

## Operational Pānui May 2026

As we head into the winter months and our upcoming Interislander maintenance period there are some important pieces of information we need to let you know about. This Pānui covers:

- Rail network maintenance King's Birthday Weekend Sat 30 May – Mon 2 June
- Interislander Fleet Reliability Performance
- Acknowledgement of official findings for fleet incidents
- Reminder - 2026 Interislander Maintenance Period
  - Kaiārahi wet-dock Mon 22 June – Monday 13 July
  - Kaitaki entering dry-dock 18 July – Saturday 26 September

### Rail network maintenance King's Birthday Weekend Sat 30 May – Mon 2 June

KiwiRail is taking advantage of the reduced volumes over the King's Birthday Weekend to enable the delivery of critical track maintenance across the Auckland and Wellington rail networks.

A three-day Block of Line (BOL) is scheduled from Saturday 30 May – Mon 2 June, allowing crews uninterrupted access to complete essential works safely and efficiently, while minimising disruption to customers. These works are part of the ongoing investment in maintaining and improving the reliability and safety of the rail network. Detailed information on the impacts will be communicated directly to affected customers.

Please note that similar blocks of line are scheduled for Matariki and Labour Weekend. More information will be provided closer to the time.



## Interislander Fleet Reliability Performance

We have recently assessed our reliability performance and wanted to share the improvement journey with you in numbers.

As a result of our enhanced maintenance and asset management programme, fleet reliability (excluding weather) is now consistently above the 98% target. We are proud of the teams that have driven this progress and grateful for your continued support. We will continue to work hard and make the investments required to deliver the service your customers need right through to the arrival of our new fleet in 2029.

Calendar year	Reliability to sail %	Total planned sailings	Total executed sailings	Total cancelled sailings	Mechanical	Weather	Other (ie Covid 19 and staff shortage)
2021	81%	3,832	3,090	742	656	44	42
2022	83%	3,251	2,702	563	509	22	32
2023	92%	3,624	3,318	353	219	90	44
2024	96%	3,497	3,345	154	108	42	4
2025	97%	3,205	3,123	82	30	52	0

For context, cancellations due to mechanical issues across 2021–2023 reflect a period where disruptions were driven by a small number of significant mechanical incidents, including gearbox-related issues on Kaiārahi and the 2023 Kaitaki loss of power incident. These incidents removed ships from service for extended periods, leading to blocks of cancelled sailings.

Following the Kaitaki loss of power incident and alongside work to address gearbox reliability across the fleet, and in light of anticipated issues arising from operating an aging fleet, Interislander substantially increased its preventative maintenance and asset management regime. In that regard, Interislander also commissioned international maritime assessors Den Norske Veritas (DNV) to independently assess the fleet and recommend improvements to the maintenance and asset management programme having regard to the age of the fleet.

Under our enhanced maintenance program, we now monitor thousands of individual components on the ships, as well as critical systems on board.

## Acknowledgment of official findings for fleet incidents

We want to acknowledge two previous incidents involving our ships, Kaitaki and Aratere, which have been in the news recently following the release of official findings and court proceedings



In both cases, we did not meet the standards we expect of ourselves. We took responsibility, acted quickly, and have since made major improvements to how our ferries are managed, maintained, and operated.

These changes are now part of our everyday operations, with a stronger focus on safety and readiness. While these events were difficult, they are now behind us. We remain fully committed to providing a safe and reliable Cook Strait service for our freight customers until the arrival of the two new rail enabled ferries in 2029.

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### **Reminder - 2026 Interislander Maintenance Period**

From June to September 2026, Interislander will be operating a temporary one ship timetable while Kaiārahi undergoes wet dock maintenance (Mon 22 June – Monday 13 July) followed by Kaitaki entering dry dock (Saturday 18 July – Saturday 26 September).

You can view the [full maintenance schedule](#) on our website.

We're working closely with freight customers to confirm bookings, manage allocations, and minimise disruption during this maintenance period. Please note, if there are changes to this timetable we will communicate with you ahead of time and work with you to confirm the details.

As always if you have any questions or issues about any of the information included in this Pānui, please reach out to your Key Account Executive or our Customer Delivery team on 0800 351 351.

Ngā mihi nui,

The team at KiwiRail.

