

8 February 2024

File Ref: OIAPR-1274023063-24939

By email: [REDACTED]

Tēnā koe [REDACTED]

### **Request for information 2023-314**

I refer to your request for information dated 25 December 2023, which was received by Greater Wellington Regional Council (Greater Wellington) on 25 December 2023. You have requested the following:

*"I request all correspondence related to train scheduling on the Wairarapa Line for Monday 25 December 2023 between 1 October and 24 December 2023. This includes within Metlink, as well as correspondence to and from Councillor Adrienne Staples regarding this topic."*

### **Greater Wellington's response follows:**

Multiple content searches using our internal search system were completed relating to scheduling and time tabling on the Wairarapa line between 1 October 2023 to 24 December 2023. Key words used included 'Wairarapa' and 'Wairarapa line', 'schedule', 'timetable', 'train scheduling', and 'Adrienne Staples'. We also contacted Councillor Staples asking for all correspondence she had been involved in related to train scheduling on the Wairarapa Line for Monday 25 December 2023.

Please see **Attachment 1** and **Attachment 2** which contain copies of emails found relating to the scheduling of Wairarapa buses on Christmas Day 2023. We note that our rail operator, Transdev, is responsible for planning and management of services on the rail network including bus replacement services.

Names of our operator's staff have been redacted from **Attachment 1** under section 7(2)(a) of the Local Government Official Information and Meetings Act 1987 (the Act) in order to protect the privacy of natural persons, including that of deceased natural persons.

We have considered whether the public interest in the requested information outweighs Greater Wellington's need to withhold the identifying information. As a result, we do not consider that the

public interest outweighs Greater Wellington's reason for withholding the personal information under the grounds identified above.

Trains were not scheduled to operate on the Wairarapa Line on Christmas Day, and this has been the case for a number of years, largely due to staffing constraints. In that regard, the Wairarapa Line train services work differently to the rest of the Wellington rail network. They have dedicated train staff for managing the operational requirements for this line some of which are under sub-contract through KiwiRail. Whereas the rest of the rail network, train staff can be deployed across the electrified train network.

If you have any concerns with the decision(s) referred to in this letter, you have the right to request an investigation and review by the Ombudsman under section 27(3) of the Act.

Please note that it is our policy to proactively release our responses to official information requests where possible. Our response to your request will be published shortly on Greater Wellington's website with your personal information removed.

Nāku iti noa, nā



**Samantha Gain**

Kaiwhakahaere Matua Waka-ā-atea | Group Manager, Metlink

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**From:** Trevor Jones <Trevor.Jones@gw.govt.nz>

**Sent:** Tuesday, October 24, 2023 4:31 PM

**To:** [REDACTED] - Transit <[REDACTED]@tranzit.co.nz>

**Cc:** [REDACTED] <[REDACTED]@tranzurban.co.nz>; Susan Wilson <Susan.Wilson@gw.govt.nz>; Karen Jenkinson <Karen.Jenkinson@gw.govt.nz>; Rob Braddock <Rob.Braddock@gw.govt.nz>; Ben Leah <Ben.Leah@gw.govt.nz>; Rita Aiono <Rita.Aiono@gw.govt.nz>; Kaira Sheck <kaira.sheck@gw.govt.nz>; Kadin Schneider <Kadin.Schneider@gw.govt.nz>; Hannah Geddis <Hannah.Geddis@gw.govt.nz>; Jo Pritchard <Jo.Pritchard@gw.govt.nz>; Mary Quigg <Mary.Quigg@gw.govt.nz>; [REDACTED] <[REDACTED]@tranzit.co.nz>; Rita Aiono <Rita.Aiono@gw.govt.nz>

**Subject:** Transit Wairarapa Christmas/New Year 2023-2024 Metlink bus services & resumption of full WRL interpeak rail service Wellington to Masterton from December 11th

Hi [REDACTED],

Please find the attached Christmas/New Year 2023-2024 Metlink Bus & Rail table which summarises the information that we are providing to our customers. Below is a summary of the changes that specifically relate to the Wairarapa bus service operation. It is also important to note that Wairarapa Line weekday interpeak train services will return to full line operation both directions between Wellington & Masterton from Monday 11<sup>th</sup> December so all route 204 trips will need to return to servicing Woodside as per the attached timetable from this date. Please also note that the Metlink data will not flow through on this change until the 19<sup>th</sup> December update.

Between Boxing Day (December 26<sup>th</sup> & Sunday 14<sup>th</sup> January) all Wairarapa Line train services are bus replaced which influences the majority of changes to the Wairarapa bus services listed below.

Please don't hesitate to contact me if you require any clarification or if anything doesn't look correct.

