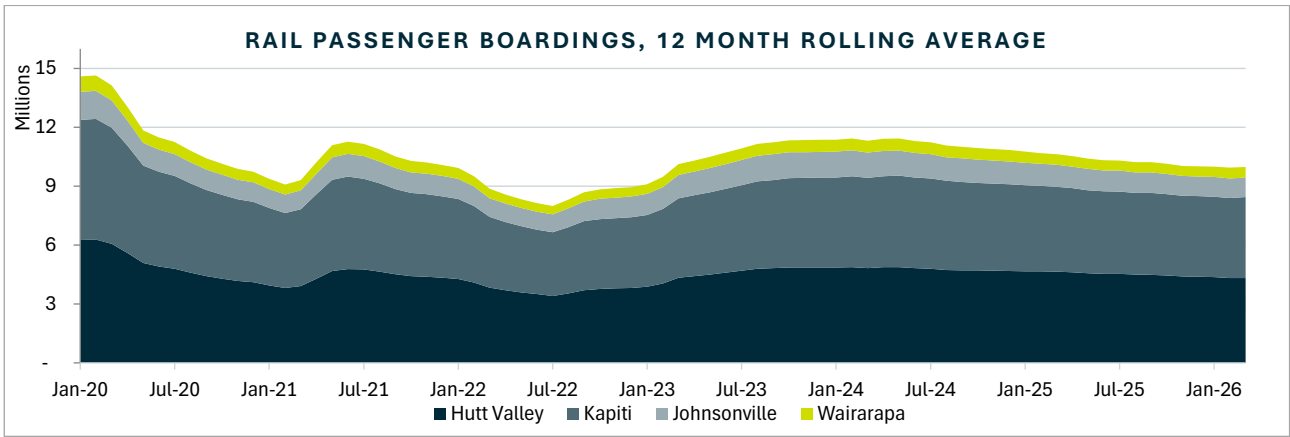
The following graph provides an estimate of the number of bikes carried on rail services, as recorded by onboard staff counts. These results may change over time as we improve data collection processes. In March, 5,688 bikes were counted onboard rail services, vs 4,994 over the same month last year.



Passenger boardings trend – 12 month rolling totals

The following graphs show the number of passengers boardings using a 12-month rolling total. Each column in the graphs below represents the total boardings for the 12 months prior (e.g., for January 2024, the column is total boardings for February 2023 to January 2024). Rolling totals smooth out any seasonal differences (e.g., school and public holidays) and are a better indication of growth trends overall. For month-on-month totals refer to the graphs in the section above. There had been continuing growth up to February 2020, then decreases with the Covid-19 pandemic (mid-March 2020 onwards, a move to level 4 in August 2021, and a move to Red of the Covid-19 Protection Framework in late January 2022).

