



**MINISTRY OF TRANSPORT**  
TE MANATŪ WAKA

# **Transport Network Performance Report**

**April 2025**

# Introduction

[Each year](#), people in New Zealand spend around 1,600 million hours travelling and travel about 56,000 million km. 81 percent of all our travel time is in cars or vans, and 31 percent of people in New Zealand use public transport. Over 3 million people fly around or in and out of New Zealand every month. We import and export around 2 million containers each year and move millions of tonnes of freight around our country by road, rail, and ship each month.

This is the core function of our transport networks: getting people and things from A to B.

The measures in this Transport Network Performance Report outline how our networks are doing on this core function. Across five networks, the measures indicate:

1. Demand: How many people are being moved? How much freight is being moved?
2. Supply: How many services are there?
3. Reliability: How much can you trust that you or your freight will get from A to B in the time you expect?
4. Safety: How much risk do you face while travelling or transporting goods?
5. User Experience: What do you think about it overall?

This report will be published quarterly.

Performance is a multi-dimensional and nuanced concept. This report highlights some measures but does not attempt to assess performance or its underlying drivers. The Ministry of Transport recommends that readers identify and use further contextual information to make judgements. Suggested reading is provided at the end of this report.

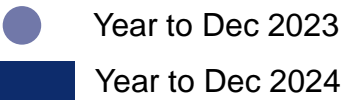
The Ministry thanks the NZ Transport Agency (NZTA), KiwiRail, Maritime NZ, the Civil Aviation Authority (CAA), airlines, airports, and ports for providing us with the data that made this report possible. The data is available [here](#).

The Ministry will continue to evolve this report. We welcome users' feedback.

Definitions are provided at the end of this report. In some cases, the data is published in more granularity at source and the source provides more detailed explanations of the measure definitions.

# Road network

Moving people and freight by car and truck

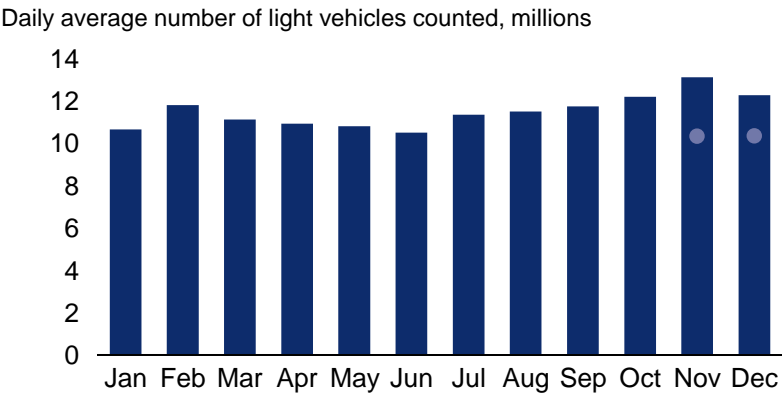


Demand

## Light state highway traffic

There were around 11.5 million light vehicles counted per month in 2024.

In September 2022, 40 of the 96 national telemetry traffic count sites went offline during a contractor handover. Sites have mostly come back online, but data gaps mean Jan to Oct 2023 is not meaningful so is omitted.

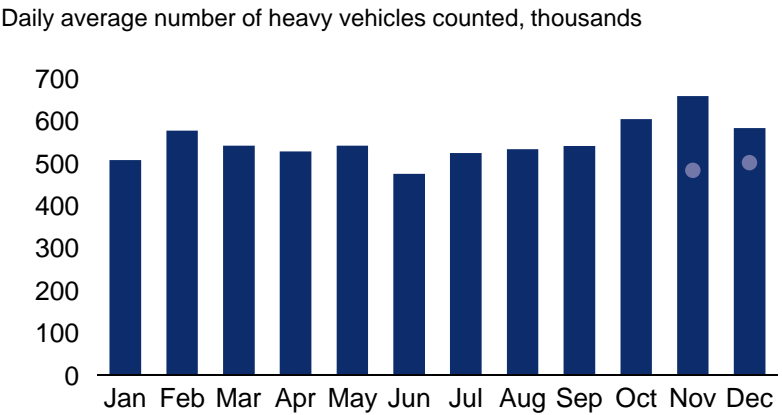


Demand

## Heavy state highway traffic

There were around 550 thousand heavy vehicles counted per month in 2024.

In September 2022, 40 of the 96 national telemetry traffic count sites went offline during a contractor handover. Sites have mostly come back online, but data gaps mean Jan to Oct 2023 is not meaningful so is omitted.



Supply

## Supply

We do not currently have any appropriate and frequent measures of road supply.

Reliability

## Reliability

We do not currently have any appropriate and frequent measures of road reliability.

