

Transport Network Performance Report

July 2025

Introduction

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

[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. 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.

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 feedback.

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

Road network

Moving people and freight by car and truck



Apr 2023 to Mar 2024



Apr 2024 to Mar 2025

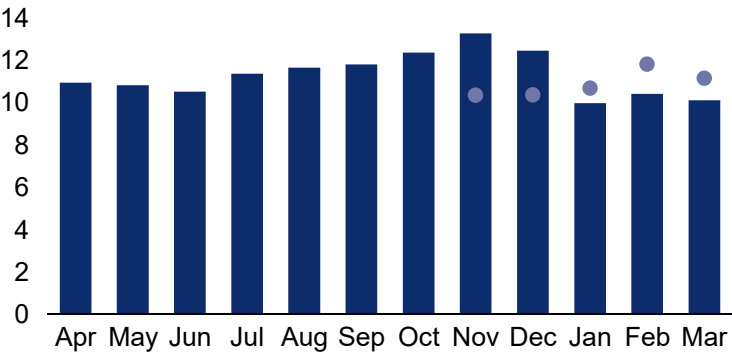
Demand

Light state highway traffic

There were around 11.3 million light vehicles counted per month between Apr 2024 and Mar 2025.

In September 2022, 40 of the 96 national telemetry traffic count sites went offline during a contractor handover. Sites have mostly come back online. Jan to Oct 2023 has been omitted due to data gaps impacting validity.

Daily average number of light vehicles counted, millions



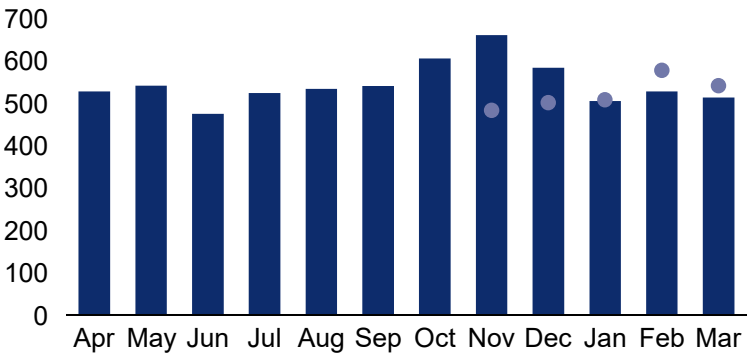
Demand

Heavy state highway traffic

There were around 545 thousand heavy vehicles counted per month between Apr 2024 and Mar 2025.

In September 2022, 40 of the 96 national telemetry traffic count sites went offline during a contractor handover. Sites have mostly come back online. Jan to Oct 2023 has been omitted due to data gaps impacting validity.

Daily average number of heavy vehicles counted, thousands



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



Apr 2023 to Mar 2024



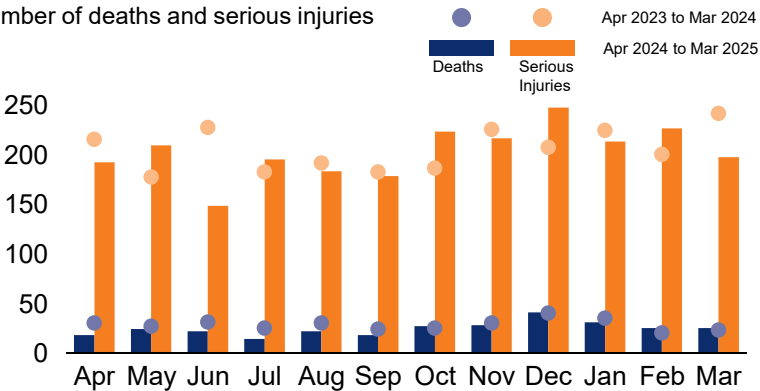
Apr 2024 to Mar 2025

Safety

Deaths and serious injuries

Total DSIs in the Apr 2024 to Mar 2025 period were similar to the previous year, but there were 13% fewer fatalities.

