

19 May 2023

File Ref: OIAPR-1274023063-2209

[REDACTED]

Tēnā koe [REDACTED],

Request for information 2023-101

I refer to your request for information dated 1 May, which was received by Greater Wellington Regional Council (Greater Wellington) on 1 May. You have requested the following:

1. *“All correspondence, including but not limited to e-mails, records of meetings/calls and other relevant records, from Regional Council elected members and officials, concerning the decision to reduce service levels on the Johnsonville Line from 1 May 2023.*
2. *I am particularly interested in reasons for the decision to reduce Johnsonville Line service levels, records of elected members signing off the decision, and the advice that led to the decision (whether from Kiwi Rail, Metlink or GWRC officials) and would be grateful if you could highlight this in your response.”*

On 9 May 2023, a Metlink officer corresponded with you via email to discuss the scope of your request, and you agreed to amend the request as follows:

1. *“All correspondence, including but not limited to e-mails, records of meetings/calls and other relevant records from Metlink rail assets and rail operations staff, Metlink service design staff, Metlink senior managers, Greater Wellington Regional Councillors, the Greater Wellington Chief Executive, and the Metlink General Manager, concerning the decision to reduce service levels on the Johnsonville Line from 1 May 2023, including as keywords “KiwiRail” and “speed restrictions.”*
2. *I am particularly interested in reasons for the decision to reduce Johnsonville Line service levels, records of elected members signing off the decision, and the advice that led to the decision (whether from Kiwi Rail, Metlink or GWRC officials) and would be grateful if you could highlight this in your response.”*

Greater Wellington's response follows:

Background

KiwiRail is a state-owned enterprise that owns and manages the rail network within New Zealand. Greater Wellington has an access agreement with KiwiRail to run passenger trains on the Wellington Regional Metropolitan Network as part of the Metlink public transport network. KiwiRail is not a part of Greater Wellington, nor does it act as its agent.

On the afternoon of Thursday, 27 April 2023, KiwiRail informed Greater Wellington of a technical issue affecting KiwiRail's EM80 Track Evaluation Car (TEC). The TEC is an essential piece of equipment that is deployed on the Wellington rail network every four months to ensure that tracks are compliant with required engineering standards.

As communicated to Greater Wellington by KiwiRail on 27 April, the unexpected technical issue with the TEC—which is the only equipment of its kind in New Zealand—meant that KiwiRail would be unable to conduct the required evaluation of Metlink's Kāpiti Line (KPL) due at the start of May 2023. KiwiRail also anticipated that they would not be able to complete the required evaluation of the Hutt Valley Line (HVL) due by 7 May 2023. To meet engineering requirements, if the evaluation had not taken place, train services could run at no more than 70 kilometres per hour.

On receiving this information from KiwiRail, Greater Wellington had to urgently plan for the temporary reduction of Metlink timetable services, working closely with our rail operator Transdev. Effective Monday, 1 May 2023, Metlink train timetables were reduced on all lines (excluding the Wairarapa Line), limiting speed and frequency so that Transdev could safely run services while maintaining compliance with the speed restriction. As understood by KiwiRail, the operational integration of Metlink rail services across the Wellington metro rail network (Kāpiti Line, Johnsonville Line, and Hutt Valley Line) means that a temporary speed restriction on one line has impacts for the whole network. Transdev's staffing and rostering requirements meant that a reduction of services was necessary not only on the Kāpiti Line, but also on the Johnsonville and Hutt Valley Lines.

KiwiRail was able to repair the Track Evaluation Car and complete the necessary assessments of the Kāpiti Line and Hutt Valley Line in the first week of May 2023. As a result, the regular Metlink weekday train timetable was reinstated on Thursday, 4 May 2023.

Response to your questions:

- 1. All correspondence, including but not limited to e-mails, records of meetings/calls and other relevant records, from Metlink rail assets and rail operations staff, Metlink service design staff, Metlink senior managers, Greater Wellington Regional Councillors, the Greater Wellington Chief Executive, and the Metlink General Manager, concerning the decision to reduce service levels on the Johnsonville Line from 1 May 2023, including as keywords "KiwiRail" and "speed restrictions."*

All correspondence within the scope of the amended request is included in **Attachment 1**.

Some information in this correspondence has been withheld 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 certain aspects of the requested correspondence. As a result, we do not consider that the public interest outweighs Greater Wellington's reason for withholding parts of the document under the grounds identified above.

2. *I am particularly interested in reasons for the decision to reduce Johnsonville Line service levels, records of elected members signing off the decision, and the advice that led to the decision (whether from Kiwi Rail, Metlink or GWRC officials) and would be grateful if you could highlight this in your response.*

While Johnsonville Line (JVL) services do not reach 70 km/h, the operational integration of Metlink rail services across the Wellington metro rail network meant that JVL services were also reduced effective 1 May 2023. Significant disruptions such as temporary speed restrictions on one rail line, have roll-on impacts across the network due to factors such as staffing requirements. Timetable adjustments on the Kāpiti and Hutt Valley lines meant that Transdev train staff would be delayed coming to and from Wellington Station – some of those staff arriving from other services would be required to operate subsequent Johnsonville Line services. Staff availability based on these speed restrictions on other services, the need to ensure that crews were taking their legal breaks, and the importance of maintaining the health and safety of train crews therefore necessitated a reduction of the Johnsonville Line timetable to ensure that essential staff could run these services.

Regarding your interest in “records of elected members signing off the decision,” we note that the decision to move to a reduced timetable is an operational decision made by Metlink and Transdev and did not require sign-off from Greater Wellington Regional Councillors (nor would there be an expectation that such an operational decision would require Council approval).

To highlight correspondence related to the “reasons for the decision to reduce Johnsonville Line service levels,” we would refer you to pages 56, 58, 68, 87, and 94 of Attachment 1.

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 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 | General Manager Metlink

PROACTIVE RELEASE

From: Daran Ponter - Chair
Sent: Friday, 28 April 2023 7:53 am
To: Hon Michael Wood
Subject: Fwd: Samantha Gain shared "Speed restrictions on Wellington's rail network reduce Metlink services " with you.
Attachments: Speed restrictions on Wellington's rail network reduce Metlink services .docx

FYI

Get [Outlook for iOS](#)

From: Nigel Corry <Nigel.Corry@gw.govt.nz>
Sent: Friday, April 28, 2023 7:22:16 AM
To: Daran Ponter - Chair <Daran.Ponter@gw.govt.nz>
Subject: FW: Samantha Gain shared "Speed restrictions on Wellington's rail network reduce Metlink services " with you.

From: Samantha Gain <Samantha.Gain@gw.govt.nz>
Sent: Thursday, 27 April 2023 5:52 pm
To: Matthew O'Driscoll <Matthew.ODriscoll@gw.govt.nz>; Nigel Corry <Nigel.Corry@gw.govt.nz>
Subject: RE: Samantha Gain shared "Speed restrictions on Wellington's rail network reduce Metlink services " with you.

In case you can't open the link here's a copy

Ngā mihi
Sam
(she/her)

[027 516 0768](tel:0275160768)

From: Samantha Gain <Samantha.Gain@gw.govt.nz>
Sent: Thursday, 27 April 2023 5:49 pm
To: Matthew O'Driscoll <Matthew.ODriscoll@gw.govt.nz>; Nigel Corry <Nigel.Corry@gw.govt.nz>
Subject: Samantha Gain shared "Speed restrictions on Wellington's rail network reduce Metlink services " with you.



Samantha Gain shared a file with you

Hi Nige
As discussed here's the current version of the media release, Matt has sent back to
KR for their review.

Sam



[Speed restrictions on Wellington's rail network reduce Metlink services](#)



This link only works for the direct recipients of this message.

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PROACTIVE RELEASE

Media Release

27 April 2023

Speed restrictions on Wellington's rail network during May

Trains to and from Wellington will be running slower during May while vital KiwiRail track evaluation safety equipment is out of action.

From Monday, 1 May a blanket 70kmh speed restriction will be in place limiting trains, including Metlink passenger services.

KiwiRail General Manager Metros Jon Knigh (spokesman TBC) said there has been a delay in undertaking a specific, required technical assessment across parts of the Wellington network.

“To comply with engineering standards, every four months we run a specialist track evaluation car across the Wellington network which makes very exact measurements of the tracks – important for trains to operate safely. This is the kind of fine detailed work that cannot be done by our staff using hand-held equipment.

“Unfortunately, due to a mechanical failure with this machine we have been unable to undertake the necessary inspections due on the Kāpiti, Hutt Valley and Wairarapa Lines. As a result, these lines will no longer be compliant and we need to put temporary speed restrictions in place to meet our regulatory requirements. It's similar to the warrant of fitness on a car expiring.

“We are working as quickly as possible to repair the track evaluation car in Auckland and get it to Wellington to carry out the inspections – but at this stage we expect it will take more than three weeks. If we can remove the speed restrictions earlier, we will.”