# Road network

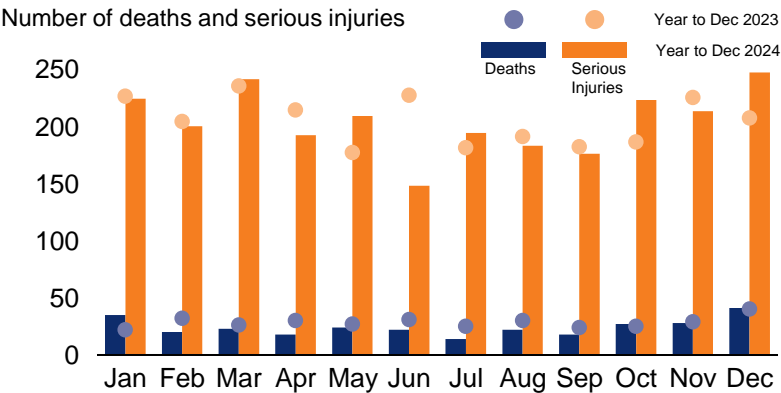
Moving people and freight by car and truck

● Year to Dec 2023  
■ Year to Dec 2024

Safety

## Deaths and serious injuries

The number of total DSIs is similar to 2023 overall, but there were 14% fewer fatalities in 2024.



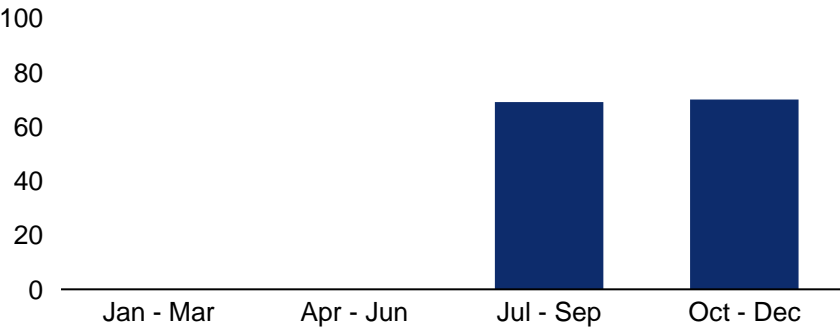
User Experience

## User experience

Around 70% of respondents were very satisfied with their journey experience in private vehicles.

NZTA began reporting on this metric in Q3 2024.

Percentage of survey respondents who gave 8+ out of 10 for their overall journey experience using private vehicles



# Public transport network

Moving people by bus, train, and ferry

Bus

Train

Ferry

Year to Dec 2023

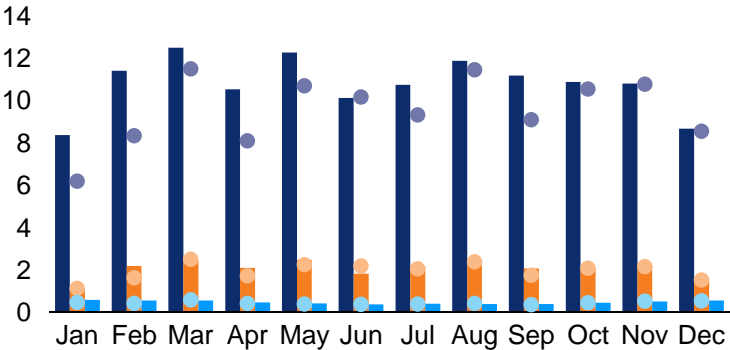
Year to Dec 2024

Demand

## Boardings

2024 passenger boardings are up on 2023 by 13% for buses, 6% for trains, and 9% for ferries. Seasonal trends appear relatively consistent year on year.

Number of passenger boardings on public transport, millions

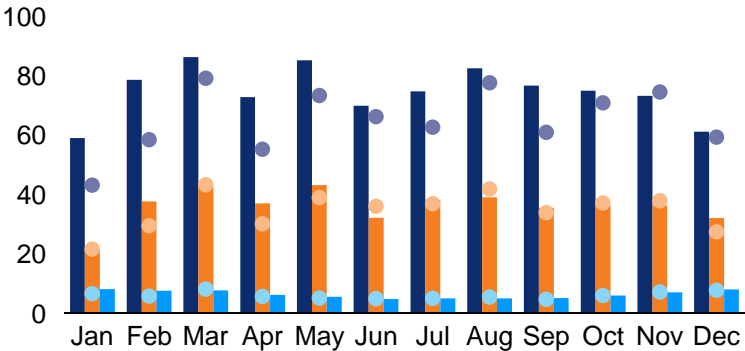


Demand

## Passenger Kilometres

Despite lower boardings, passengers are travelling further than in 2023, up by 15% for buses, 4% for trains, and 7% for ferries. Seasonal trends appear relatively consistent year on year.