Number of deaths and serious injuries

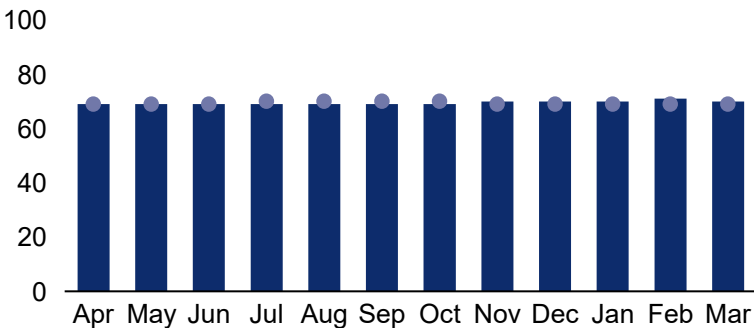


User Experience

User experience

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

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

Apr 2023 to Mar 2024

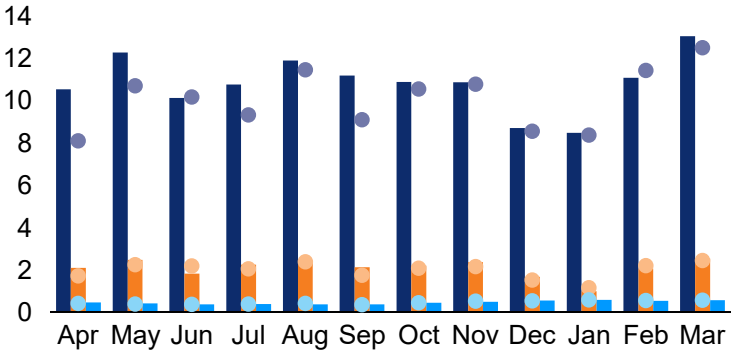
Apr 2024 to Mar 2025

Demand

Boardings

Bus, train, and ferry boardings were all higher from April 2024 to March 2025 than they were in the previous year, by 7%, 2%, and 5% respectively.

Number of passenger boardings on public transport, millions

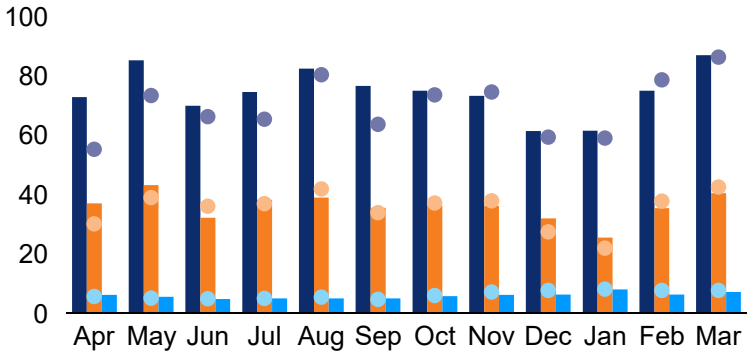


Demand

Passenger Kilometres

The total passenger kilometres on buses and trains are higher in April 2024 to March 2025 than in the previous year, by 7% and 2% respectively. Ferries, however, are 4% down.

Number of kilometres travelled by passengers, millions



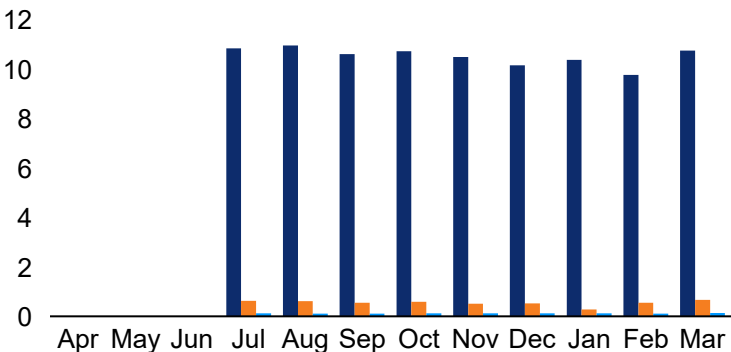
Supply

Vehicle kilometres

Vehicle service kilometres are consistent month on month, with buses travelling the furthest of the modes. Trains and ferries 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