“This situation will affect all of the passenger trains running on the lines – limiting the number of services that can be run. We acknowledge this will be hugely disruptive to many Metlink passengers and apologise for this unplanned inconvenience and late communication.”

Metlink is immediately moving to a 30 minute/reduced/Saturday timetable, with additional services for Wairarapa passengers. These timetables are expected to be in place for at least the next week with the speed restrictions expected to last until late-May.

Buses will replace Melling Line trains between Petone and Melling.

Metlink General Manager, Samantha Gain, says the sudden news of this equipment failure and its impact, requiring a move to reduced timetables will test the patience of Metlink passengers.

“Metlink and its operator Transdev are disappointed with the last-minute nature of KiwiRail’s announcement. We expect more timely communication on these issues to enable us to plan how to keep a service running and to keep our passengers well informed.

We’re doing all we can to run as many services as possible under these unexpected speed restrictions. We’ll be reviewing the timetables and services over the course of the week and keeping customers informed through the Metlink website and app,” adds Ms Gain.

Metlink passenger communications about the reduced services will be in effect from 3pm on 28 April 2023.

Freight, Capital Connection and Northern Explorer timetables are also expected to be affected.

There is only one track evaluation car in New Zealand. Assessments using the car are a requirement under the Wellington metro Safety Case, which is regulated by Waka Kotahi.

ENDS

For more information, please contact:

KiwiRail
Mediaenquiries@kiwirail.co.nz
04 498 2038

PROACTIVE RELEASE

From: [Dylan Watts](#)
To: [Christine Bulmer](#); [George Knight](#); [Tom Bell](#); [Sam McSweeney](#); [Jessie McKenzie](#); [Tim Long](#); [Ben Smith](#); [Callum Pepper](#); [Sam Pay](#); [Brooke Young](#); [Hannah Barham](#); [Finnbar Gallacher](#); [Ella Bunny](#); [Leah Whale](#); [Andrew Keane](#); 28:0af95b67-5890-4306-9c1c-a8591cead09e; [Ben Leah](#); [Michali Siatiras](#); [Spencer Mooney](#); [Xavier Enright](#); [Nate Thornton](#); [Jake Smith](#); [Jacob Hannah](#); [Sam Wickens](#); [Liadhan Robinson](#); [Owen Lea](#); [Tess Mortimer](#); [Manon Wolframme-Jones](#); [Taylor Harrison](#); [Alex Thomas](#); [Lochlann Orr](#); [Bob Van Beek](#); [Cameron Aylward](#); [Cameron Beauchamp](#); [Campbell Weise](#); [Tim Hannah](#); [Hannah Wutzler](#); [Oliver Scott](#); [Jade Gibbons](#); [Molly Barham](#); [Connor McKissock](#); [Zachary McSweeney](#)
Date: Friday, 28 April 2023 1:37:05 pm

BIG ANNOUNCEMENT - Please read all

Hi team, hope you're all having a good sunny Friday. Super important message/change which I have just been looped into regarding timetables for the next 4 weeks.

Around every 3 – 6 months Kiwirail uses a machine to go along the lines which measures track quality, degradation etc.. There has been an issue regarding this in which this annual maintenance checking task has not been performed AND the machine (a modified train car specialised for this task which goes along the lines (called EM80)) is broken and therefore can not be done ASAP.

As this maintenance can not be done, this creates restrictions along the line. One such area is the 100kmh zones which are not able to be run at that speed as they have not had a measure for safety/quality due to the EM80 work not having been performed. An engineering exemption has been given in which these zones can be run at 70kmh instead, however, as you'll all know this will cause huge delays

How this affects you: because of this imposed speed restriction, instead of having highly delayed services a decision has been made to change the regular weekly timetable to the Saturday/Sunday timetable effective from Monday 1st, and running for approximately 4 weeks. This is not public knowledge as of yet, so please keep it hushed and there *should* be a press release coming out this afternoon (Friday 28th) regarding this. When on-board you'll undoubtedly be receiving questions regarding this, when the PR comes out I will give you some forms of response regarding this. Your TT's will be changed as well over the weekend to try accommodate for this massive change.

If you cop any abuse, absolutely feel free to remove yourself from the situation as your safety is paramount and tensions will be heightened due to this massive change. Make sure to get in touch if you have issues regarding this.

I am going to be working on editing your rosters to accommodate for this which will likely result in a lot more scheduled shifts as opposed to the floats which are currently going on. Please revise your shift notes prior to Monday to see what has changed.

Other things of note:

- TDW is aiming to have 3 set trains (6 car) to accommodate for some of this load
- The website plan is still up in the air – I believe they will be crossing out the trips though like they do when services are cancelled
- There are still finer deets being worked out, hopefully the comms team can provide some information beforehand
- The RTI instead of having the times on it as per usual will instead say “Sat/Sun TT Running” and should have those times instead
- Melling services will be shuttle replaced to Petone where people can then hop on
- From Monday > Thursday the TT will be Sat/Sun, minus the past midnight shifts
- There is a possibility JVL may continue as normal quicker than the other lines (not

yet confirmed)

- Special between peak services are being evaluated to see if they can be implemented to accommodate some patronage numbers

If you have any questions, don't hesitate to message me; I will strive to get you guys an answer. And I want to reiterate that tensions will be high, if you have issues from passengers, your health and wellbeing is the most important so please remove yourself from the situation and notify TDW staff.

Thanks and sorry for the long message/bombshell.

PROACTIVE RELEASE

From: [Matthew O'Driscoll](#)
To: [Daran Ponter - Chair](#)
Subject: PR Statements re KiwiRail
Date: Friday, 28 April 2023 2:01:54 pm
Attachments: [KiwiRail equipment failure holds North Island's rail network hostage and leaves Wellington's Metlink passengers in the lurch.docx](#)
[KiwiRail Speed restrictions on Wellington's rail network during May.docx](#)
[image001.png](#)

Hi Daran,

Attached are two docs:

- One the joint release with KiwiRail, this quotes Sam and is focused on getting on with updating passengers
- A separate release in your name – much more critical

We'll let KiwiRail send the joint release first and then follow up immediately with you s.

Let me know if you are happy to proceed



Matthew O'Driscoll – *He/Him*

Kaiwhakahaere Matua Pāpāho | Senior Manager Customer Engagement

Greater Wellington Te Pane Matua Taiao

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100 Cuba St, Te Aro, Wellington 6011

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Media Release

28 April 2023

KiwiRail speed restrictions on Wellington's rail network during May

Trains to and from Wellington will be running slower in May due to vital KiwiRail track evaluation safety equipment being out of action.

From Monday, 1 May a 70kmh speed restriction will be in place. This will limit train speeds and frequency, requiring Metlink passenger services across Wellington to operate to a reduced timetable.

KiwiRail Chief Operations Officer Siva Sivapakkiam said there has been a delay in undertaking a specific, required assessment across parts of the Wellington rail network.

“To comply with engineering standards, every four months we run a Track Evaluation Car across the Wellington network, which makes very exact measurements of the tracks – important for trains to operate safely. It is a highly specialised machine that inspects rail lines across the country, doing the kind of fine detailed work that cannot be done by our staff using hand-held equipment.

“Due to unforeseen technical issues with the Track Evaluation Car we have been unable to undertake the necessary inspections due on the Kāpiti by the start of May. The machine also needs to assess the Hutt Valley and Wairarapa Lines by 7 May. As a result, these lines will no longer be compliant and we need to put temporary speed restrictions in place to meet our regulatory requirements. It's similar to the warrant of fitness on a car expiring.

“We've been using this machine in Wellington three times a year, for many years, without disruption. We are working as quickly as possible to repair the Track Evaluation Car in Auckland and get it to Wellington to carry out the inspections. It could take up to three weeks to remove the speed restrictions, but if we can do it faster, we will.”

“The situation will affect passenger trains running across the Wellington region – limiting the number of services that can be run. This will be hugely disruptive to many and we apologise for this unplanned inconvenience and the late communication.”

Metlink is moving to a reduced timetable from 1 May, with Wairarapa services running as normal. These timetables are expected to be in place for at least the next week.

Shuttles will replace Melling Line trains between Petone and Melling.

Metlink General Manager, Samantha Gain, says the sudden news of this equipment failure and its impact, requiring a move to reduced timetables, will test the patience of Metlink passengers.

“Metlink and our operator Transdev are doing all we can to run as many services as possible under these unexpected speed restrictions. We’ll be reviewing the timetables and services over the course of the week and keeping customers informed through the Metlink website and app,” adds Ms Gain.

Metlink passenger communications about the reduced services will start to take effect today (28 April 2023).

Capital Connection and Northern Explorer timetables will also be affected.

There is only one track evaluation car in New Zealand and it is used to assess rail lines across the country. Assessments using the TEC car are a requirement under the Wellington metro Safety Case, which is regulated by Waka Kotahi.