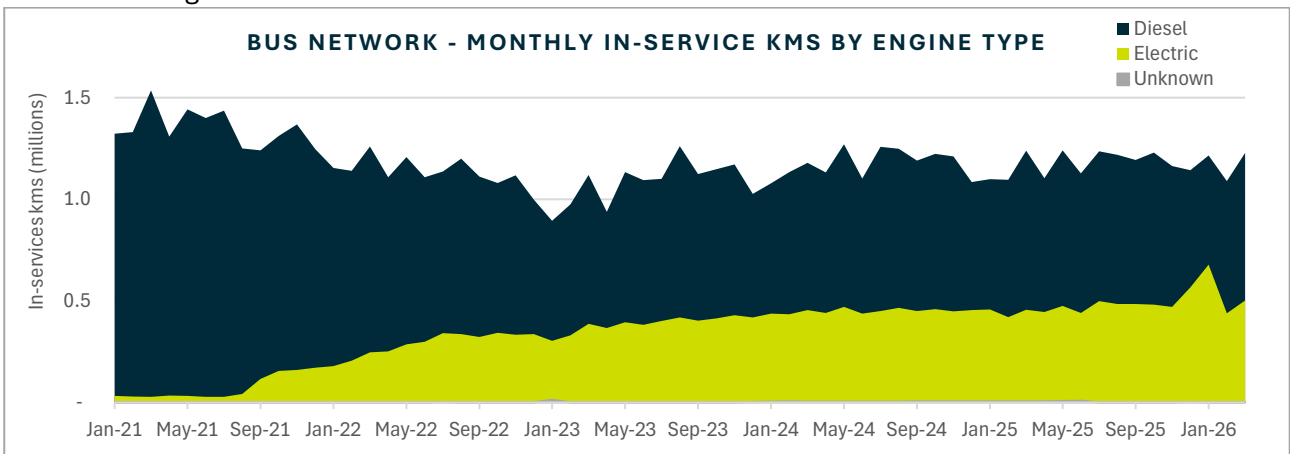




Bus emissions

In-service kilometres by engine type

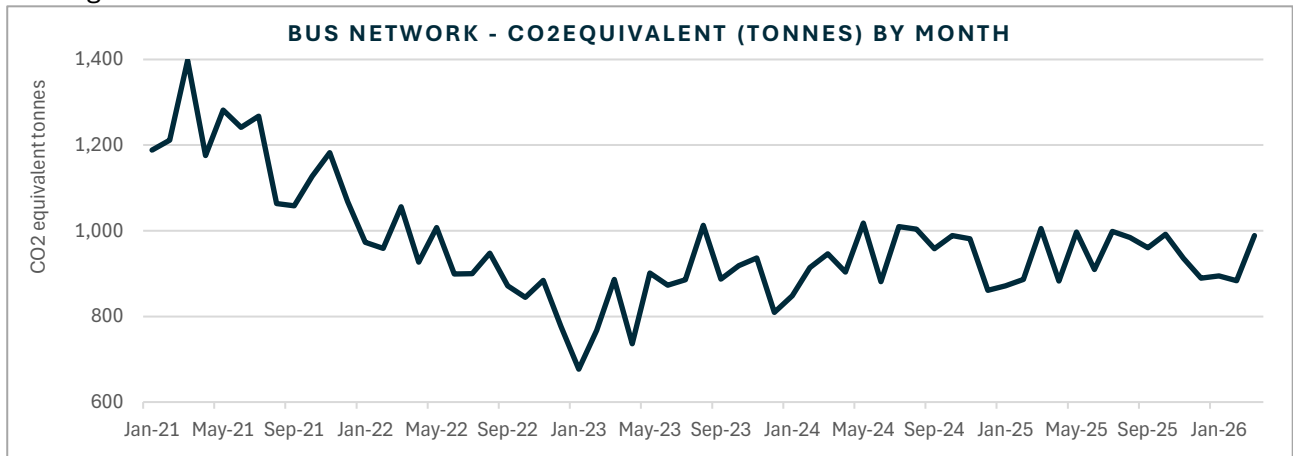
The graph below shows the monthly in-service kilometres by engine type for vehicles that have run Greater Wellington bus network services.



The spike in electric KMs Dec/Jan is a data issue currently being rectified – the actual figures are much closer to the average for the last 6 months.