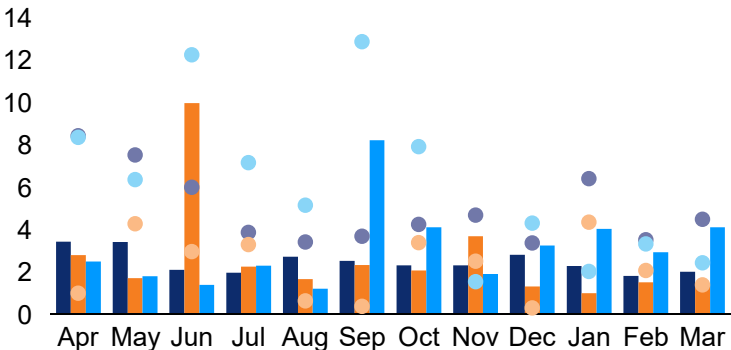


Reliability

Cancellations

Bus and ferry cancellations are lower over April 2024 to March 2025 than in the previous year, by 2.5 and 3 percentage points respectively. Train cancellations are up by 0.4 percentage points, mostly as a result of high (10%) cancellations in June 2024.

Percentage of scheduled trips cancelled



Public transport network

Moving people by bus, train, and ferry

Bus

Train

Ferry

Apr 2023 to Mar 2024

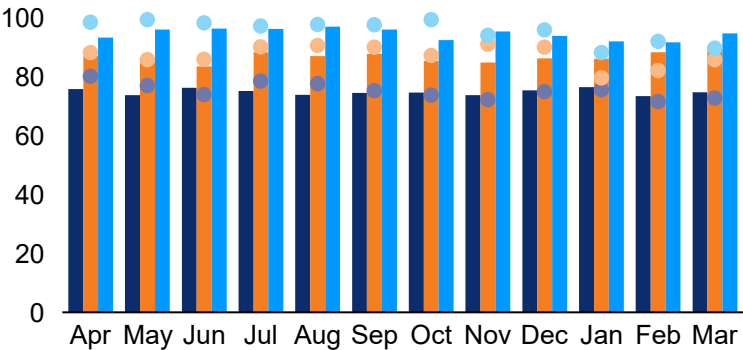
Apr 2024 to Mar 2025

Reliability

Punctuality

Punctuality was relatively similar between each year, at around 75% for buses, 87% for trains, and 95% for ferries.

Percentage of scheduled services departing and arriving on time

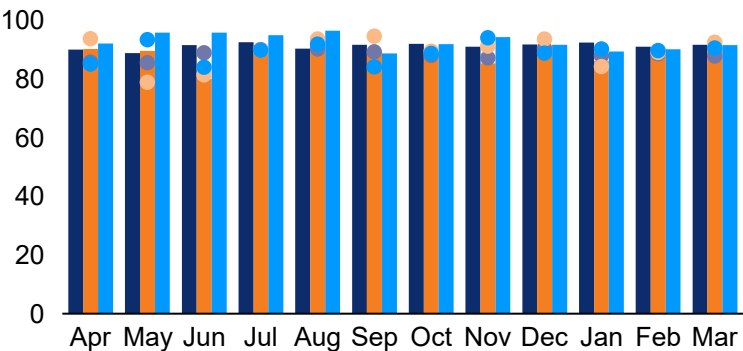


Reliability

On time departures

Reliability has improved slightly, averaging 91% for buses, 88% for trains, and 92% for ferries in the April 2024 to March 2025 year.