ENDS

For more information, please contact:

KiwiRail

Mediaenquiries@kiwirail.co.nz

04 498 2038

28 April 2023

KiwiRail equipment failure holds North Island rail network hostage and leaves Metlink passengers in the lurch

A KiwiRail equipment failure in Auckland is forcing Metlink to run fewer passenger rail services across the Wellington region during May.

KiwiRail's one-and-only specialist rail track evaluation car, which measures tracks so trains can operate safely, is broken and inspections due on the Kāpiti, Hutt Valley and Wairarapa lines are overdue - making them non-compliant. Without compliance, KiwiRail has introduced temporary speed restrictions.

Greater Wellington Chair Daran Ponter says KiwiRail's safety equipment failure shows an abysmal lack of accountability and management..

"To be clear, this is a monumental failure by KiwiRail. The poor maintenance of this essential piece of equipment is holding the entire North Island's rail network hostage. If ever there was a perfect example of a lack of prudent management and accountability for critical rail infrastructure in this country, here is exhibit A.

"This is going to impact hundreds of thousands of rail passengers in Wellington alone; it's going to harm tourism, and it's going to put a strangle-hold on the freight industry using rail and ferry connections. It's simply not good enough".

Greater Wellington and Metlink learned of the equipment failure late on Thursday (27 April).

"It's not clear how long KiwiRail have known about this but to only give Wellington three or four days' notice before the restrictions are in place is simply ludicrous. It's put significant pressure on Metlink staff to roll out new timetables, our operator Transdev to re-roster staff, and our rail and connecting bus passengers - whose lives will be tipped upside down," says Cr Ponter.

Speed restrictions mean fewer trains can go up and down the lines, forcing Metlink to put reduced timetables in place for the majority of its rail network, with Wairarapa services running as normal. Shuttles will replace train between Petone and Melling. It also means buses scheduled to connect with rail services will be impacted.

"Greater Wellington, Metlink and Transdev are doing all we can to run as many services as possible under these unexpected speed restrictions. Hopefully, KiwiRail can get their equipment fixed sooner so normal services can resume. It doesn't bear thinking about what impact this will have on the rest of the North Island if they can't get it fixed, with Auckland and Hawkes' Bay tracks also in line for inspections. I expect the Transport and Infrastructure Select Committee will be keeping a watching brief for an investigation into the cause of this failure and the response."

Passenger communications about the reduced services are now in effect on Metlink's website and app, as well as on social media, radio and other channels. Metlink and its operator Transdev will be reviewing timetables and services over the course of next week (1 – 5 May) and keeping passengers informed.

Despite this setback providing more services with greater reliability across the Metlink rail network remains a key strategic goal for Greater Wellington.

“Over the past few years, Greater Wellington and Horizons Regional Council have been advocating for Government to fund critically needed new passenger trains in the lower North Island as the aged locomotive-hauled units of the Wairarapa and Manawatū lines reach the end of their service lives. We shouldn’t need to advocate for safe tracks and functioning inspection equipment as well,” adds C Ponter.

ENDS

PROACTIVE RELEASE

From: [Siva Sivapakkiam](#)
To: [Samantha Gain](#)
Subject: [WARNING: MESSAGE ENCRYPTED]KiwiRail letter to GWRC - Wellington commuter disruption
Date: Friday, 28 April 2023 2:16:26 pm
Attachments: [image002.png](#)
[20230428 - KiwiRail letter to GWRC - Wellington commuter disruption \(004\) \(002\).pdf](#)

Hi Samantha

Please find attached a letter of apology from myself and KiwiRail in regards to the situation effecting the Wellington Metro Network.

Feel free to get in touch with me if you would like to discuss this further.

Regards

Siva Sivapakkiam | Chief Operating Officer – Rail Operations

MOB: [REDACTED]

Building 2, Railway Lane, Otahuhu 1062 | PO Box 22-043, Otahuhu 1640, Auc. and



www.kiwirail.co.nz

Please consider the environment before printing

PROACTIVE RELEASE

28 April 2023

Samantha Gain
General Manager Metlink
Greater Wellington Regional Council
By email: samantha.gain@gwrc.govt.nz

Dear Samantha

Disruption to Wellington rail commuters

Following our discussions, I am writing to formally apologise for the short notice in advising Greater Wellington Regional Council of the need to impose speed restrictions on the Wellington Metro Network.

A Track Evaluation Car is required to assess the network

As you know, this situation is due to mechanical issues with our specialist Track Evaluation Car (TEC), which is required under our Safety Case to travel over and assess the Wellington network every four months. The car takes readings of track geometry and identifies irregularities at a greater level of detail than an in person assessment with hand-held devices. This informs our maintenance activities, so the network is performing as it is expected to. If these assessments cannot occur, then temporary speed restrictions must be in effect to maintain safe rail operations.

The TEC is required to be wheel lathed, which means it was not able to perform its duties. I have urgently prioritised its repair to occur today, so that the TEC can be relocated from Auckland to Wellington this weekend.

The best case scenario is that the TEC will then discharge its duties across the Wellington network next week. This will mean temporary speed restrictions will need to be in place from next Monday 1 May 2023 on the Kāpiti Line, which has a knock-on effect for the Upper Hutt/Wairarapa Line and wider metro network. The TEC is scheduled for similar work in Auckland from 8 May 2023, and this needs to occur to avoid a similar outcome happening there. The worst case scenario, if the TEC is unable to complete its assessments in Wellington next week, is that it won't be completed until 25 May 2023 at the latest. We are taking all steps to achieve the best case outcome, and if not possible, to get it to Wellington earlier.

Our mistake will impact commuters, and we accept responsibility for this

The speed restrictions will affect the train timetable, which means trains will run less frequently during this period. The fact is this delay in communicating the issue is unacceptable. I recognise the impact this has on your team and TransDev Wellington staff who have to urgently revise train timetables and staff resources over a compressed timeframe. I recognise the communications to commuters needs to occur which we will pursue jointly, and KiwiRail will take responsibility for the issue.

We should have communicated this sooner so it could be managed. I have instigated a review of our processes as this situation is not acceptable. The matter was escalated to leaders on Wednesday night,



and after work by our engineers on Thursday morning, we came to you as quickly as we could on Thursday afternoon.

KiwiRail will learn from this mistake

This issue should have been better managed. If leaders had been advised sooner, then the prioritisation of the repair and wheel lathing would have occurred.

I want to assure you that, since learning of the issue, we have taken all reasonable steps to expedite the matter and minimise the impact on Greater Wellington, TransDev, and most importantly to Wellington commuters. Further, we will be reviewing our internal processes to ensure this does not occur again.

We are also, as part of the Government's Rail Network Investment Programme, procuring new specialist plant. This will include a new TEC which will lift our service reliability, supported by process improvements as described above. The technical assessments through that market engagement has been positive, and we intend to contract an order later this year.

We know that the investment Greater Wellington and the Government is placing into the rail network is intended to benefit commuters, and we take our role seriously in achieving these outcomes. We want to support passenger growth, and we know disruptions do not help build confidence for the public.

Once again, please accept an apology on behalf of KiwiRail for this situation and my assurance that we are taking all steps to minimise the effect on Wellington commuters.

Yours sincerely



Siva Sivapakkiam
Chief Operations Officer
KiwiRail



From: [Matthew O'Driscoll](#)
To: [Daran Ponter - Chair](#); [Thomas Nash](#); [Nigel Corry](#)
Subject: GW release on KiwiRail
Date: Friday, 28 April 2023 3:31:20 pm
Attachments: [KiwiRail equipment failure holds North Island's rail network hostage and leaves Wellington's Metlink passengers in the lurch.docx](#)
[image001.png](#)

Kia ora

You will have seen the shape of the joint release form KiwiRail and Metlink.

What follows is a more critical piece from Daran as Chair. If you are happy with the content I will share this with KiwiRail and issue after KiwiRail make tier joint release public.

Matt

Media release | He Pānui Pāpāho

28 April 2023

KiwiRail equipment failure holds North Island rail network hostage and leaves Metlink passengers in the lurch

A KiwiRail equipment failure in Auckland is forcing Metlink to run fewer passenger rail services across the Wellington region during May.

KiwiRail's one-and-only specialist rail track evaluation car, which measures tracks so trains can operate safely, is broken and inspections due on the Kāpiti, Hutt Valley and Wairarapa lines are overdue - making them non-compliant. Without compliance, KiwiRail has introduced temporary speed restrictions.

Greater Wellington Chair Daran Ponter says KiwiRail's safety equipment failure shows an abysmal lack of accountability and management.

"To be clear, this is a monumental failure by KiwiRail. The poor maintenance of this essential piece of equipment is holding the entire North Island's rail network hostage. If ever there was a perfect example of a lack of prudent management and accountability for critical rail infrastructure in this country, here is exhibit A.

