

2 April 2025

File Ref: OIAPR-1274023063-36415

By email: [REDACTED]

Tēnā koe [REDACTED]

Request for information 2025-071

I refer to your request for information dated 04 March 2025, which was received by Greater Wellington Regional Council (Greater Wellington) on 04 March 2025. You have requested the following:

“I am a very frustrated Wairarapa train commuter currently waiting for an already late train. Can you please tell me:

- 1. How many Wairarapa trains in 2025 have experienced a) mechanical issues, b) staffing issues or c) limited capacity that have effected the timing and quality of service.*
- 2. What action you have taken or are taking to address the above issues. In responding, please specify the timetable for implementation.*
- 3. What action you intend to take to restore the faith of exhausted and frustrated Wairarapa consumers.*
- 4. What reporting and accountability measures are in place to ensure that your trains run on time and to an appropriate standard.”*

Greater Wellington’s response follows:

- 1. How many Wairarapa trains in 2025 have experiences a) mechanical issues, b) staffing issues or c) limited capacity that have affected the timing and quality of service***

Please see the information requested below. This information is for the time period of 01 January 2025 to 03 March 2025.

Where possible the information in the graph below has been broken down into the groups of; unaffected services, planned bus replacement, unplanned bus replacement, reduced capacity

service, delayed services. These groups have been further broken down with subgroups that explain each total.

Unaffected Services		190
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Bus Replaced Services - Planned total		227
	KiwiRail track work	227
Bus Replaced Services - unplanned total		9
	Air conditioning fault	6
	Staff sickness	1
	Operational reasons	2
Reduced capacity Services - total		17
	Staff sickness	16
	Mechanical issues	1
Delayed Services – total		23
	Staffing issues	23
Total Number of Services		466

Please note, there were planned blocks of line on the Wairarapa Line, where buses replaced trains from 26 December 2024 to 10 February 2025, which are included in the timeframe for the data provided above as KiwiRail track work.

You can read more about this closure through the following link: <https://www.metlink.org.nz/news-and-updates/projects-timeline/christmas-2024-rail-upgrades>

2. What action you have taken or are taking to address the above issues. In responding, please specify the timetable for implementation

and

3. What action you intend to take to restore the faith of exhausted and frustrated Wairarapa consumers

There are a number of contributing factors affecting the overall Wairarapa Line service, including a limited roster of staff, and temporary speed restrictions as KiwiRail improves the rail line.

Transdev’s immediate priority is staffing. Transdev has assured us they are taking proactive steps to address their current staffing shortage. This includes training additional train

managers who have the qualifications required to work on the Wairarapa Line. Given statutory training times this, will take time for the new train managers to become fully licensed. We do not currently have a specific timetable for implementation.

Metlink is working with Transdev to improve all bus replacement services that may be required while we work through both the immediate and long-term challenges.

You may find more information on these actions at: <https://www.metlink.org.nz/news-and-updates/news/wairarapa-line-train-reliability>.

The work on the Wairarapa Line upgrades is ongoing, with new trains coming in 2028 - 2029 along with faster and more frequent services. There is more information on these trains through this link: <https://www.metlink.org.nz/news-and-updates/projects-timeline/nirim-north-island-rail-connection>

4. What reporting and accountability measures are in place to ensure that your trains run on time and to an appropriate standard

Our Partnering Contract with the rail operator Transdev (the rail contract) provides for several measures of performance, including reliability and punctuality. You can find a representative version of the contract online at: <https://www.gw.govt.nz/transport/metlink-bus-train-and-ferry/public-transport-contracts/>

The contract essentially sets out all reporting and accountability measures for our rail operator to adhere to. However, in this case, we generally consider reliability and punctuality to be the most important performance indicators that our operator reports to us. These are defined as follows:

Reliability

The rail reliability measure shows the percentage of scheduled services that depart from the origin and key stations no earlier than 30 seconds before the scheduled time, meet the consist size for the scheduled service, and stop at all stations timetabled for the service.

Punctuality

The rail punctuality measure records the percentage of services arriving at key interchange stations and final destination within five minutes of the scheduled time.

Information on reliability and punctuality is set out in Schedule 3, Part 2 and Schedule 6, Part 6 of the Partnering Contract (pages 3-5 and pages 191 to 196 at: <https://www.gw.govt.nz/document/22467/rail-partnering-contract-schedules-3-to-19/>).

As set out in schedule 3 of the rail contract:

2.2 The Operator shall measure its performance against the Passenger Service Objectives and Outcomes by:

2.2.1 measuring the Operator's adherence to the Rail Unit Timetable and its performance as against the Reliability KPI and Punctuality KPI and applying Performance Deductions;

2.2.2 measuring the Operator's ability to meet or exceed customer satisfaction levels through the Customer Satisfaction Survey regime (and, in the applicable circumstances, the Operator will be rewarded through Customer Satisfaction Payments calculated in accordance with paragraph 8 of Schedule 6 (Financial and Performance Regime));

2.2.3 measuring (with GWRC) the Parties' ability to achieve patronage growth and applying the FIM; and

2.2.4 measuring its performance against the Performance Indicators (and, in the applicable circumstances, the Operator will be rewarded through Performance Payments calculated in accordance with paragraph 9 of Schedule 6 (Financial and Performance Regime)).

As set out in Schedule 6 of the rail contract:

6.3 The Operator shall ensure that:

6.3.1 each Scheduled Service shall:

(a) depart from its Origin and each Intermediate Station and do so no earlier than 30 seconds before the scheduled time for such departure set out in the Rail Unit Timetable;

(b) meet the consist size for that Scheduled Service contemplated by the Working Timetable; and

(c) stop at all Stations at which such Scheduled Service is scheduled to stop, as indicated in the Rail Unit Timetable; or

6.3.2 if a Scheduled Service is replaced by alternative transport arrangements, ensure that such alternative transport:

(a) departs from the Origin of the replaced Scheduled Service no later than 30 minutes after the scheduled time for the departure of the replaced Scheduled Service set out in the Rail Unit Timetable;

(b) provides sufficient capacity to carry all passengers who might reasonably be expected to desire to use such alternative transport in place of the replaced Scheduled Service;

c) stop as close as is lawful, safe and reasonably practicable to all Stations at which such Scheduled Service is scheduled to stop, as indicated in the Rail Unit Timetable; and

(d) complies with the requirements of Schedule 3 (Passenger Services) and that the Operator complies with its obligations under Schedule 3 (Passenger Services) in respect of the relevant Planned Disruption or Unplanned Disruption.

The performance of our network is also reported on to the Transport Committee. Each month the reliability and punctuality of rail services is published on the Metlink website through the following link: <https://www.metlink.org.nz/about-us/performance-of-our-network#rail-performance>

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 Local Government Official Information and Meetings Act 1987.

Please note that it is our policy to proactively release our responses to official information requests where appropriate. 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