Percentage of scheduled services departing on time



Safety

Serious incidents

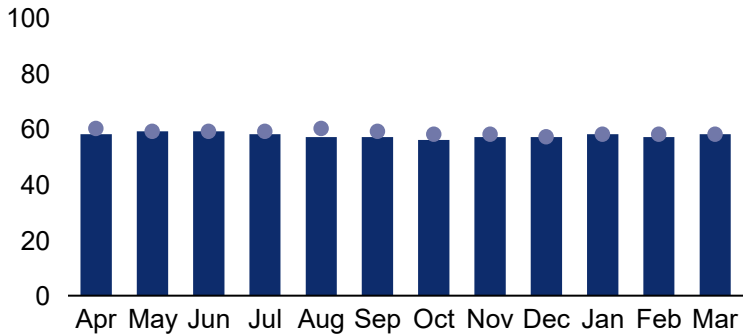
This data has only recently started to be collected regularly and has a range of quality issues and regional inconsistencies. NZTA aim to improve this over time, and it will subsequently be included in this report.

User Experience

User experience

The percentage of survey respondents that felt 'very satisfied' with their public transport experience has remained at around 59% over the last two years.

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



Apr 2023 to Mar 2024



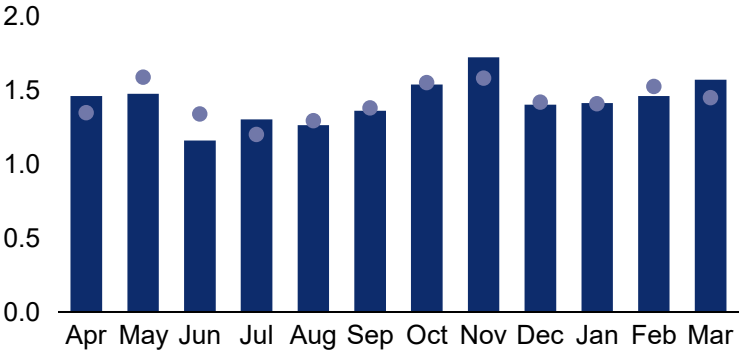
Apr 2024 to Mar 2025

Demand

Freight lifted

There is little overall change in freight lifted over the last two years. Some months (May, Jun, and Nov) showed some difference year on year. There is some seasonal fluctuation.

Tonnes of freight lifted onto trains, millions

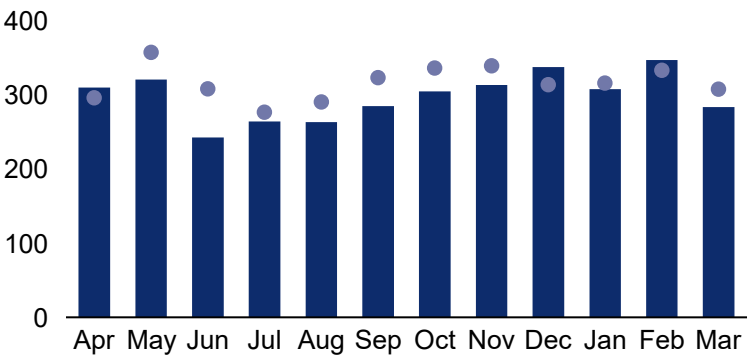


Supply

Freight moved

Freight moved is down 5.7% in the Apr 2024 to Mar 2025 year compared to the previous year, with consistent lows from March to August.

Net-tonne kilometres of freight moved by trains, millions

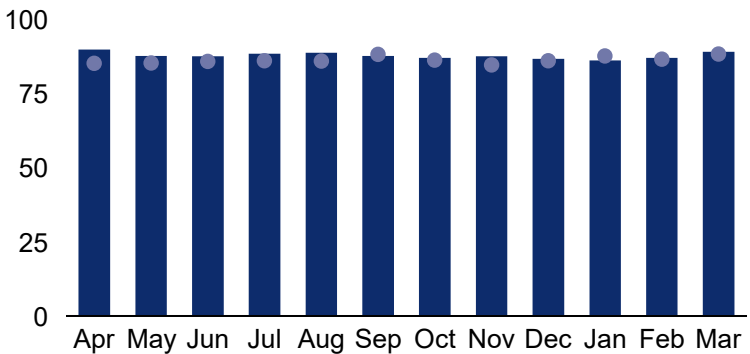


Reliability

On time departures

Rail services have been consistently more punctual over Apr 2024 to Mar 2025, on average 1.5 percentage points above the previous year.