"This is going to impact hundreds of thousands of rail passengers in Wellington alone; it's going to harm tourism, and it's going to put a strangle-hold on the freight industry using rail and ferry connections. It's simply not good enough".

Greater Wellington and Metlink learned of the equipment failure late on Thursday (27 April).

"It's not clear how long KiwiRail have known about this but to only give Wellington three or four days' notice before the restrictions are in place is simply ludicrous. It's put significant pressure on Metlink staff to roll out new timetables, our operator Transdev to re-roster staff, and our rail and connecting bus passengers - whose lives will be tipped upside down," says Cr Ponter.

Speed restrictions mean fewer trains can go up and down the lines, forcing Metlink to put reduced timetables in place for the majority of its rail network, with Wairarapa services running

as normal. Shuttles will replace trains between Petone and Melling. It also means buses scheduled to connect with rail services will be impacted.

“Greater Wellington, Metlink and Transdev are doing all we can to run as many services as possible under these unexpected speed restrictions. Hopefully, KiwiRail can get their equipment fixed sooner so normal services can resume. It doesn’t bear thinking about what impact this will have on the rest of the North Island if they can’t get it fixed, with Auckland and Hawkes’ Bay tracks also in line for inspections. I expect the Transport and Infrastructure Select Committee will be keeping a watching brief for an investigation into the cause of this failure and the response.”

Passenger communications about the reduced services are now in effect on Metlink’s website and app, as well as on social media, radio and other channels. Metlink and its operator Transdev will be reviewing timetables and services over the course of next week (1 – 5 May) and keeping passengers informed.

Despite this setback providing more services with greater reliability across the Metlink rail network remains a key strategic goal for Greater Wellington.

“Over the past few years, Greater Wellington and Horizons Regional Council have been advocating for Government to fund critically needed new passenger trains in the lower North Island as the aged locomotive-hauled units of the Wairarapa and Manawatū lines reach the end of their service lives. We shouldn’t need to advocate for safe tracks and functioning inspection equipment as well,” adds Cr Ponter.

ENDS



Matthew O’Driscoll – He/Him

Kaiwhakahaere Matua Pāpāho | Senior Manager Customer Engagement

Greater Wellington Te Pane Matua Taiao

022 681 8441

100 Cuba St, Te Aro, Wellington 6011

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From: [Matthew Chote](#)
To: [Melissa Anderson](#); [Daniel Pou](#)
Subject: FW: New notification: A message from Ian: Yesterday afternoon, we were informed by KiwiRail that their EM80 inspection...
Date: Monday, 1 May 2023 9:42:37 am
Attachments: [image001.png](#)
[~WRD0000.jpg](#)

FYI

Matthew Chote | Kaiwhakahaere Matua | Principal Account Manager – Rail & Ferry
Metlink

M: 027 4546 351

From: [REDACTED]@transdevnz.co.nz>
Sent: Friday, 28 April 2023 4:02 pm
To: Matthew Chote <Matthew.Chote@gw.govt.nz>
Subject: FW: New notification: A message from [REDACTED] Yesterday afternoon, we were informed by KiwiRail that their EM80 inspection...

Fyi: staff notice on services for May

[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]@transdevnz.co.nz



From: mytransdev <noreply@staffbase.com>
Sent: Friday, 28 April 2023 3:46 pm
To: [REDACTED]@transdevnz.co.nz>
Subject: New notification: A message from [REDACTED]: Yesterday afternoon, we were informed by KiwiRail that their EM80 inspection...

[REDACTED]



[REDACTED]

A message from [REDACTED]

Yesterday afternoon, we were informed by KiwiRail that their EM80 inspection vehicle is unserviceable. This vehicle is used by KiwiRail to nationally review the compliance status on the Metros and Main Line track assets, which includes the Wellington Metro. The metros inspection tolerance period is due to expire on April 30, which is this Sunday, and the inspection vehicle cannot be back in service in time to renew this.

Due to this issue, KiwiRail engineering has endorsed an exemption until the vehicle can be serviced and the metro can be inspected for compliance. KiwiRail Network Services will be enacting a blanket temporary speed restriction (TSR) across the entire Wellington region's rail network of 70km per hour until this work is completed. This will allow us to run trains.

These TSRs will be enacted in 2 stages. First on NIMT from Monday 1 May, followed by the Hutt Valley and Wairarapa lines from Friday 6 May. This will be communicated officially by KiwiRail prior to implementation.

KiwiRail has indicated that these TSRs will be in place from Monday 1 May until Thursday 25 May. However, they are also working towards completing their work sooner in order to return the network to normal. We will continue to share progress updates with you throughout the coming weeks.

We want to reassure you that the rail network track is safe, this is simply a KiwiRail compliance activity that has not met the planned timeline. Upon hearing this report from KiwiRail we immediately set-up the Incident Management Team (IMT) who have been working tirelessly to plan for the challenging month ahead for all of us.

SUMMARY ON HOW OUR SERVICE WILL CHANGE

The impact this has on us and how we run our services is considerable. With these TSRs we are forced to move to a reduced timetable. Here is a summary of how we will be changing our services:

- From **Monday to Thursday**, the timetable will follow a Saturday schedule with no after midnight services. Majority of trains will be running as 6 cars, however, we will be adding in 8 cars where possible for capacity.
- On **Friday and Saturday**, the timetable will also follow a Saturday schedule, but with after midnight services included. On Friday, trains will be running as 6 cars, adding up to 8 cars where possible for capacity throughout the day, while on Saturday, they will be reduced back to the standard consist of 2 cars.
 - No express services.
- On **Sunday**, the timetable will follow a Sunday schedule with trains consisting of 2 cars as is standard.
- All **WAIRARAPA** trains will run as normal, with the interpeak BOL remaining the same.
- The **MELLING** line will be closed due to the weekend timetable, but shuttles will run from **MELLING** and **WESTERN HUTT** to **PETONE**.

The Capital Connection can still be berthed with minor impact but will need to be hauled quickly.

- The Northern Explorer will not be impacted as it has a Saturday slot.

This is the initial operating plan, and we will be working with roster delegates and planning to make further refinements and add in more service capacity where possible.

WAGES AND ROSTERS

All legal and MECA provisions will continue to be met.

Master rosters will be suspended at 11:59pm Sunday 30 April 2023, and replaced by temporary rosters for the duration of this disruption.

The roster centre is working through transition to the replacement rosters now, but the following principles will apply:

- Maintaining current early/late work patterns through the transition
- RDOs will be preserved
- Any pre-planned leave will be preserved
- Due to the master roster being suspended, all pre-agreed swaps based on the master roster cannot be operated
- Roster delegates will be consulted on the staff assignments to the replacement roster shifts

Team leaders will be in contact over the weekend to inform you of your shifts for Monday.

Training will also continue as scheduled.

WELLBEING

We recognise that on-board staff will be most impacted by this as you are the ones that interact with our passengers every day. If you encounter any abusive behaviour from passengers please report through the standard process, making sure you complete an incident report, or call police if necessary.

If this news causes you stress or anxiety please reach out to your team leader or contact our EAP provider, Benestar, at 0800 360 364 or by using the portal on the app.

The public will be made aware through a media release today. We will also be utilising all communications channels we have at our disposal to educate passengers about this disruption. Throughout this time, we will have more staff presence at Wellington Station, particularly during afternoon peak, who will be available to help answer customer questions.

If you are approached by any reporters or members of the media please refrain from comment and direct them to Metlink.

KiwiRail notified us of this at very short notice, so we ask for your patience whilst we work through this issue. The planning and rosters team are working hard to adjust all plans to accommodate the impact of these TSRs, including for BOL and special events. These will be made available to staff as soon as possible. We will also not be enacting any further changes from KiwiRail without at least 72 hours' notice.

Internal communications will be **transparent and frequent**. Any updates will be found on the Important page of the MyTransdev app, which are also automatically sent to your Transdev email.

In advance, thank you and please reach out if you have any further questions.

Best regards,

██████████

[Open in mytransdev »](#)

Keep in touch: itservicedesk@transdev.com.au

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PROACTIVE RELEASE

From: [Melissa Anderson](#)
To: [Matthew Chote](#); [Daniel Pou](#)
Subject: FW: TSR issues
Date: Friday, 28 April 2023 3:53:00 pm
Attachments: [image001.png](#)
[20230428 - KiwiRail letter to GWRC - Wellington commuter disruption.pdf](#)
[20230428 Daran Ponter GW.pdf](#)
[image002.png](#)

FYI – not for sharing wider. The possibility of the clearance next week is news to me btw and doesn't align with the 12pm update.

Melissa Anderson – *She/Her*

Kaiwhakahaere Matua | Manager – Metlink Operations & Partnerships

M 021 579 174

100 Cuba St, Te Aro, Wellington 6011 | PO Box 11646, Manners St, Wellington 6142

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Metlink Co Branded logo



From: Samantha Gain <Samantha.Gain@gw.govt.nz>
Sent: Friday, 28 April 2023 3:49 pm
To: Matthew O'Driscoll <Matthew.O'Driscoll@gw.govt.nz>; PT - Managers <PTmanagers@gw.govt.nz>
Subject: Fwd: TSR issues

Hi all

Attached for info is an email from Peter Reidy to Daran, which attaches a letter Siva had emailed to me about an hour earlier.