Number of kilometres travelled by passengers, millions



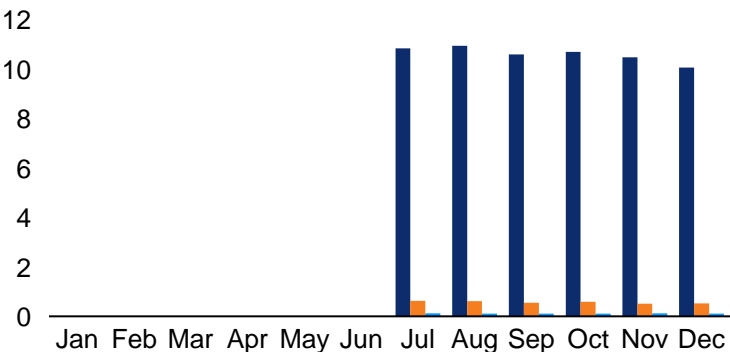
Supply

## Vehicle kilometres

Vehicle service kilometres are consistent month on month, with buses travelling the furthest of the modes. Trains have larger capacity than buses and so travel a disproportionately small distance.

Monthly reporting began in July 2024.

Kilometres travelled by vehicles during scheduled services, millions

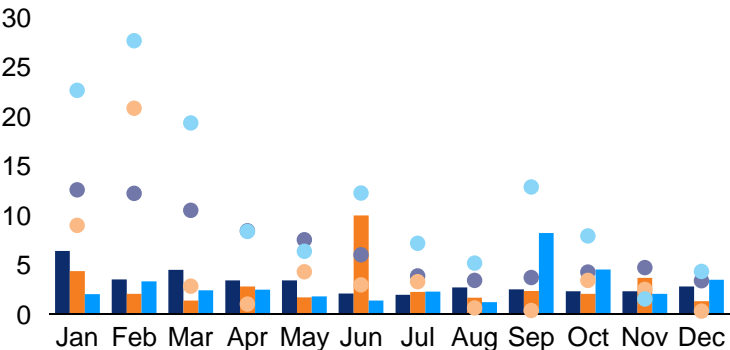


Reliability

## Cancellations

Cancellations are substantially down on 2023, especially for buses and ferries.

Percentage of scheduled trips cancelled



# Public transport network

Moving people by bus, train, and ferry

Bus

Train

Ferry

Year to Dec 2023

Year to Dec 2024

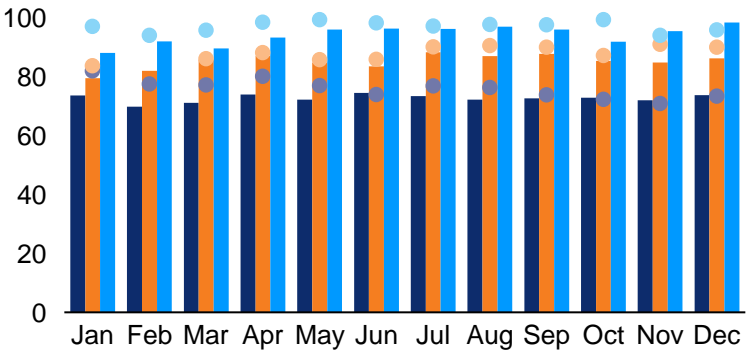
Reliability

## Punctuality

Punctuality is down on 2023, by 3 percentage points (pp) for buses, 4 pp for trains, and 3 pp for ferries. It remains relatively consistent month on month.

There is an unresolved data quality issue in February 2023.

Percentage of scheduled services departing and arriving on time

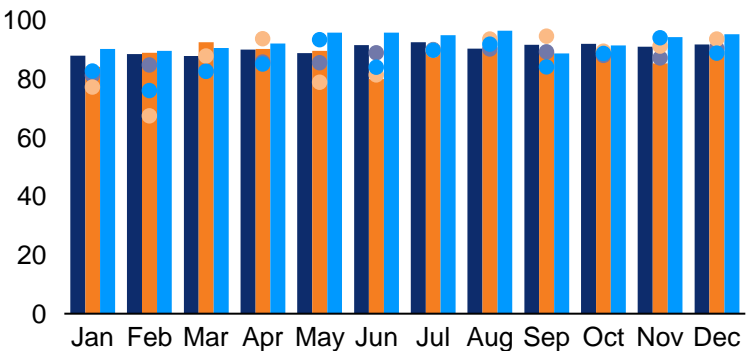


Reliability

## On time departures

Reliability, on the other hand, has improved on 2023, by 3 pp for buses, 2 pp for trains, and 6 pp for ferries.