Percentage of rail services departing on time

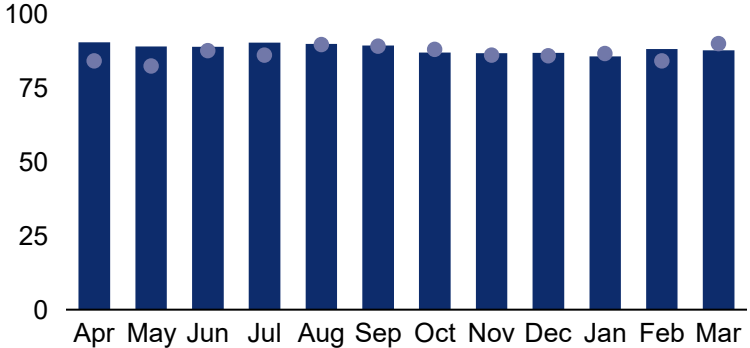


Reliability

On time arrivals

Rail services have been arriving on time slightly less frequently over Apr 2024 to Mar 2025, on average 1.7 percentage points below the previous year.

Percentage of rail services arriving on time



Rail freight network

Moving freight by rail



Apr 2023 to Mar 2024



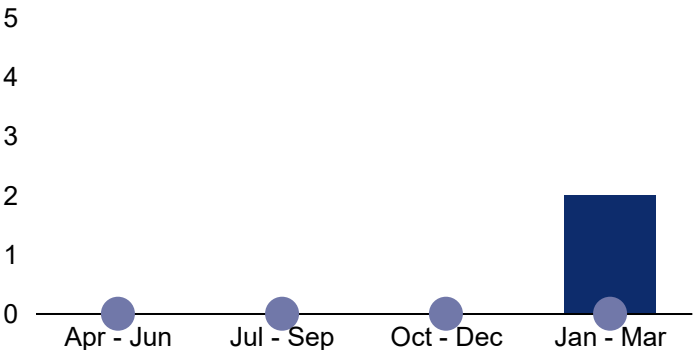
Apr 2024 to Mar 2025

Safety

Deaths and serious injuries

There were 2 deaths during rail freight operations over Jan – Mar 2025, and no other deaths over the recent two year period.

Number of deaths and serious injuries



User Experience

Customer satisfaction

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

Port network

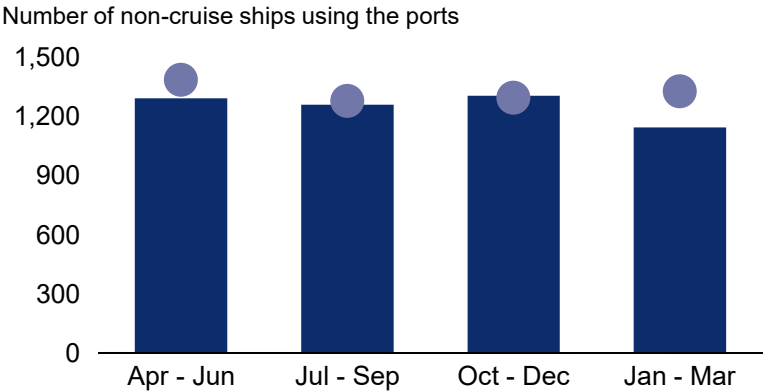
Moving freight from ships to road and rail, and back

● Apr 2023 to Mar 2024
■ Apr 2024 to Mar 2025

Demand

Port visits

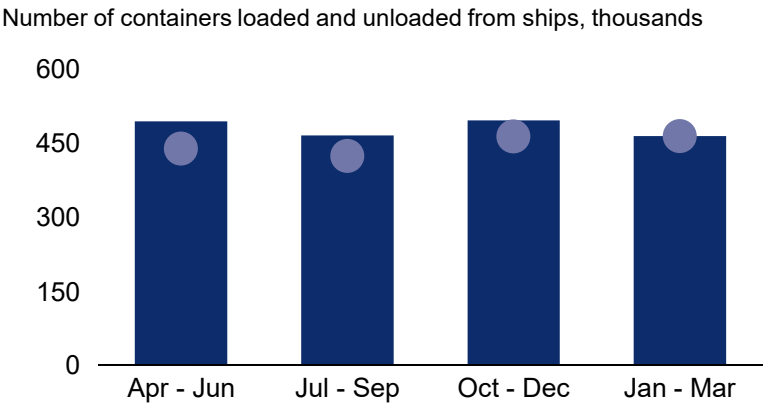
Demand for port services has fluctuated quarter to quarter and year on year, but is overall down 5% over Apr 2024 to Mar 2025 on the previous year.