**Monday 12<sup>th</sup> December - Route 204 reinstate full Woodside Station service for all trips as per the attached timetable above.**

**Monday 25<sup>th</sup> December – Route 200 to operate a weekend timetable except that the 7.55am route 200 Greytown to Featherston service and the 8.00pm route 200 Featherston to Greytown services will not operate**

**Tuesday 26<sup>th</sup> December - Route 200 to operate a weekend timetable except that the 7.55am route 200 Greytown to Featherston service and the 8.00pm route 200 Featherston to Greytown services will not operate**

**Wednesday 27<sup>th</sup> December - Route 200 to operate a weekend timetable with the following changes: the 7.55am route 200 Greytown to Featherston service and the 8.00pm route 200 Featherston to Greytown services will not operate. Additional service 6.55am ex Martinborough to Featherston, additional service 6.40pm ex Featherston to Martinborough. Routes 201, 202, 203 & 206 will operate to the normal weekday timetable. No route 204 service.**

**Thursday 28<sup>th</sup> December - Route 200 to operate a weekend timetable with the following changes: the 7.55am route 200 Greytown to Featherston service and the 8.00pm route 200 Featherston to Greytown services will not operate. Additional service 6.55am ex Martinborough to Featherston, additional service 6.40pm ex Featherston to Martinborough. Routes 201, 202, 203 & 206 will operate to the normal weekday timetable. No route 204 service.**

**Friday 29<sup>th</sup> December - Route 200 to operate a weekend timetable with the following changes: the 7.55am route 200 Greytown to Featherston service and the 8.00pm route 200 Featherston to Greytown services will not operate. Additional service 6.55am ex Martinborough to Featherston, additional service 6.40pm ex Featherston to Martinborough. Routes 201, 202, 203 & 206 will operate to the normal weekday timetable. No route 204 service.**

**Saturday 30<sup>th</sup> December - Route 200 to operate a weekend timetable except that the 7.55am route 200 Greytown to Featherston service and the 8.00pm route 200 Featherston to Greytown services will not operate**

**Sunday 31<sup>st</sup> December - Route 200 to operate a weekend timetable except that the 7.55am route 200 Greytown to Featherston service and the 8.00pm route 200 Featherston to Greytown services will not operate**

**Monday 1<sup>st</sup> January - Route 200 to operate a weekend timetable except that the 7.55am route 200 Greytown to Featherston service and the 8.00pm route 200 Featherston to Greytown services will not operate**

**Tuesday 2<sup>nd</sup> January - Route 200 to operate a weekend timetable except that the 7.55am route 200 Greytown to Featherston service and the 8.00pm route 200 Featherston to Greytown services will not operate**

**Wednesday 3<sup>rd</sup> January - Route 200 to operate a weekend timetable with the following changes: the 7.55am route 200 Greytown to Featherston service and the 8.00pm route 200 Featherston to Greytown services will not operate. Additional service 6.55am ex Martinborough to Featherston, additional service 6.40pm ex Featherston to Martinborough. Routes 201, 202, 203 & 206 will operate to the normal weekday timetable. No route 204 service.**

**Thursday 4<sup>th</sup> January - Route 200 to operate a weekend timetable with the following changes: the 7.55am route 200 Greytown to Featherston service and the 8.00pm route 200 Featherston to Greytown services will not operate. Additional service 6.55am ex Martinborough to Featherston, additional service 6.40pm ex**

Featherston to Martinborough. Routes 201, 202, 203 & 206 will operate to the normal weekday timetable.  
No route 204 service.

Friday 5<sup>th</sup> January - Route 200 to operate a weekend timetable with the following changes: the 7.55am route 200 Greytown to Featherston service and the 8.00pm route 200 Featherston to Greytown services will not operate. Additional service 6.55am ex Martinborough to Featherston, additional service 6.40pm ex Featherston to Martinborough. Routes 201, 202, 203 & 206 will operate to the normal weekday timetable.  
No route 204 service.

Saturday 6<sup>th</sup> January - Route 200 to operate a weekend timetable except that the 7.55am route 200 Greytown to Featherston service and the 8.00pm route 200 Featherston to Greytown services will not operate

Sunday 7<sup>th</sup> January - Route 200 to operate a weekend timetable except that the 7.55am route 200 Greytown to Featherston service and the 8.00pm route 200 Featherston to Greytown services will not operate

Monday 8<sup>th</sup> January – Normal weekday timetable except no route 204 service

Tuesday 9<sup>th</sup> January – Normal weekday timetable except no route 204 service

Wednesday 10<sup>th</sup> January – Normal weekday timetable except no route 204 service

Thursday 11<sup>th</sup> January – Normal weekday timetable except no route 204 service

Friday 12<sup>th</sup> January – Normal weekday timetable except no route 204 service

Saturday 13<sup>th</sup> January - Route 200 to operate a weekend timetable except that the 7.55am route 200 Greytown to Featherston service and the 8.00pm route 200 Featherston to Greytown services will not operate

Sunday 14<sup>th</sup> January - Route 200 to operate a weekend timetable except that the 7.55am route 200 Greytown to Featherston service and the 8.00pm route 200 Featherston to Greytown services will not operate

Monday 15<sup>th</sup> January – Normal weekday timetable. Route 204 service resumes.