Percentage of scheduled services departing on time



Safety

## Serious incidents

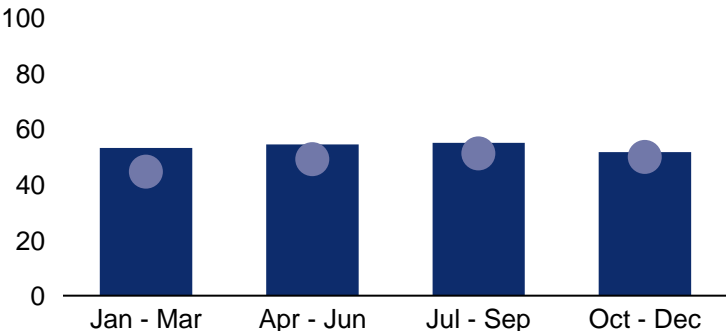
This data has only recently started to be collected regularly and has a range of quality issues and regional inconsistencies. NZTA aim to improve this over time, and it will subsequently be included in this report.

User Experience

## User experience

The percentage of survey respondents reporting a positive experience on public transport is up on 2023 by 5 pp.

Percentage of survey respondents who gave 8+ out of 10 for their overall journey experience across public transport modes



# Rail freight network

Moving freight by rail

● Year to Dec 2023

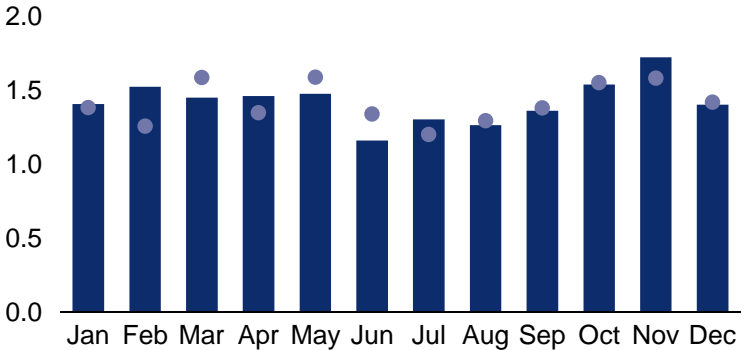
■ Year to Dec 2024

Demand

## Freight lifted

There is little overall change in freight lifted from 2023 to 2024. Some months (Feb and Jun) showed some difference year on year. There is some seasonal fluctuation.

Tonnes of freight lifted onto trains, millions

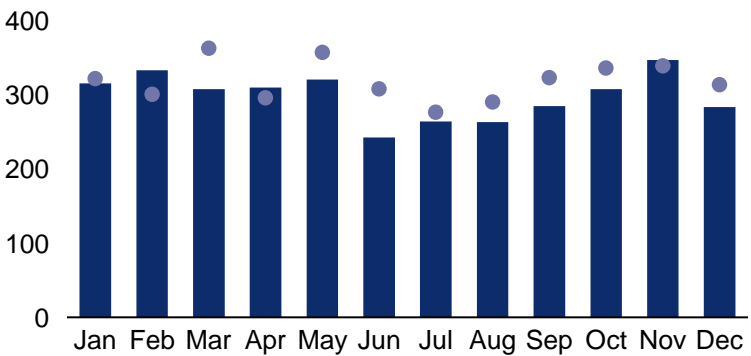


Supply

## Freight moved

Freight moved is down 6% on 2023, with consistent lows from May to October.

Net-tonne kilometres of freight moved by trains, millions

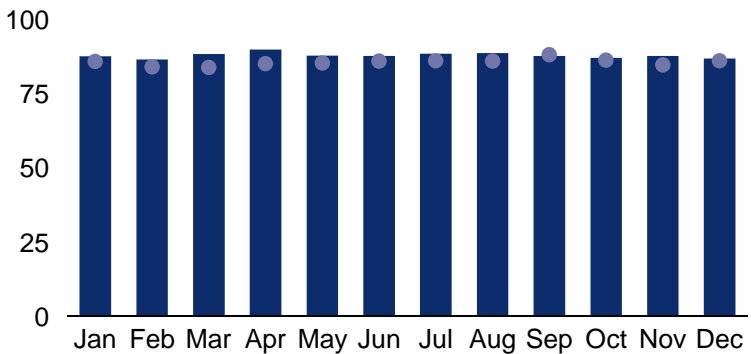


Reliability

## On time departures

Rail services have been consistently more punctual in 2024, on average 2.3 pp above 2023.