Supply

Containers handled

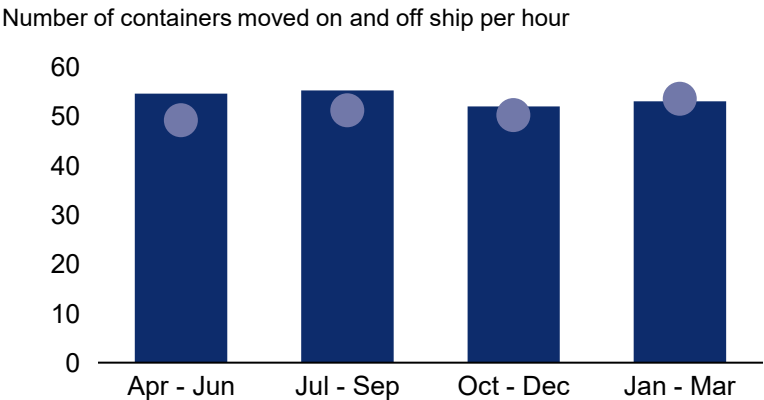
The number of containers handled is up 7% over Apr 2024 to Mar 2025 on the previous year.



Reliability

Ship rate

Overall container movement productivity is up by 5% over Apr 2024 to Mar 2025 on the previous year.

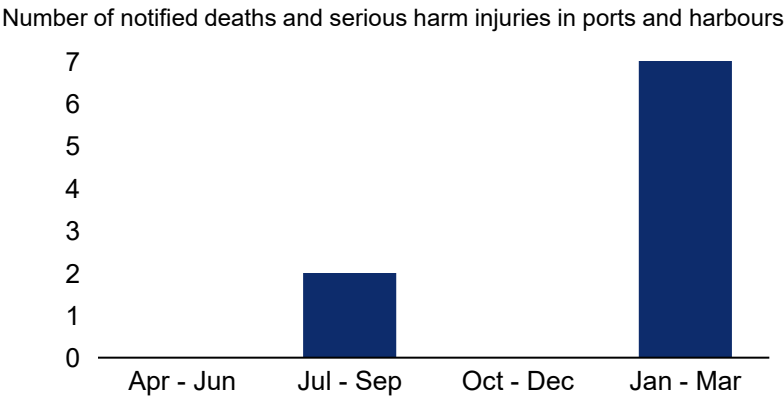


Safety

Deaths and serious injuries

There were three medical-related deaths at port designations over the last two years, and six serious injuries occurred in the Jan to Mar 2025 quarter.

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



Port network

Moving freight from ships to road and rail, and back



Apr 2023 to Mar 2024



Apr 2024 to Mar 2025

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



Apr 2023 to Mar 2024

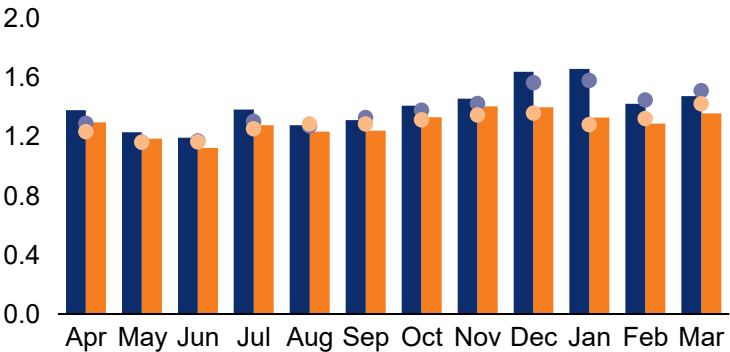
Apr 2024 to Mar 2025

Demand

Boardings

Domestic boardings are up 3% over Apr 2024 to Mar 2025 on the previous year, while international boardings remain similar.