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

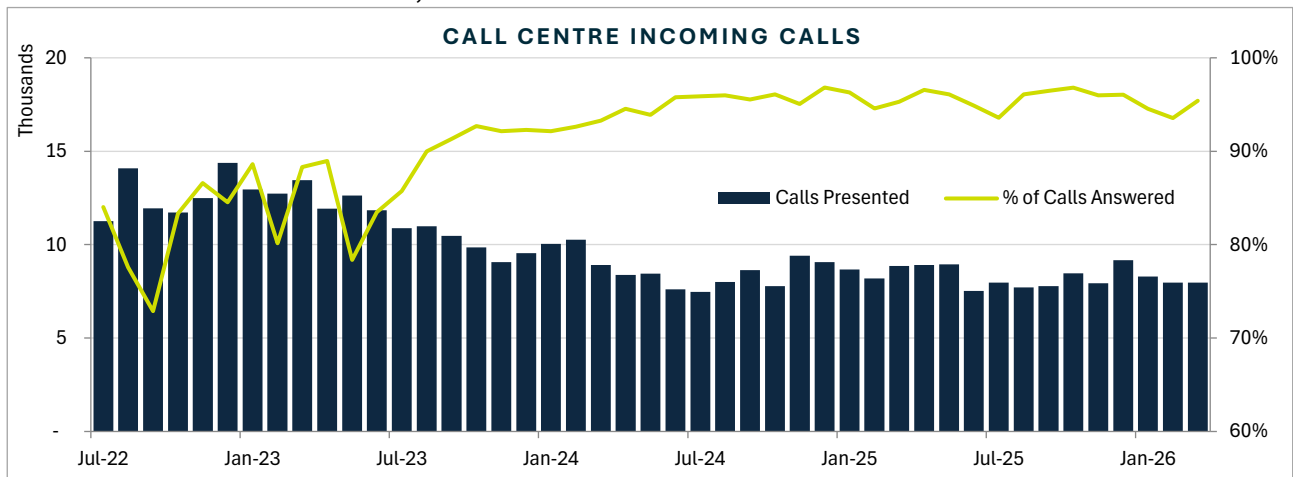
The table below shows the number of vehicles by engine type that ran bus network services in the Greater Wellington region in March.

Engine type	Count
Electric	121
EURO3	47
EURO4	17
EURO5	73
EURO6	215
Unknown	15
Total	488

Customer contact

Call centre incoming calls

Metlink answered 95.4% of the 7,969 calls received in March.



Warranted Transport Officer Activity

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.

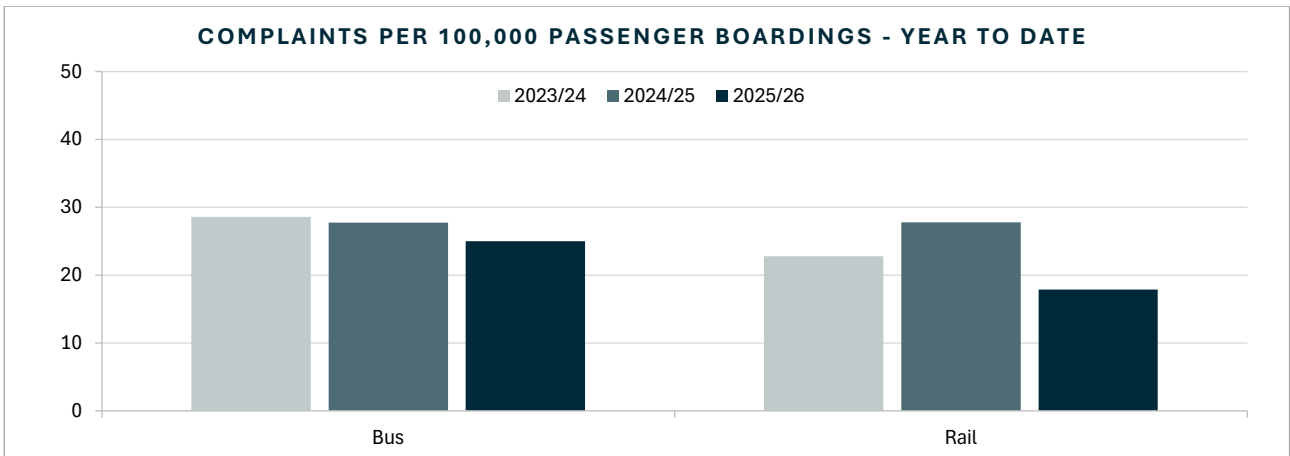
Metlink’s Warranted Transport Officers undertook 2,018 payment validations on board rail services in March 2026. The table below reports on the number of times Transport Officers sought customer details in relation to their non-payment of the correct fare in the March 2026 period. No infringement notices were issued over the period.