Percentage of rail services departing on time

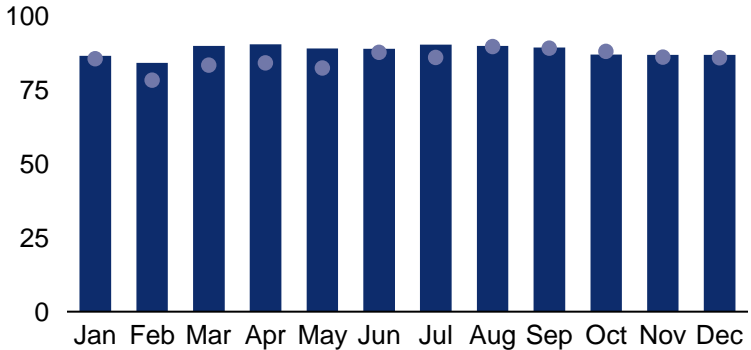


Reliability

## On time arrivals

Rail services have also been arriving on time more in 2024, on average 2.8 pp above 2023.

Percentage of rail services arriving on time



# Rail freight network

Moving freight by rail



Year to Dec 2023

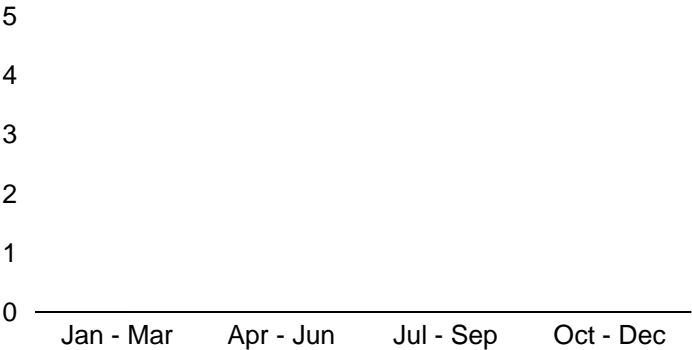
Year to Dec 2024

Safety

## Deaths and serious injuries

Number of deaths and serious injuries

There were no deaths or serious injuries for KiwiRail staff during rail freight operations in 2023 or 2024.



User Experience

## Customer satisfaction

We do not currently have any appropriate and frequent measures of rail freight customer satisfaction.



# Port network

Moving freight from ships to road and rail, and back

● Year to Dec 2023

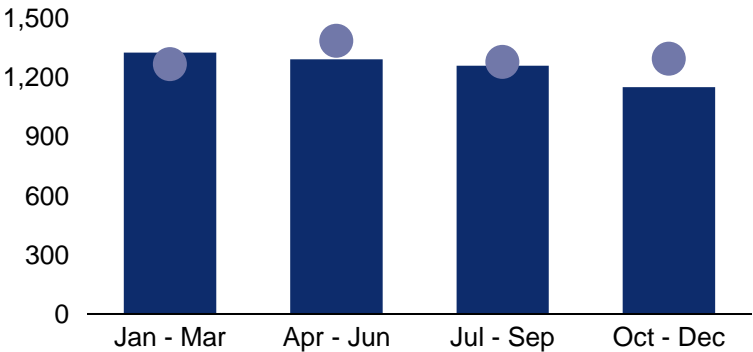
■ Year to Dec 2024

Demand

## Port visits

Demand for port services has fluctuated quarter to quarter and year on year, but overall is down 4% on 2023. This includes bulk, container, reefer, tanker, and vehicle, and other freight ship visits, but not cruise ship visits.

Number of non-cruise ships using the ports

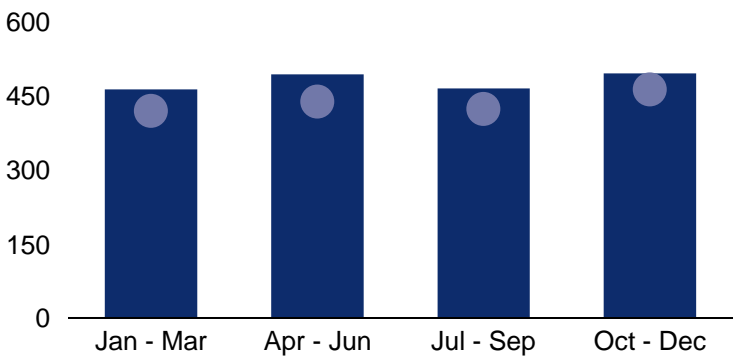


Supply

## Containers handled

The number of container ships was about the same year on year, but the number of containers handled is up 10% on 2023.

Number of containers loaded and unloaded from ships, thousands

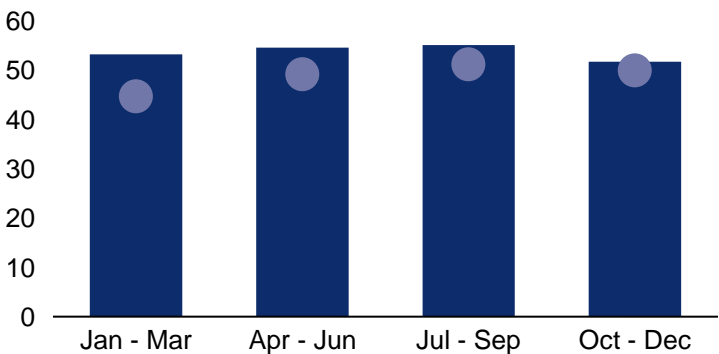


Reliability

## Ship rate

Overall container movement productivity is up by 10% on 2023.