Number of passengers arriving at and departing major airports, millions



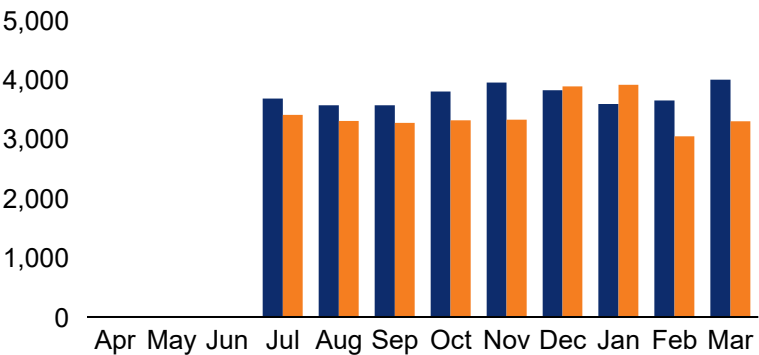
Supply

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



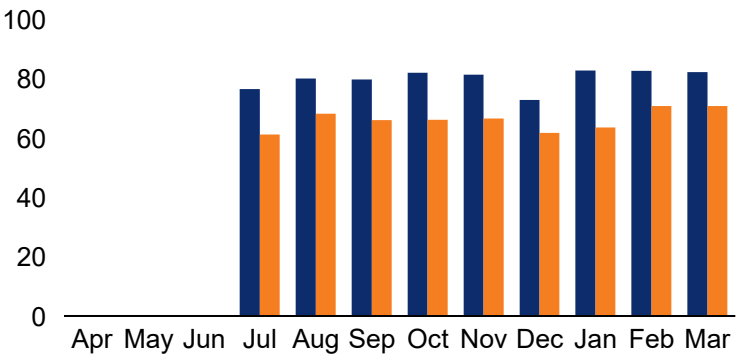
Reliability

On time departures

Domestic flights are more punctual than trans-Tasman flights: 80% compared to 66% on competitive routes.

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

Percentage of flights departing on time on reported routes



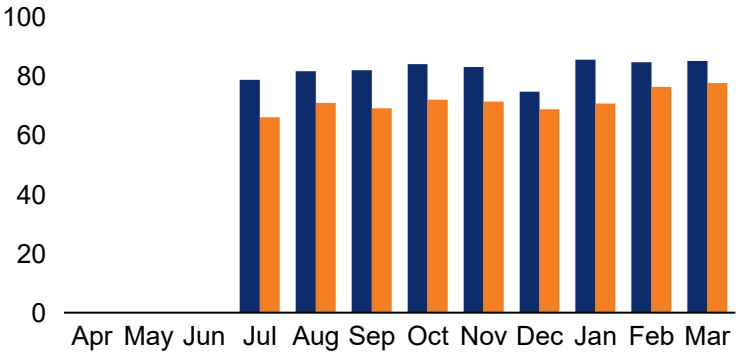
Reliability

On time arrivals

Again, domestic flights arrive on time more than trans-Tasman flights: 82% to 71% 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



Apr 2023 to Mar 2024



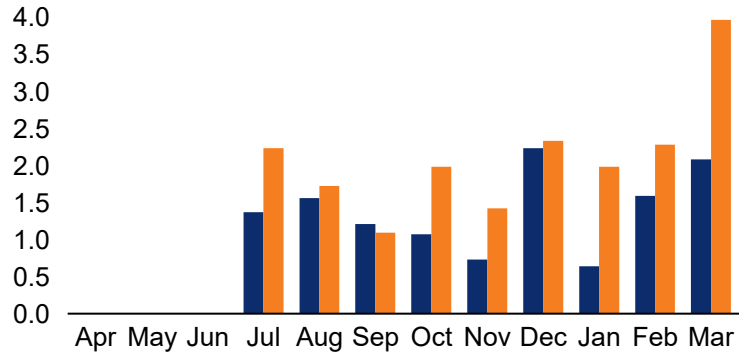
Apr 2024 to Mar 2025

Cancellations

Cancellations for domestic and trans-Tasman flights have hovered between 0.7% and 4% each month on competitive routes.