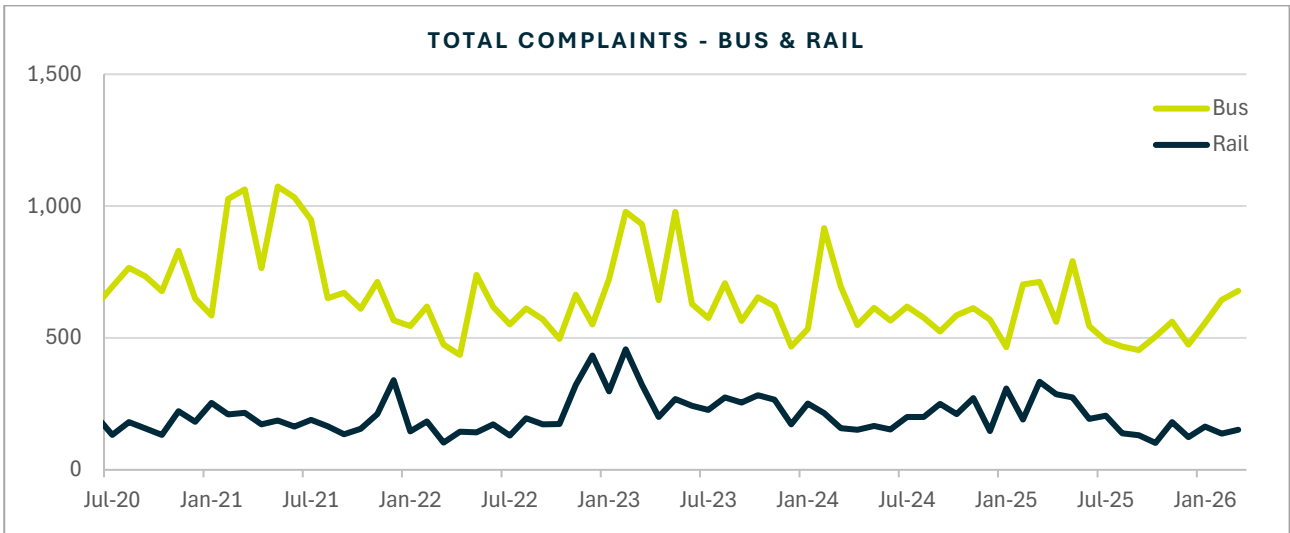
Mode	Rail - HVL	Rail - KPL	Rail - JVL	Rail - MEL	Rail - WRL	Bus	Ferry	Platform	TOTAL
Details sought	33	15	1	0	0	0	0	0	49

Complaints

Complaints volume

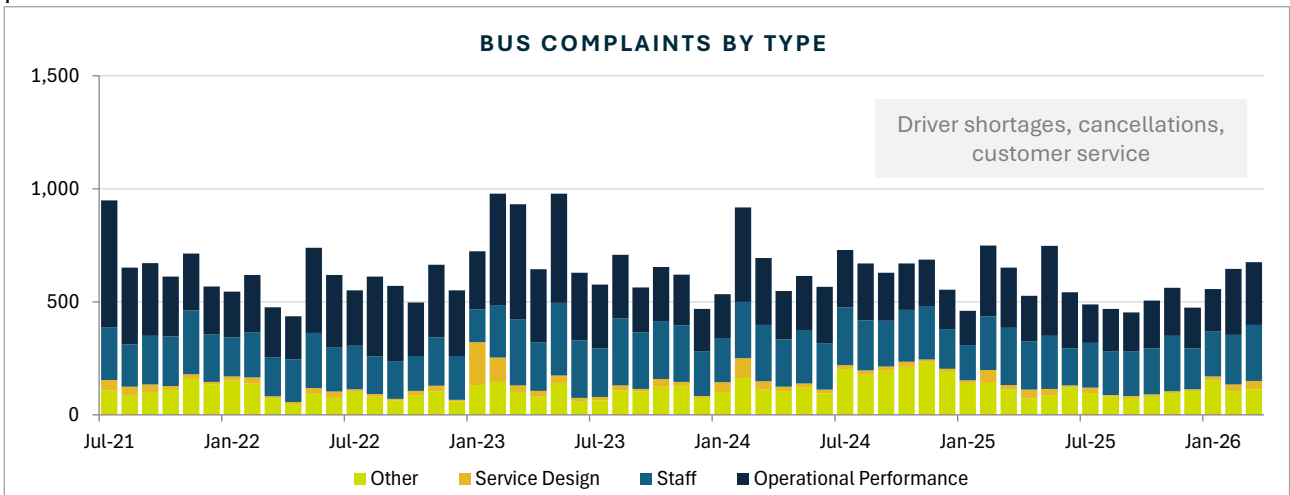
To compare complaint volumes, Metlink reports the number of complaints per 100,000 passenger boardings. So far this year, complaint volumes relative to passenger boardings are lower for rail than bus.