Kind regards,

Trevor

**Trevor Jones**

Senior Public Transport Planner | *Kaitohutohu*  
Public Transport Service Design | *Waka-a-atea ratonga hoahoa*

**Metlink**

**M** 021 804 627

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PROACTIVE RELEASE

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**From:** Metlink Councillor Liaison  
**Sent:** Friday, 3 November 2023 4:24 PM  
**To:** COUNCILLORS <MailCOUNCILLORS@gw.govt.nz>  
**Cc:** Comms <comms@gw.govt.nz>  
**Subject:** RE: 23/24 Summer Timetables and Cruise Ship season

**EDIT:** Apologies Councillors, Wellington Cable Car subsequently confirmed they will not be providing service on Christmas day. Updated information is attached and below.

Kia ora Councillors

Hope you've been enjoying the week of nicer weather. Quick email regarding summer timetables and cruise-ship charter services.

### **Metlink Summer timetables**

We're not planning any significant network wide reductions in service, like we had in January 2023. However, we do have contracted reductions over the Christmas holiday period – see attached. I have summarised below;

- **Bus services**
  - A Saturday timetable will operate on the working weekdays during the Christmas period (Weds 27, Thurs 28, Fri 29 December)
  - A Sunday timetable will operate on public holiday days (Mon 25, Tues 26 December; Mon 1, Tues 2 January)
  - After Midnight services will run as usual, on Sat/Sun nights, with the addition of Mon 1 January to provide transport following NYE celebrations
  - The bus network will return to normal service levels from Wed 3 January, with the

exception of Wairarapa bus services;

- Route 200; On “workdays” this route will operate to a weekend-plus timetable with the plus being a connecting service between Featherston & Martinborough (both directions) for the one extra return commuter (bus replacement) train service to Wellington.
- Routes 201, 202, 203 & 206; On the days deemed as “workdays” between 25th December 2023 & 5th January 2024, the local Masterton town services will operate a weekday timetable
- Route 204; Services will not operate between Monday 25th December and Sunday 14th January. All WRL train services are bus replaced during this period so there will be no requirement to service Woodside Station

• **Rail Services**

- All train services are bus replaced between Tuesday 26th December 2023 & Sunday 7th January 2024
- A Saturday timetable will operate on the working weekdays between Wed 27 December – Fri 5 Jan, with an additional early morning service to Wellington on the HVL/KPL
- A Sunday timetable will operate on public holiday days
- Additional services will be provided in the early hours of Mon 1 January to provide transport following NYE celebrations
- As Melling is a weekday only service, there will be no weekend or public holiday services during this holiday period, and working weekdays will have hourly services between 6am-6pm
- Rail services will return to normal service levels from Mon 8 January, with the exception of the WRL train services which remain bus replaced until Sunday 14th January 2024.

• **Ferry**

- No service on Christmas Day (Monday 25th December)
- Weekend timetables between Tuesday 26th December 2023 & Sunday 7th January 2024
- Return to normal service levels from Monday 8<sup>th</sup> January

• **Cable Car**

- No service on Christmas Day (Monday 25th December)
- Reduced hours between Sunday 24th December & Saturday 6th January 2024
- Return to normal service levels from Sunday 7th January 2024

As usual, we have a communications plans in place to provide this information to our communities from early December. We will be utilising our owned assets; digital signage, posters, Metservice platform, the Metlink website, our social media platform and potentially newspaper adverts.

**Cruise Ship Season 2023/2024:**

Wellington’s cruise ship season is upon us and was scheduled to commence on 8 November, although the cyclone in the Pacific has altered the travel plans of one ship which docked during

this week!

Tranzit Group are the main contractor of the cruise services. Charter drivers are utilised in the first instance. This is a cohort of contract drivers who enjoy the limited hours and nature of these trips and have no interest in the challenges of urban driving. Tranzurban and Tranzit Group have both reaffirmed their position that the Metlink urban services are their primary focus.

Tranzurban will provide some Metlink branded vehicles and drivers where interpeak hours and where drivers are happy with the additional hours. There will likely be a number of drivers that fit into this category as they have experienced reducing hours as the driver establishment has been nearing capacity.

We have been assured that there is no intention to impact our urban services or their responsibilities. In terms of the urban schedule there is nothing to report from the unplanned start to the cruise season on 31 October.

Metlink officers will carefully monitor our cancellation levels during this time to ensure there is no impact to our network.

Have a great weekend!

**Lisa Colebrooke** (she/her)

Kaitohutohu Takawaenga, Waka Tūmatanui | Council Liaison Advisor, Public Transport

**Greater Wellington Te Pane Matua Taiao**

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