Just to keep everyone in the loop on where things are at at a high level.

Sam

From: Peter Reidy <Peter.Reidy@kiwirail.co.nz>
Sent: Friday, April 28, 2023 3:39:38 PM
To: Daran Ponter - Chair <Daran.Ponter@gw.govt.nz>
Cc: Samantha Gain <Samantha.Gain@gw.govt.nz>; Nigel Corry <Nigel.Corry@gw.govt.nz>; Siva Sivapakkiam <Siva.Sivapakkiam@kiwirail.co.nz>
Subject: [WARNING: MESSAGE ENCRYPTED]TSR issues

Hi Daran

The temporary speed restriction issues were brought to my attention yesterday and I have tried to phone you regarding this today. Siva Sivapakkiam has been in contact with Samantha Gain today, including issuing the attached letter, but I wanted to pass on my apologies to you and an assurance that we are doing all we can to retrieve the situation.

This situation has not happened before and we are working to minimise the disruption for Wellingtonians. There are some clear process issues here which myself, Siva and our teams will be correcting to avoid a repeat. I want to give you an assurance to that effect – this has been the highest priority for Siva since the matter was escalated.

I know you have been a strident supporter for rail in your region, and our KiwiRail team appreciates the continued advocacy you have provided to support investment into the network and for your metropolitan services.

Please give me a call if you'd like to discuss the matter directly – [REDACTED]

Kind regards | Ngā mihi,

Peter Reidy | Chief Executive

MOB: [REDACTED]

Millennium Building, 604 Great South Road, Ellerslie, Auckland | Private Bag 92138, Auckland 1142, New Zealand



www.kiwirail.co.nz

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28 April 2023

To: daran.ponter@gw.govt.nz

Cc: nigel.corry@gw.govt.nz; samantha.gain@gw.govt.nz; siva.sivapakkiam@kiwirail.co.nz

Hi Daran

The temporary speed restriction issues were brought to my attention yesterday and I have tried to phone you regarding this today. Siva Sivapakkiam has been in contact with Samantha Gain today, including issuing the attached letter, but I wanted to pass on my apologies to you and an assurance that we are doing all we can to retrieve the situation.

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Please give me a call if you'd like to discuss the matter directly – 

Kind regards


Peter Reidy
Chief Executive

From: [Andrew Keane](#)
To: [Christine Bulmer](#); [George Knight](#); [Tom Bell](#); [Sam McSweeney](#); [Jessie McKenzie](#); [Tim Long](#); [Ben Smith](#); [Callum Pepper](#); [Sam Pay](#); [Brooke Young](#); [Hannah Barham](#); [Finnbar Gallacher](#); [Ella Bunny](#); [Leah Whale](#); [28:0af95b67-5890-4306-9c1c-a8591cead09e](#); [Dylan Watts](#); [Ben Leah](#); [Michali Siatiras](#); [Spencer Mooney](#); [Xavier Enright](#); [Nate Thornton](#); [Jake Smith](#); [Jacob Hannah](#); [Sam Wickens](#); [Liadhan Robinson](#); [Owen Lea](#); [Tess Mortimer](#); [Manon Wolfgramme-Jones](#); [Taylor Harrison](#); [Alex Thomas](#); [Lochlann Orr](#); [Bob Van Beek](#); [Cameron Aylward](#); [Cameron Beauchamp](#); [Campbell Weise](#); [Tim Hannah](#); [Hannah Wutzler](#); [Oliver Scott](#); [Jade Gibbons](#); [Molly Barham](#); [Connor McKissock](#); [Zachary McSweeney](#)
Date: Friday, 28 April 2023 4:00:52 pm

Media Release

28 April 2023

KiwiRail speed restrictions on Wellington's rail network during May

Trains to and from Wellington will be running more slowly in May due to vital KiwiRail track evaluation safety equipment being out of action.

From Monday 1 May, a 70km/h speed restriction will be in place. This will limit train speeds and frequency, requiring Metlink passenger services across Wellington to operate to a reduced timetable.

KiwiRail Chief Operations Officer Siva Sivapakkiam apologised for the impact of the delays.

“Passenger trains running across the Wellington region will be affected – limiting the number of services that can be run. This will be hugely disruptive to many and we apologise for this unplanned inconvenience and the late communication.”

To comply with engineering standards, every four months we run a Track Evaluation Car across the Wellington network, which makes very exact measurements of the tracks – important for trains to operate safely. It is a highly specialised machine that inspects rail lines across the country, doing the kind of fine detailed work that cannot be done by our staff using hand-held equipment.

“Due to unforeseen technical issues with the Track Evaluation Car, we have been unable to undertake the necessary inspections due on the Kāpiti Line by the start of May. The machine also needs to assess the Hutt Valley and Wairarapa Lines by 7 May. As a result, these lines will no longer be compliant and we need to put temporary speed restrictions in place to meet our regulatory requirements. It's similar to the warrant of fitness on a car

expiring.

“We’ve been using this machine in Wellington three times a year, for many years, without disruption. We are working as quickly as possible to repair the Track Evaluation Car in Auckland and get it to Wellington to carry out the inspections. It could take up to three weeks to remove the speed restrictions, but if we can do it faster, we will.”

Metlink is moving to a reduced timetable from 1 May, with Wairarapa services running as normal. Shuttles will replace Melling Line trains between Melling and Petone. These timetables are expected to be in place for at least the next week. More details about the reduced services will be communicated by Metlink on its channels today.

Metlink General Manager Samantha Gain says the sudden news of this equipment failure and its impact, requiring a move to reduced timetables, will test the patience of Metlink passengers.

“Metlink and our operator Transdev are doing all we can to run as many services as possible under these unexpected speed restrictions. We’ll be reviewing the timetables and services over the course of the week and keeping customers informed through the Metlink website and app,” adds Ms Gain.

Capital Connection and Northern Explorer timetables will also be affected.

There is only one Track Evaluation Car in New Zealand and it is used to assess rail lines across the country. Assessments using the car are a requirement under the Wellington metro Safety Case, which is regulated by Waka Kotahi.

ENDS

For more information, please contact:

KiwiRail

Mediaenquiries@kiwirail.co.nz

04 498 2038

Matthew O’Driscoll

Greater Wellington Te Pane Matua Taiao

Matthew.ODriscoll@gw.govt.nz

022 681 8441

PROACTIVE RELEASE

From: [Samantha Gain](#)
To: [Michelle Groves](#)
Cc: [Bonnie Parfitt](#)
Subject: Fwd: For information: Metlink Rail Timetable changes from 1 May - Kiwirail speed restrictions
Date: Friday, 28 April 2023 4:03:38 pm
Attachments: [image001.png](#)
[20230428 - KiwiRail Metlink PR - KiwiRail Speed restrictions on Wellingtons rail network during May.pdf](#)

Thanks Bonnie this is great. I've just added a sentence re us being involved in KR's review / lessons learnt etc.

Michelle please can you send this from me to PT-All - and relevant people from comms and engagement and contact centre - Bonnie can you let Michelle know who to include on that front.

From: Bonnie Parfitt <Bonnie.Parfitt@gw.govt.nz>
Sent: Friday, April 28, 2023 3:54 PM
To: Samantha Gain <Samantha.Gain@gw.govt.nz>
Subject: For information: Metlink Rail Timetable changes from 1 May - KiwiRail speed restrictions

Kia ora Metlink team,

Sharing with you all this afternoon a media release from KiwiRail and Metlink.

Key points:

- A critical piece of KiwiRail track evaluation safety equipment is out of action.
- Because of this a 70kmh speed restriction will be in place on the Wellington Rail network from **Monday 1 May**.
- This will limit train speeds and frequency, requiring Metlink services to operate to a reduced timetable.
- Wairarapa services running as normal. Shuttles will replace the Melling Line between Melling and Petone.

Customer communications and service alerts will go live shortly.

This is obviously a big disruption for our customers (yourselves included).

Met has stood up a response team that will meet twice weekly or more, and mobilise and make change as needed.

A huge thank you to everyone across Metlink, the Comms and Engagement team, and the Contact Centre who have worked hard today and are continuing to respond quickly to this situation.

We will keep our fingers crossed that KiwiRail gets the situation sorted soon. We'll be making sure that we're involved in the review of how/why this happened and changes needed in future.

Have a good (and very well-deserved) weekend everyone.