Bus complaints

Bus complaints for the month were 4.8% lower than March last year. They relate mostly to operational performance and driver behaviour.



Bus complaints - current month

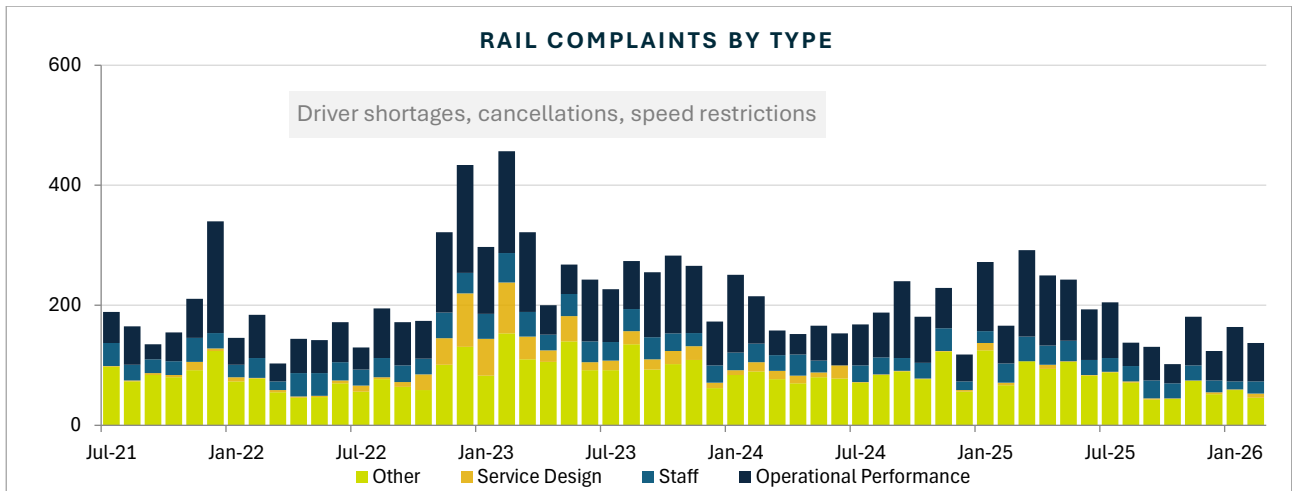
	Mar-26	Mar-25	Change
Wellington			
Newlands, Tawa	36	40	-10.0%
East-West, City	180	234	-23.1%
North-south, Khandallah, Brooklyn	225	221	1.8%
Hutt Valley	191	169	13.0%
Porirua	26	27	-3.7%
Kapiti	16	15	6.7%
Wairarapa	5	7	-28.6%
General	-	-	0.0%
Total	679	713	-4.8%

Bus complaints - year to date (Jul - Mar)

	2025/26	2024/25	Change
Wellington			
Newlands, Tawa	266	411	-35.3%
East-West, City	1,474	1,824	-19.2%
North-south, Khandallah, Brooklyn	1,543	1,566	-1.5%
Hutt Valley	1,099	1,149	-4.4%
Porirua	173	218	-20.6%
Kapiti	127	152	-16.4%
Wairarapa	72	51	41.2%
General	80	-	
Total	4,834	5,371	-10.0%

Rail complaints

Rail complaints for the month were 54.5% lower than March last year. They relate mostly to operational performance and passenger information.