Number of containers moved on and off ship per hour



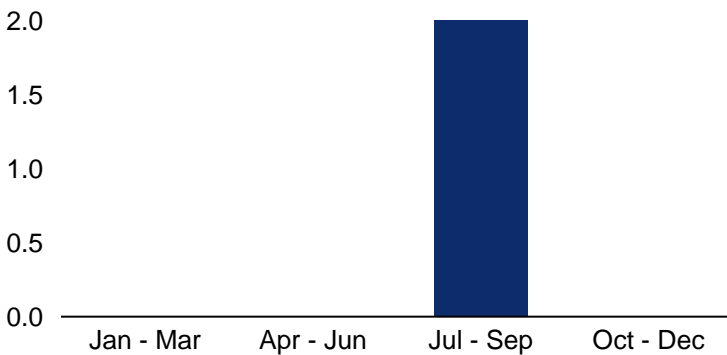
Safety

## Deaths and serious injuries

There were two medical-related deaths at port designations over the July to September 2024 period. There were no other notified deaths or serious injuries from July to December 2024.

Reporting processes changed in July 2024 so prior data is not presented.

Number of notified deaths and serious harm injuries in ports and harbours



# Port network

Moving freight from ships to road and rail, and back



Year to Dec 2023



Year to Dec 2024

Demand

## Customer satisfaction

We do not currently have any appropriate and frequent measures of port customer satisfaction.

Domestic International

# Passenger aviation network

Moving people by air



Year to Dec 2023

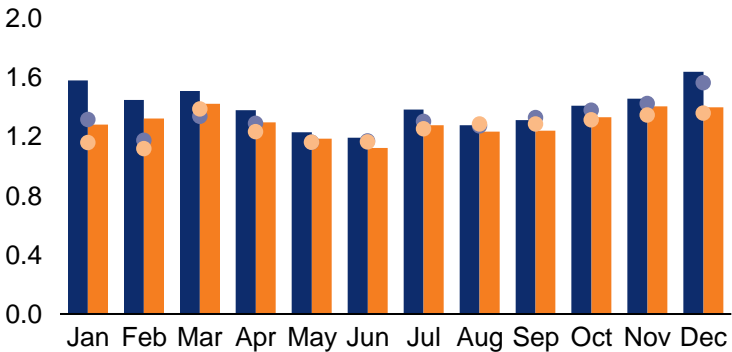
Year to Dec 2024

Demand

## Boardings

Domestic and international passenger boardings are up by 7% and 3% respectively on 2023. There is some seasonal fluctuation, with higher demand in the summer months.

Number of passengers arriving at and departing major airports, millions



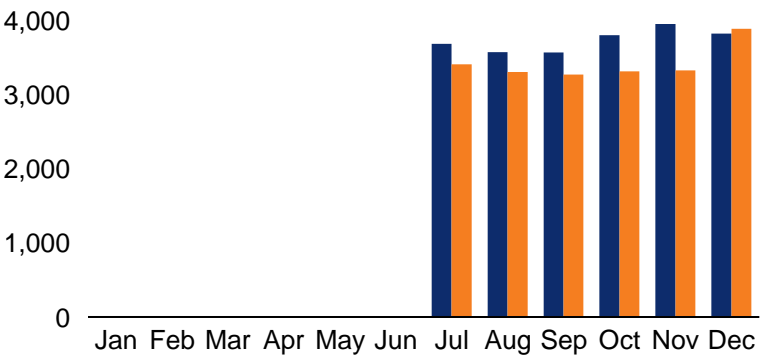
Supply

## Flights

There are around 3,700 domestic flights and 3,400 Trans-Tasman flights by major airlines per month on competitive routes.

This data has only been reported to the Ministry from July 2024.

Number of flights flown by major airlines on reported routes



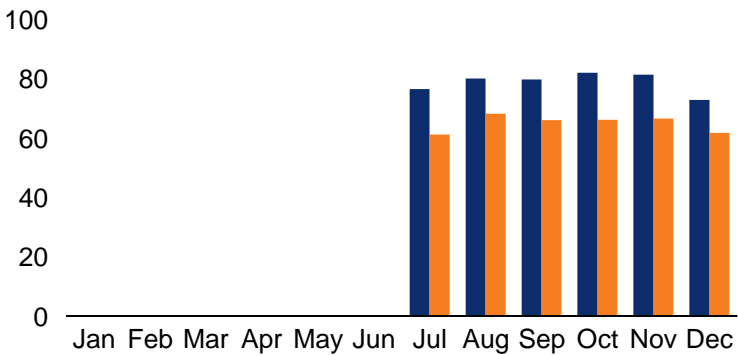
Reliability

## On time departures

Domestic flights are more punctual than Trans-Tasman flights: 79% compared to 65% on competitive routes.