Bonnie Parfitt

She/Her

Kaiwhakahaere Matua | Manager, Network and Customer

Metlink

021 2969 507

Please note I don't work Tuesdays

100 Cuba St, Te Aro, Wellington 6011 | PO Box 11646, Manners St, Wellington 6142

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PROACTIVE RELEASE

From: [Manjot Singh](#)
To: [Melissa Anderson](#); [Fiona Abbott](#); [David Mawson](#); [Barry Fryer](#); [Daniel Pou](#); [REDACTED]@transdevnz.co.nz; [REDACTED] [Anna Jaquiere](#); [Britton Broun](#); [Shaun Bullard](#)
Subject: FW: KiwiRail Metlink PR - KiwiRail speed restrictions on Wellington's rail network during May
Date: Friday, 28 April 2023 4:04:45 pm

Hi all,

It is now safe to share this information widely within your teams.
Content in the email below must be used to form the bases of the comms to customers.
Please run it past Britton and Anna from KR comms team before officially publishing on Me ink.

Regards
Manjot

From: Britton Broun <Britton.Broun@kiwirail.co.nz>

Sent: Friday, 28 April 2023 3:24 pm

To: Andrew Norton <Andrew.Norton@kiwirail.co.nz>; Craig Rice <Craig.Rice@kiwirail.co.nz>; Jo Reeves <Jo.Reeves@kiwirail.co.nz>; Alastair Cumming <Alastair.Cumming@kiwirail.co.nz>; Angus Hodgson <Angus.Hodgson@kiwirail.co.nz>; Anna Jaquiere <Anna.Jaquiere@kiwirail.co.nz>; Britton Broun <Britton.Broun@kiwirail.co.nz>; Claire Hooper <Claire.Hooper@kiwirail.co.nz>; Dave Allard <Dave.Allard@kiwirail.co.nz>; David Gordon <David.Gordon@kiwirail.co.nz>; Diane Livingston <Diane.Livingston@kiwirail.co.nz>; Helen Rogers <Helen.Rogers@kiwirail.co.nz>; Jane Sherriff <Jane.Sherriff@kiwirail.co.nz>; Jenny Steele <Jenny.Steele@kiwirail.co.nz>; Nigel Wilson <Nigel.Wilson@kiwirail.co.nz>; Paul Ashton <Paul.Ashton@kiwirail.co.nz>; Peter Reidy <Peter.Reidy@kiwirail.co.nz>; Robert Gibbes <Robert.Gibbes@kiwirail.co.nz>; Scott Winton <Scott.Winton@kiwirail.co.nz>; Siva Sivapakkiam <Siva.Sivapakkiam@kiwirail.co.nz>; Stephen O'Keefe <Stephen.O'Keefe@kiwirail.co.nz>; Sue Allen <Sue.Allen@kiwirail.co.nz>; Sue Jensen <Sue.Jensen@kiwirail.co.nz>; Tanea Chapman <Tanea.Chapman@kiwirail.co.nz>; Rose Northcott <Rose.Northcott@kiwirail.co.nz>; David Warburton <David.Warburton@kiwirail.co.nz>; Walter Rushbrook <Walter.Rushbrook@kiwirail.co.nz>; Janet Skilton <Janet.Skilton@kiwirail.co.nz>; Theo Gerritsen <Theo.Gerritsen@kiwirail.co.nz>; Alan Piper <Alan.Piper@kiwirail.co.nz>; Anna Allen <Anna.Allen@kiwirail.co.nz>; Garry Collings <Garry.Collings@kiwirail.co.nz>; Lauren Whitehead <Lauren.Whitehead@kiwirail.co.nz>; Duncan Roy <Duncan.Roy@kiwirail.co.nz>; Terri O'Neill <Terri.O'Neill@kiwirail.co.nz>; Shaun Bullard <Shaun.Bullard@kiwirail.co.nz>; Manjot Singh <Manjot.Singh@kiwirail.co.nz>; Jon Knight <Jon.Knight@kiwirail.co.nz>

Subject: KiwiRail Metlink PR - KiwiRail speed restrictions on Wellington's rail network during May

Everyone

This press release will be going out shortly. Thanks.

Media Release

28 April 2023

KiwiRail speed restrictions on Wellington's rail network during May

Trains to and from Wellington will be running more slowly in May due to vital KiwiRail track evaluation safety equipment being out of action.

From Monday 1 May, a 70km/h speed restriction will be in place. This will limit train speeds and frequency, requiring Metlink passenger services across Wellington to operate to a reduced timetable.

KiwiRail Chief Operations Officer Siva Sivapakkiam apologised for the impact of the delays.

“Passenger trains running across the Wellington region will be affected – limiting the number of services that can be run. This will be hugely disruptive to many and we apologise for this unplanned inconvenience and the late communication.”

“To comply with engineering standards, every four months we run a Track Evaluation Car across the Wellington network, which makes very exact measurements of the tracks – important for trains to operate safely. It is a highly specialised machine that inspects rail lines across the country, doing the kind of fine detailed work that cannot be done by our staff using hand-held equipment.

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“We’ve been using this machine in Wellington three times a year, for many years, without disruption. We are working as quickly as possible to repair the Track Evaluation Car in Auckland and get it to Wellington to carry out the inspections. It could take up to three weeks to remove the speed restrictions, but if we can do it faster, we will.”

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ENDS

For more information, please contact:

KiwiRail

Mediaenquiries@kiwirail.co.nz

04 498 2038

Matthew O'Driscoll

Greater Wellington Te Pane Matua Taiao

Matthew.ODriscoll@gw.govt.nz

022 681 8441

PROACTIVE RELEASE

From: [REDACTED]
To: [Melissa Anderson](#)
Subject: RE: Rail disruption and impacts on buse services next week
Date: Friday, 28 April 2023 4:05:45 pm
Attachments: [image001.jpg](#)
[image004.png](#)
[image005.png](#)
[image006.png](#)
[image007.png](#)
[image008.png](#)

Thanks Melissa,

I will await any changes that we may have to make to assist altered connections.

Regards

[REDACTED]

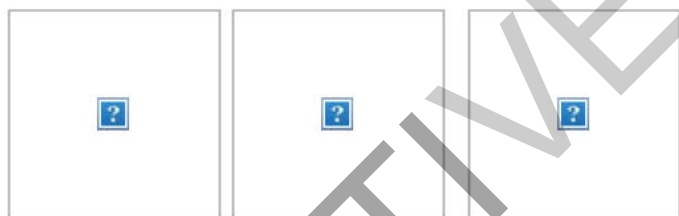


Email [REDACTED]@nzbus.co.nz

Website www.nzbus.co.nz

Mobile [REDACTED]

45 Onepu Rd | Kilbirnie | Wellington | New Zealand



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From: Melissa Anderson <Melissa.Anderson@gw.govt.nz>

Sent: Friday, April 28, 2023 3:57 PM

To: Rob Braddock <Rob.Braddock@gw.govt.nz>; [REDACTED]@tranzurban.co.nz; [REDACTED]@tranzurban.co.nz); [REDACTED]@tranzurban.co.nz); [REDACTED]@manacoach.co.nz>; [REDACTED]@uzabus.co.nz>; [REDACTED]@tranzit.co.nz>; [REDACTED]@nzbus.co.nz>; [REDACTED]@nzbus.co.nz>; [REDACTED]@uzabus.co.nz>; [REDACTED]@tranzurban.co.nz>; [REDACTED]@manacoach.co.nz>; [REDACTED]@manacoach.co.nz>; [REDACTED]@tranzurban.co.nz>

Cc: Matthew Lear <Matthew.Lear@gw.govt.nz>; Service Delivery Bus, TM, Ferry <servicedeliverybustmferry@greaterwellington.onmicrosoft.com>; Susan Wilson <Susan.Wilson@gw.govt.nz>; Karen Jenkinson <Karen.Jenkinson@gw.govt.nz>

Subject: RE: Rail disruption and impacts on buse services next week

Kia ora Partners,

Apologies for the short notice but as I'm sure you all appreciate the operational space can change very rapidly.

Below is our joint media release with Kiwirail regarding the causation of the change to rail timetables effective from Monday 1st May 2023 and likely to impact service levels for the majority of May.

Any questions or concerns please let us know. We appreciate your support with the small tweaks we would like to make to some bus & rail connections during this time.

