

Tranz Metro Punctuality, Screen Shot of On Time Performance for Hutt Valley Line

Tranz Metro Punctuality – Hutt Valley Line [www.tranzmetro.co.nz/OnTimePerformance.aspx](http://www.tranzmetro.co.nz/OnTimePerformance.aspx)

# Tranz Metro Punctuality

Providing a good service and running trains on time for our customers, is important to Tranz Metro. We also know that your most important priority is to get to your destination on time. Our performance target is to run at least 95% of our trains on time each month. This is an achievable target for a rail network with modern, reliable trains and modern, reliable infrastructure.

We determine a train to be on time if it arrives within 5 minutes of the scheduled arrival time. Auckland trains and many other overseas regions and rail companies use this 5 minute benchmark for their arrival times.

## Monthly Performance Results

September 2015

92% of trains were on time to within 5 minutes

### Performance by line

- Hutt Valley Line - 96% on time
- Johnsonville Line - 82% on time
- Kapiti Line - 95% on time
- Wairarapa Line - 83% on time