Rail complaints - current month

	Mar-26	Mar-25	Change
Hutt Valley	73	108	-32.4%
Kapiti	38	90	-57.8%
Johnsonville	13	15	-13.3%
Wairarapa	28	77	-63.6%
General	0	44	-100.0%
Total	152	334	-54.5%

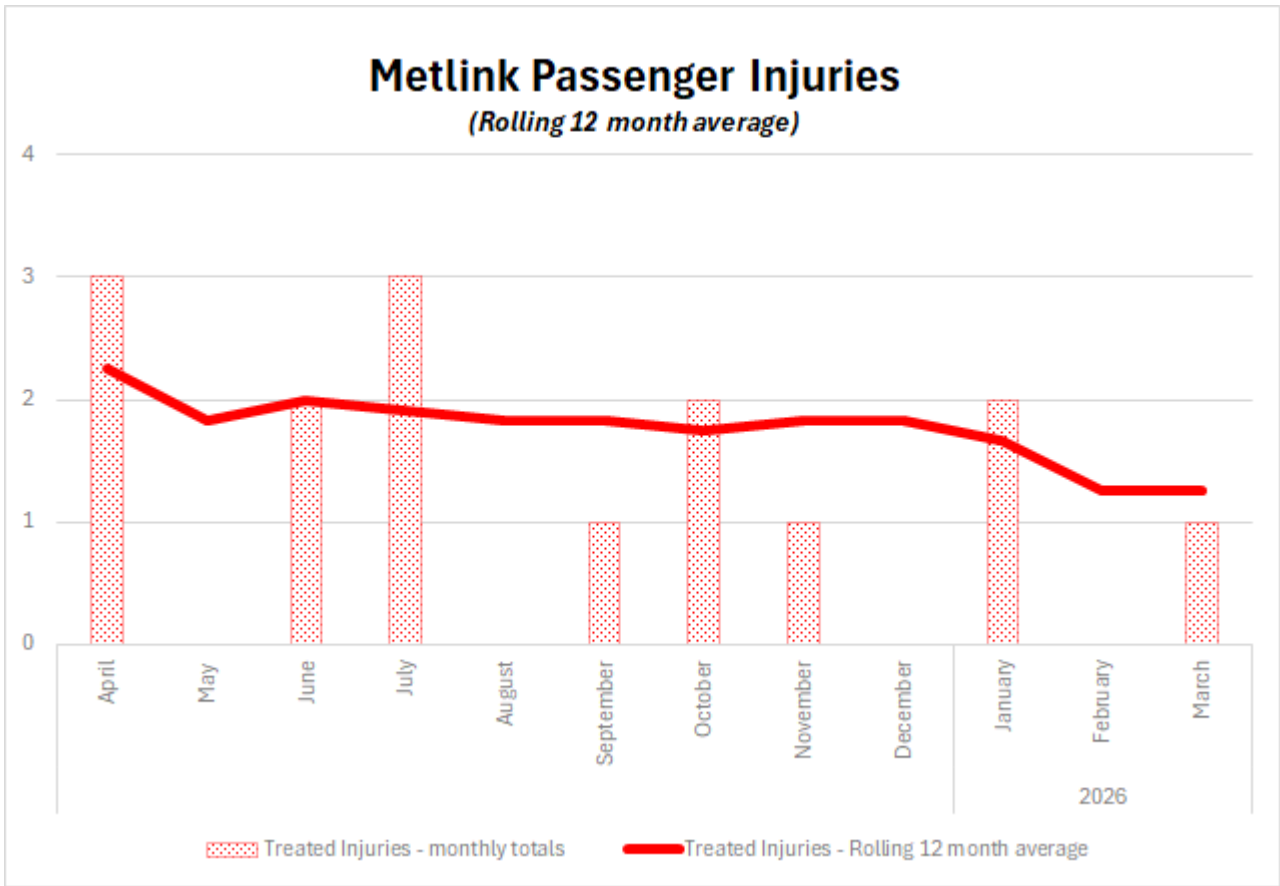
Rail complaints - year to date (Jul - Mar)