Media Release

28 April 2023

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ENDS

Cheers

Melissa Anderson – She/Her

Kaiwhakahaere Matua | Manager – Metlink Operations & Partnerships

M 021 579 174

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From: Rob Braddock <Rob.Braddock@gw.govt.nz>

Sent: Friday, 28 April 2023 2:27 pm

To [REDACTED] <[\[REDACTED\]@tranzurban.co.nz](mailto:[REDACTED]@tranzurban.co.nz)>; [REDACTED] <[\[REDACTED\]@tranzurban.co.nz](mailto:[REDACTED]@tranzurban.co.nz)>

[REDACTED] <[\[REDACTED\]@tranzurban.co.nz](mailto:[REDACTED]@tranzurban.co.nz)>; [REDACTED] <[\[REDACTED\]@manacoach.co.nz](mailto:[REDACTED]@manacoach.co.nz)>; [REDACTED]

[REDACTED] <[\[REDACTED\]@uzabus.co.nz](mailto:[REDACTED]@uzabus.co.nz)>; [REDACTED] <[\[REDACTED\]@tranzit.co.nz](mailto:[REDACTED]@tranzit.co.nz)>; [REDACTED]

[REDACTED] <[\[REDACTED\]@nzbus.co.nz](mailto:[REDACTED]@nzbus.co.nz)>; [REDACTED] <[\[REDACTED\]@nzbus.co.nz](mailto:[REDACTED]@nzbus.co.nz)>; [REDACTED]

[REDACTED] <[\[REDACTED\]@uzabus.co.nz](mailto:[REDACTED]@uzabus.co.nz)>; [REDACTED] <[\[REDACTED\]@tranzurban.co.nz](mailto:[REDACTED]@tranzurban.co.nz)>; [REDACTED]

[REDACTED] <[\[REDACTED\]@manacoach.co.nz](mailto:[REDACTED]@manacoach.co.nz)>; [REDACTED] <[\[REDACTED\]@manacoach.co.nz](mailto:[REDACTED]@manacoach.co.nz)>; [REDACTED]

██████████@tranzurban.co.nz>

Cc: Melissa Anderson <Melissa.Anderson@gw.govt.nz>; Matthew Lear <Matthew.Lear@gw.govt.nz>; Service Delivery Bus, TM, Ferry <servicedeliverybustmferry@greaterwellington.onmicrosoft.com>

Subject: Rail disruption and impacts on buse services next week

Folks please excuse the bulk email and on a Friday afternoon, and note Melissa will be in touch shortly with more context and our media advisory going out this afternoon. Please also treat this note as confidential within your immediate teams until that advice from Melissa.

For reasons that will be explained better shortly, all weekday rail services from Monday 1st May will be operating a Saturday service. From a bus service perspective we are expecting additional patronage on some routes but also an impact on bus/train connections. An analysis of this has been completed.

Our Service Delivery Team will be in touch with you/your contacts with the detail of progress some requests to hold some services at rail stations back to enable a connection – it is not a huge amount on first analysis but I appreciate this is easier said than done.

Please feel free to get in touch with any questions, we will of course deal with any KPI relief in a pragmatic way.

Regards
Rob

Rob Braddock

Kaiwhakahaere Rauemi | Manager Operations

Bus, Ferry and Te Hunga Whaikaha Total Mobility

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From: [Bonnie Parfitt](#)
To: [Samantha Gain](#); [Melissa Anderson](#); [Matthew O'Driscoll](#); [Tim Shackleton](#); [Fiona Abbott](#)
Subject: RE: Joint press release: KiwiRail speed restrictions on Wellington's rail network during May
Date: Friday, 28 April 2023 4:08:00 pm
Attachments: [image001.png](#)

Good stats Mel.
Let's talk buses on Monday.

Also, Stephen will be at Petone (of biggest concern) on Monday and we'll deploy other CX people as needed.

Bonnie

From: Samantha Gain <Samantha.Gain@gw.govt.nz>
Sent: Friday, 28 April 2023 4:07 pm
To: [Melissa Anderson](mailto:Melissa.Anderson@gw.govt.nz) <Melissa.Anderson@gw.govt.nz>; [Bonnie Parfitt](mailto:Bonnie.Parfitt@gw.govt.nz) <Bonnie.Parfitt@gw.govt.nz>; [Matthew O'Driscoll](mailto:Matthew.O'Driscoll@gw.govt.nz) <Matthew.O'Driscoll@gw.govt.nz>; [Tim Shackleton](mailto:Tim.Shackleton@gw.govt.nz) <Tim.Shackleton@gw.govt.nz>; [Fiona Abbott](mailto:Fiona.Abbott@gw.govt.nz) <Fiona.Abbott@gw.govt.nz>
Subject: Re: Joint press release: KiwiRail speed restrictions on Wellington's rail network during May

Awesome work everyone. Thank you.

It's clear that KR taking it pretty seriously.
Here's hoping for a quick resolution

Have a good and restful weekend!

Sam

From: [Melissa Anderson](mailto:Melissa.Anderson@gw.govt.nz) <Melissa.Anderson@gw.govt.nz>
Sent: Friday, April 28, 2023 10:03:13 PM
To: [Bonnie Parfitt](mailto:Bonnie.Parfitt@gw.govt.nz) <Bonnie.Parfitt@gw.govt.nz>; [Matthew O'Driscoll](mailto:Matthew.O'Driscoll@gw.govt.nz) <Matthew.O'Driscoll@gw.govt.nz>; [Tim Shackleton](mailto:Tim.Shackleton@gw.govt.nz) <Tim.Shackleton@gw.govt.nz>; [Fiona Abbott](mailto:Fiona.Abbott@gw.govt.nz) <Fiona.Abbott@gw.govt.nz>
Cc: [Samantha Gain](mailto:Samantha.Gain@gw.govt.nz) <Samantha.Gain@gw.govt.nz>
Subject: RE: Joint press release: KiwiRail speed restrictions on Wellington's rail network during May

Great
FYI:

Bus partners have just been informed, we've had to request some changes to bus connection timings as a result.

Some stats on the Rail service levels:

Mon - Thur = 182 less services each day - 48.66% service cancellation compared to normal TT,
Friday = 194 less services each day - 50.13% service cancellation compared to normal TT

Checked in with Transdev and they are good to go for Monday.

Cheers

Melissa Anderson – *She/Her*

Kaiwhakahaere Matua | Manager – Metlink Operations & Partnerships

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From: Bonnie Parfitt <Bonnie.Parfitt@gw.govt.nz>

Sent: Friday, 28 April 2023 3:56 pm

To: Melissa Anderson <Melissa.Anderson@gw.govt.nz>; Matthew O'Driscoll <Matthew.ODriscoll@gw.govt.nz>; Tim Shackleton <Tim.Shackleton@gw.govt.nz>; Fiona Abbott <Fiona.Abbott@gw.govt.nz>

Cc: Samantha Gain <Samantha.Gain@gw.govt.nz>

Subject: RE: Joint press release: Kiwi Rail speed restrictions on Wellington's rail network during May

Sam will send PT All comms shortly.

From: Melissa Anderson <Melissa.Anderson@gw.govt.nz>

Sent: Friday, 28 April 2023 3:55 pm

To: Matthew O'Driscoll <Matthew.ODriscoll@gw.govt.nz>; Bonnie Parfitt <Bonnie.Parfitt@gw.govt.nz>; Tim Shackleton <Tim.Shackleton@gw.govt.nz>; Fiona Abbott <Fiona.Abbott@gw.govt.nz>

C: Samantha Gain <Samantha.Gain@gw.govt.nz>

Subject: RE: Joint press release: KiwiRail speed restrictions on Wellington's rail network during May

Thank you !!!

Melissa Anderson – *She/Her*

Kaiwhakahaere Matua | Manager – Metlink Operations & Partnerships

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From: Matthew O'Driscoll <Matthew.ODriscoll@gw.govt.nz>

Sent: Friday, 28 April 2023 3:52 pm

To: Bonnie Parfitt <Bonnie.Parfitt@gw.govt.nz>; Tim Shackleton <Tim.Shackleton@gw.govt.nz>;
Fiona Abbott <Fiona.Abbott@gw.govt.nz>; Melissa Anderson <Melissa.Anderson@gw.govt.nz>

Cc: Samantha Gain <Samantha.Gain@gw.govt.nz>

Subject: FW: Joint press release: KiwiRail speed restrictions on Wellington's rail network during May

Officially out in the public – everything has gone live our end

From: MediaEnquiries <MediaEnquiries@kiwirail.co.nz>

Sent: Friday, 28 April 2023 3:49 pm

To: MediaEnquiries <MediaEnquiries@kiwirail.co.nz>

Subject: Joint press release: KiwiRail speed restrictions on Wellington's rail network during May

Media Release

28 April 2023

KiwiRail speed restrictions on Wellington's rail network during May

Trains to and from Wellington will be running more slowly in May due to vital KiwiRail track evaluation safety equipment being out of action.

From Monday 1 May, a 70km/h speed restriction will be in place. This will limit train speeds and frequency, requiring Metlink passenger services across Wellington to operate to a reduced timetable.

KiwiRail Chief Operations Officer Siva Sivapakkiam apologised for the impact of the delays.

“Passenger trains running across the Wellington region will be affected – limiting the number of services that can be run. This will be hugely disruptive to many and we apologise for this unplanned inconvenience and the late communication.

“To comply with engineering standards, every four months we run a Track Evaluation Car across the Wellington network, which makes very exact measurements of the tracks – important for trains to operate safely. It is a highly specialised machine that inspects rail lines across the country, doing the kind of fine detailed work that cannot be

done by our staff using hand-held equipment.