This data has only been reported to the Ministry from July 2024.

Percentage of flights departing on time on reported routes



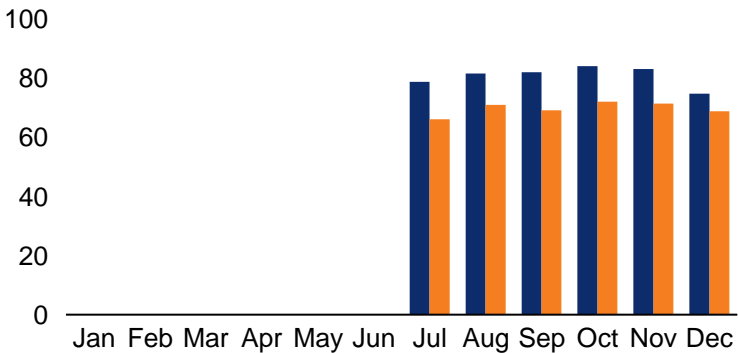
Reliability

## On time arrivals

Again, domestic flights arrive on time more than Trans-Tasman flights: 80% to 69% on competitive routes.

This data has only been reported to the Ministry from July 2024.

Percentage of competitive flights arriving on time on reported routes



# Passenger aviation network

Moving people by air

Domestic International



Year to Dec 2023

Year to Dec 2024

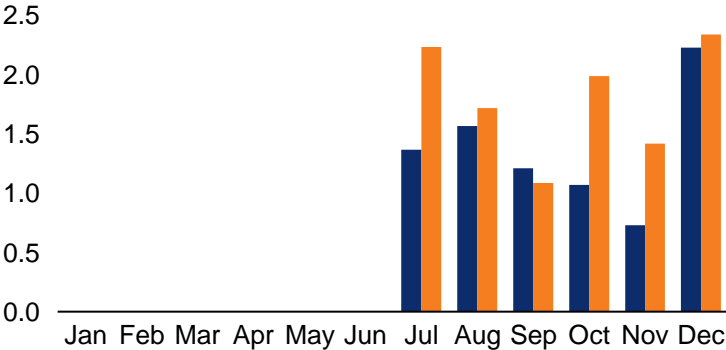
Reliability

## Cancellations

Cancellations for domestic and Trans-Tasman flights have hovered between 0.7% and 2.5% each month on competitive routes.

This data has only been reported to the Ministry from July 2024.

Percentage of scheduled competitive flights not flown on reported routes

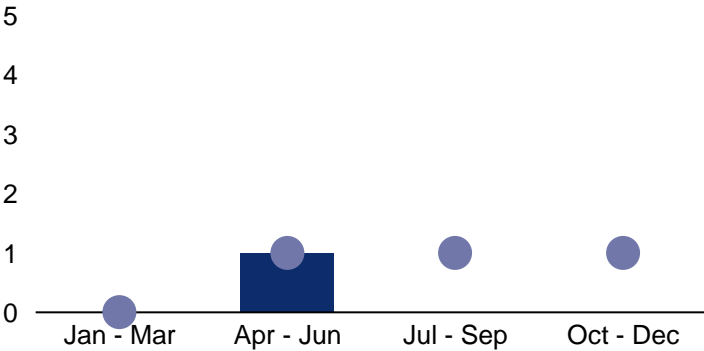


Safety

## Deaths and injuries

The number of deaths and injuries reported in New Zealand associated with the operation of commercial passenger flights is between 0 and 1 each quarter.

Number of deaths and injuries on commercial flights



User Experience

## Customer satisfaction

We do not currently have any appropriate and frequent measures of passenger aviation overall journey satisfaction.