	2025/26	2024/25	Change
Hutt Valley	569	739	-23.0%
Kapiti	396	654	-39.4%
Johnsonville	138	107	29.0%
Wairarapa	190	248	-23.4%
General	41	366	-88.8%
Total	1,334	2,114	-36.9%

Health, Safety and Wellbeing

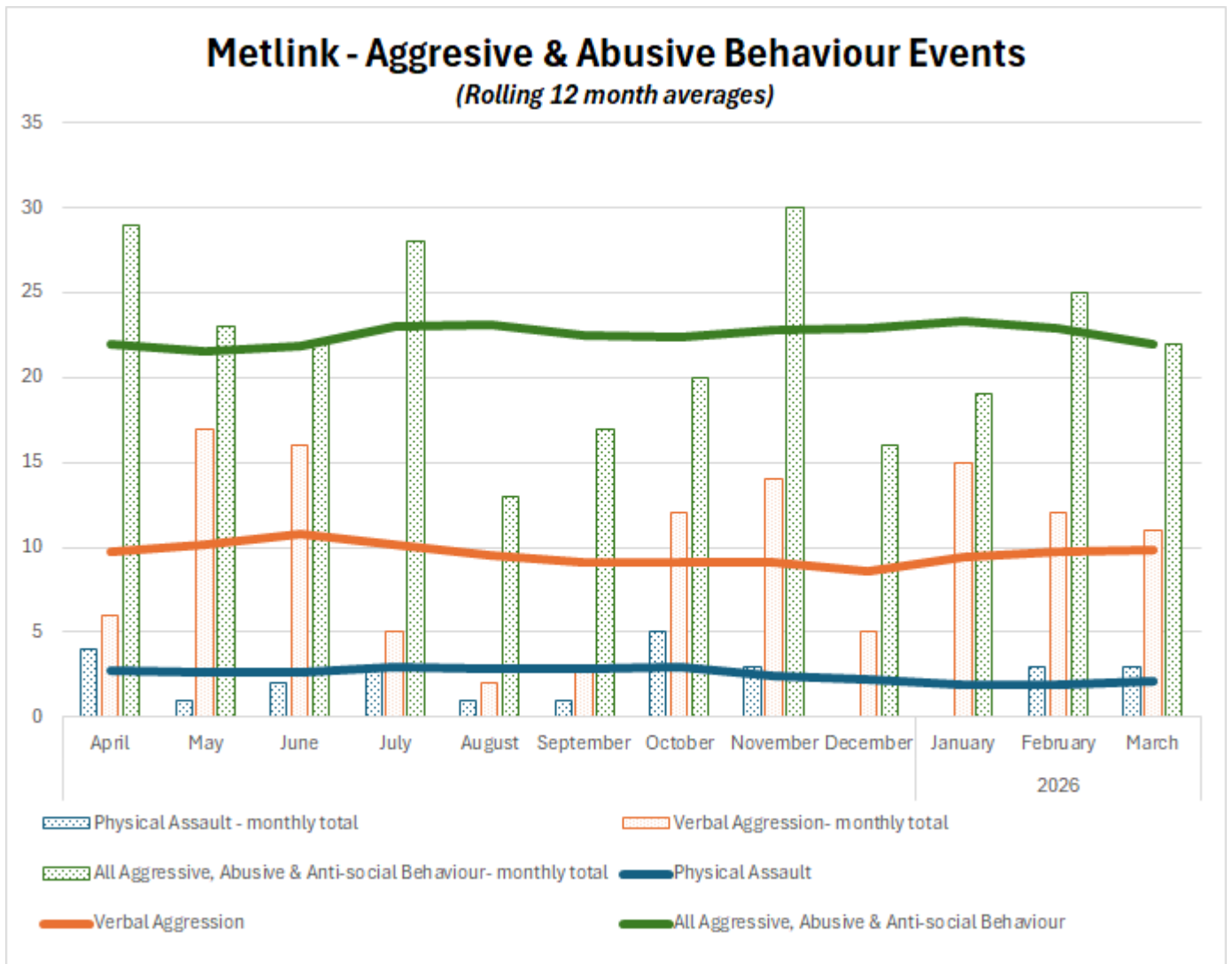
Passenger Injuries

The monthly passenger injuries since April 2025 is shown below, as well as the rolling 12m average. In March, there was 1 reported passenger injury.



Aggressive & Abusive Behaviour

The graph below shows the aggressive and abusive behaviour events since April 2025, and the 12m rolling total.



Financial performance

Fare revenue

Bus and rail fare revenue

In March 2026, there was a budget surplus of \$1,209,368 for the month across bus and rail services. The year-to-date budget shortfall for bus and rail fare revenue is \$5,471,645.

The year-to-date fare revenue budget variance is impacted by seasonality, it is expected that the variance should partially recover as the year progresses.

The ferry fare revenue in March was \$138,226.

Fare revenue - current month

	Mar-26	Budget	Excess/Shortfall
Bus	4,753,740	3,982,533	771,207
Rail	4,167,858	3,729,698	438,160
Total	\$ 8,921,599	\$ 7,712,231	\$ 1,209,368

Fare revenue - year to date (Jul - Mar)

	2025/26	Budget	Excess/Shortfall
Bus	34,658,726	35,842,800	-1,184,074
Rail	29,279,709	33,567,280	-4,287,571
Total	\$ 63,938,435	\$ 69,410,080	-\$ 5,471,645

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