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

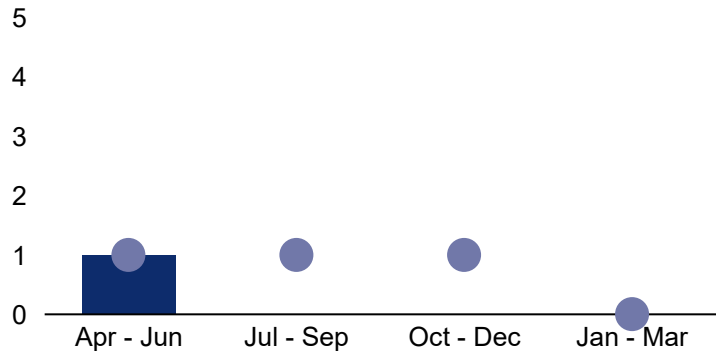
Percentage of scheduled competitive flights not flown on reported routes



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



Customer satisfaction

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

Reliability

Safety

User Experience

Sources and definitions

Network	Measure	Definition	Data Source
Road network	Light state highway traffic	Average daily number of light vehicles counted at state highway count sites each month	NZTA Open Data
	Heavy state highway traffic	Average daily number of heavy vehicles counted at state highway count sites each month	NZTA Open Data
	Deaths and serious injuries	The number of deaths and serious injuries	Crash Analysis System
	Survey responses	Percentage of survey respondents who gave 8+ out of 10 for their overall journey experience in private vehicles	NZTA Quarterly Reports
Public transport network	Boardings	Number of passengers boarding public transport	Supplied by NZTA
	Passenger kilometres	Sum of the distance travelled by passengers on public transport	Supplied by 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	Supplied by NZTA
	Cancellations	The difference between scheduled and operated trips as a percentage of total scheduled trips	Supplied by 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	Supplied by NZTA
	On time departures	The proportion of scheduled trips that depart their origin within five minutes of the scheduled time	Supplied by NZTA
	Survey responses	Percentage of survey respondents who gave 8+ out of 10 for their overall journey experience in public transport	NZTA Quarterly Reports
Rail freight network	Freight lifted	The customer product weight (excluding container tare) for KiwiRail containers and customer product weight (including container tare) for 3 rd party containers	FIGS
	Freight moved	The weight of freight lifted times the rail distance travelled	FIGS
	On time departures	The proportion of rail services that departed within 30 minutes of the scheduled time	Supplied by KiwiRail
	On time arrivals	The proportion of rail services that arrived within 30 minutes of the scheduled time	Supplied by KiwiRail
	Deaths and injuries	The number of deaths and serious injuries of KiwiRail employees and contractors associated with the operation of rail freight	Supplied by KiwiRail

Sources and definitions

Network	Measure	Definition	Source
Port network	Port visits	The number of ships that visit ports, excluding cruise ships	FIGS
	Containers handled	The number of containers loaded and unloaded from fully cellular container ships at the largest six ports	FIGS
	Ship rate	The number of containers moved on and off a container ship per hour	FIGS
	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	Auckland Christchurch Wellington Queenstown
	Flights	The number of flights flown by major airlines on reported routes*	Ministry of Transport
	On time departures	The proportion of operated flights that departed within 15 minutes of the scheduled time on reported routes*	Ministry of Transport
	On time arrivals	The proportion of operated flights that arrived within 15 minutes of the scheduled time on reported routes*	Ministry of Transport
	Cancellations	The proportion of scheduled flights that were cancelled within 7 days of scheduled departure on reported routes*	Ministry of Transport
	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	Civil Aviation Authority
*flights on routes where there is more than one 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](#)