# Sources and definitions

Network	Measure	Definition	Source
Road network	Light state highway traffic	Average daily number of light vehicles counted at state highway count sites each month	<a href="#">NZTA Open Data</a>
	Heavy state highway traffic	Average daily number of heavy vehicles counted at state highway count sites each month	<a href="#">NZTA Open Data</a>
	Deaths and serious injuries	The number of deaths and serious injuries	<a href="#">Crash Analysis System</a>
	Survey responses	Percentage of survey respondents who gave 8+ out of 10 for their overall journey experience in private vehicles	<a href="#">NZTA Quarterly Reports</a>
Public transport network	Boardings	Number of passengers boarding public transport	Directly from NZTA
	Passenger kilometres	Sum of the distance travelled by passengers on public transport	Directly from NZTA
	Vehicle kilometres	Sum of the distance travelled by public transport vehicles  Reporting for this measure changed in July 2024 resulting in a structural break in the series	Directly from NZTA
	Cancellations	The difference between scheduled and operated trips as a percentage of total scheduled trips	Directly from NZTA
	Punctuality	The proportion of operated trips that depart their origin and arrive within five minutes of the scheduled time  There appears to be a data quality issue in February 2023 that is being further explored	Directly from NZTA
	On time departures	The proportion of scheduled trips that depart their origin within five minutes of the scheduled time	Directly from NZTA
	Survey responses	Percentage of survey respondents who gave 8+ out of 10 for their overall journey experience in public transport	<a href="#">NZTA Quarterly Reports</a>
Rail freight network	Freight lifted	The customer product weight (excluding container tare) for Kiwirail containers and customer product weight (including container tare) for 3 <sup>rd</sup> party containers	<a href="#">FIGS</a>
	Freight moved	The freight lifted times the rail distance travelled	<a href="#">FIGS</a>
	On time departures	The proportion of rail services that departed within 30 minutes of the scheduled time	Directly from KiwiRail
	On time arrivals	The proportion of rail services that arrived within 30 minutes of the scheduled time	Directly from KiwiRail
	Deaths and injuries	The number of deaths and serious injuries of KiwiRail employees and contractors associated with the operation of rail freight	Directly from KiwiRail

# Sources and definitions

Network	Measure	Definition	Source
Port network	Port visits	The number of ships that visit ports, excluding cruise ships	<a href="#">FIGS</a>
	Containers handled	The number of containers loaded and unloaded from fully cellular container ships at the largest six ports	<a href="#">FIGS</a>
	Ship rate	The number of containers moved on and off a container ship per hour	<a href="#">FIGS</a>
	Deaths and serious injuries	The number of deaths and notified serious harm injuries in the Ports and Harbour reporting sector	Directly from MNZ
Passenger aviation network	Boardings	The number of passengers arriving and departing at Auckland, Christchurch, Wellington, and Queenstown airports	<a href="#">Auckland</a> <a href="#">Christchurch</a> <a href="#">Wellington</a> <a href="#">Queenstown</a>
	Flights	The number of flights flown by major airlines on reported routes*	<a href="#">Ministry of Transport</a>
	On time departures	The proportion of operated flights that departed within 15 minutes of the scheduled time on reported routes*	<a href="#">Ministry of Transport</a>
	On time arrivals	The proportion of operated flights that arrived within 15 minutes of the scheduled time on reported routes*	<a href="#">Ministry of Transport</a>
	Cancellations	The proportion of scheduled flights that were cancelled within 7 days of scheduled departure on reported routes*	<a href="#">Ministry of Transport</a>
	Deaths and injuries	The number of deaths and injuries related to the operation of large, medium, and small aeroplanes operating commercial passenger transport in New Zealand	<a href="#">Civil Aviation Authority</a>
*flights on routes where there is more than airline operating			

## Caveats

The information presented in this report:

- Is collated from a range of sources, which each have their own caveats and data quality notes. Key caveats are noted in this report, but please refer to source for more detail.
- Is accurate to the best of our knowledge.

## Further reading

- Annual reports and statements of government transport system entities:
  - MOT: [Annual Reports](#), [Statements of Intent](#)
  - NZTA: [Annual Reports](#), [Quarterly Reports](#), [Statements of Performance Expectations](#)
  - KiwiRail: [Annual Reports](#), [Statements of Commercial Intent](#)
  - CAA: [Annual Reports](#), [Statements of Intent](#), [Statements of Performance Expectations](#)
  - MNZ: [Annual Reports](#), [Statements of Intent](#), [Statements of Performance Expectations](#)
- Open data reporting:
  - [Data.govt.nz](#)
  - MOT: [Airline on time performance](#), [Freight and Information Gathering System](#), [Household Travel Survey](#), [safety statistics](#), [fleet statistics](#), [Transport Outcome Framework Indicators](#)
  - NZTA: [open data portal](#), [funding, use, and infrastructure data](#), [funding and transport dashboard](#)
  - KiwiRail: [open data portal](#)
  - CAA: [Safety occurrences and activities dashboard](#)
  - MNZ: [accident, incident and mishap notification summaries](#)
  - Road Efficiency Group: [Transport Insights](#)
  - Local data: [Auckland metro rail performance dashboard](#)
- Key reports:
  - Infrastructure Commission: [Sector state of play: Transport](#)
  - Office of the Auditor General: [A case study of transport sector performance](#)