April 2026							May 2026						
M	T	W	Th	F	S	S	M	T	W	Th	F	S	S
		1	2	3	4	5					1	2	3
6	7	8	9	10	11	12	4	5	6	7	8	9	10
13	14	15	16	17	18	19	11	12	13	14	15	16	17
20	21	22	23	24	25	26	18	19	20	21	22	23	24
27	28	29	30				25	26	27	28	29	30	31

Melling Line

● All day
○ Part of the day

April 2026							May 2026						
M	T	W	Th	F	S	S	M	T	W	Th	F	S	S
		1	2	3	4	5					1	2	3
6	7	8	9	10	11	12	4	5	6	7	8	9	10
13	14	15	16	17	18	19	11	12	13	14	15	16	17
20	21	22	23	24	25	26	18	19	20	21	22	23	24
27	28	29	30				25	26	27	28	29	30	31

Kāpiti Line

● All day
○ Part of the day

April 2026							May 2026						
M	T	W	Th	F	S	S	M	T	W	Th	F	S	S
		1	2	3	4	5					1	2	3
6	7	8	9	10	11	12	4	5	6	7	8	9	10
13	14	15	16	17	18	19	11	12	13	14	15	16	17
20	21	22	23	24	25	26	18	19	20	21	22	23	24
27	28	29	30				25	26	27	28	29	30	31

Johnsonville Line

● All day
○ Part of the day

April 2026							May 2026						
M	T	W	Th	F	S	S	M	T	W	Th	F	S	S
		1	2	3	4	5					1	2	3
6	7	8	9	10	11	12	4	5	6	7	8	9	10
13	14	15	16	17	18	19	11	12	13	14	15	16	17
20	21	22	23	24	25	26	18	19	20	21	22	23	24
27	28	29	30				25	26	27	28	29	30	31

Wairarapa Line

● All day
○ Part of the day

April 2026							May 2026						
M	T	W	Th	F	S	S	M	T	W	Th	F	S	S
		1	2	3	4	5					1	2	3
6	7	8	9	10	11	12	4	5	6	7	8	9	10
13	14	15	16	17	18	19	11	12	13	14	15	16	17
20	21	22	23	24	25	26	18	19	20	21	22	23	24
27	28	29	30				25	26	27	28	29	30	31

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