“Due to unforeseen technical issues with the Track Evaluation Car, we have been unable to undertake the necessary inspections due on the Kāpiti Line by the start of May. The machine also needs to assess the Hutt Valley and Wairarapa Lines by 7 May. As a result, these lines will no longer be compliant and we need to put temporary speed restrictions in place to meet our regulatory requirements. It’s similar to the warrant of fitness on a car expiring.

“We’ve been using this machine in Wellington three times a year, for many years, without disruption. We are working as quickly as possible to repair the Track Evaluation Car in Auckland and get it to Wellington to carry out the inspections. It could take up to three weeks to remove the speed restrictions, but if we can do it faster, we will.”

Metlink is moving to a reduced timetable from 1 May, with Wairarapa services running as normal. Shuttles will replace Melling Line trains between Melling and Peone. These timetables are expected to be in place for at least the next week. More details about the reduced services will be communicated by Metlink on its channels today.

Metlink General Manager Samantha Gain says the sudden news of track equipment failure and its impact, requiring a move to reduced timetables, will test the patience of Metlink passengers.

“Metlink and our operator Transdev are doing all we can to run as many services as possible under these unexpected speed restrictions. We’ll be reviewing the timetables and services over the course of the week and keeping customers informed through the Metlink website and app,” adds Ms Gain.

Capital Connection and Northern Explorer timetables will also be affected.

There is only one Track Evaluation Car in New Zealand and it is used to assess rail lines across the country. Assessments using the car are a requirement under the Wellington metro Safety Case which is regulated by Waka Kotahi.

ENDS

For more information please contact:

KiwiRail

Mediaenquiries@kiwirail.co.nz

04 498 2038

Matthew O’Driscoll

Greater Wellington Te Pane Matua Taiao

Matthew.ODriscoll@gw.govt.nz

022 681 8441

[REDACTED]

From: Melissa Anderson
Sent: Friday, 28 April 2023 8:04 pm
To: [REDACTED]
Subject: Re: Rail disruption and impacts on buse services next week

Thank you very much [REDACTED] 😊

Melissa Anderson

From: [REDACTED] <[REDACTED]@tranzurban.co.nz>
Sent: Friday, April 28, 2023 6:17:05 PM
To: Melissa Anderson <Melissa.Anderson@gw.govt.nz>
Subject: RE: Rail disruption and impacts on buse services next week

Thanks Melissa,

I expect that will present a few difficulties for you. Let us know if we may be able to assist in any way.

Cheers, [REDACTED]

[REDACTED]

M: [REDACTED]
E: [REDACTED]@tranzurban.co.nz | **W:** www.tranzurban.co.nz
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From: Melissa Anderson <Melissa.Anderson@gw.govt.nz>
Sent: Friday, 28 April 2023 3:57 pm
To: Rob Braddock <Rob.Braddock@gw.govt.nz>; [REDACTED]@tranzurban.co.nz; [REDACTED]@tranzurban.co.nz; [REDACTED]@manacoach.co.nz; [REDACTED]@uzabus.co.nz; [REDACTED]@tranzurban.co.nz; [REDACTED]@nzbus.co.nz; [REDACTED]@nzbus.co.nz; [REDACTED]@uzabus.co.nz; [REDACTED]@tranzurban.co.nz; [REDACTED]@manacoach.co.nz; [REDACTED]@manacoach.co.nz; [REDACTED]@tranzurban.co.nz

Cc: Matthew Lear <Matthew.Lear@gw.govt.nz>; Service Delivery Bus, TM, Ferry <servicedeliverybustmferry@greaterwellington.onmicrosoft.com>; Susan Wilson <Susan.Wilson@gw.govt.nz>; Karen Jenkinson <Karen.Jenkinson@gw.govt.nz>

Subject: RE: Rail disruption and impacts on buse services next week

Kia ora Partners,

Apologies for the short notice but as I'm sure you all appreciate the operational space can change very rapidly.

Below is our joint media release with Kiwirail regarding the causation of the change to rail timetables effective from Monday 1st May 2023 and likely to impact service levels for the majority of May.

Any questions or concerns please let us know. We appreciate your support with the small tweaks we would like to make to some bus & rail connections during this time.

Media Release

28 April 2023

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PROACTIVE RELEASE

From: [Lauren Strpko](#)
To: [Victoria Forrest](#); [Daniel Pou](#)
Subject: RE: Metlink Weekly Performance Report (Internal)
Date: Sunday, 30 April 2023 11:51:15 am
Attachments: [image001.png](#)
[image002.png](#)

RE question 1: Our timetable systems are not agile enough to handle short-notice changes due to the complexity of our current publishing workflow.

From: Victoria Forrest <Victoria.Forrest@gw.govt.nz>
Sent: Saturday, 29 April 2023 10:14 am
To: Daniel Pou <Daniel.Pou@gw.govt.nz>; Lauren Strpko <Lauren.Strpko@gw.govt.nz>
Subject: RE: Metlink Weekly Performance Report (Internal)

This is great, thank you so much!

From: Daniel Pou <Daniel.Pou@gw.govt.nz>
Sent: Saturday, 29 April 2023 10:02 am
To: Victoria Forrest <Victoria.Forrest@gw.govt.nz>; Lauren Strpko <Lauren.Strpko@gw.govt.nz>
Subject: RE: Metlink Weekly Performance Report (Internal)

Sorry I sent too early – my comments are below in red, and please let me know if you have any further questions!

From: Daniel Pou
Sent: Saturday, 29 April 2023 10:11 am
To: Victoria Forrest <Victoria.Forrest@gw.govt.nz>; Lauren Strpko <Lauren.Strpko@gw.govt.nz>
Subject: RE: Metlink Weekly Performance Report (Internal)

From: Victoria Forrest <Victoria.Forrest@gw.govt.nz>
Sent: Saturday, 29 April 2023 9:22 am
To: Lauren Strpko <Lauren.Strpko@gw.govt.nz>; Daniel Pou <Daniel.Pou@gw.govt.nz>
Subject: FW: Metlink Weekly Performance Report (Internal)

Hi Lauren and Daniel

Are you able to help with Fiona's queries?

From: Fiona Carpenter <Fiona.Carpenter@gw.govt.nz>
Sent: Saturday, 29 April 2023 8:54 am
To: Victoria Forrest <Victoria.Forrest@gw.govt.nz>
Subject: RE: Metlink Weekly Performance Report (Internal)

Thanks Victoria, I'll pass this on to Mark – this will help him decide if we need extra staff, we're a bit limited but will see what is possible.

A few things that we need for the KB, if possible –

Why can't we change the online timetable rather than having a pdf? I know there's a legit reason for this, but I can't quite remember what it was exactly. We are hoping that we'll be able to add extra services in as early as mid next week, and then again the following week – this would require multiple changes to the website over the next three to four weeks which might not always keep up with the changes -this was the best way to deal with the fluid situation.

Does the pdf timetable allow for speed restrictions/are the timings accurate or how late will the trains be? No, the trains will be running later than the timetabled times – Kiwirail were unable to give us accurate estimates of time lost, but we are expecting delays of around ten minutes, hopefully less.

Why are we not running 30min services during the peak, but we can run 30min services at off-peak? Transdev is working with staff to add extra services in – this requires a bit of staff consultation so we decided to introduce the Saturday service which requires no consultation and then add services in once agreed with staff. We are hoping that we'll get some extra services running from plimmerton and taita and we are hopeful that we'll have a 6.30am service as well. We'll hopefully have an update on Monday about this.

Ngā mihi



Fiona Carpenter
(she/her)

Kaitohutohu Matua | Senior Service Advisor | Contact Centre

Greater Wellington Te Pane Matua Taiao

T: 0800 801 700 | 0800 496 734

100 Cuba St, Te Aro, Wellington 6011.

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From: Victoria Forrest <Victoria.Forrest@gw.govt.nz>
Sent: Saturday, 29 April 2023 7:01 am
To: Fiona Carpenter <Fiona.Carpenter@gw.govt.nz>
Subject: Fwd: Metlink Weekly Performance Report (Internal)

I might have a more recent one but this shows patronage

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From: Linda Cocker <Linda.Cocker@gw.govt.nz>
Sent: Wednesday, April 19, 2023 1:50:13 PM
To: Samantha Gain <Samantha.Gain@gw.govt.nz>
Cc: Melissa Anderson <Melissa.Anderson@gw.govt.nz>; Tim Shackleton <Tim.Shackleton@gw.govt.nz>; Fiona Abbott <Fiona.Abbott@gw.govt.nz>; Bonnie Parfitt <Bonnie.Parfitt@gw.govt.nz>; Rita Aiono <Rita.Aiono@gw.govt.nz>; Alex Campbell <Alex.Campbell@gw.govt.nz>; David Boyd <David.Boyd@gw.govt.nz>; Dave Humm

<Dave.Humm@gw.govt.nz>; Susan Wilson <Susan.Wilson@gw.govt.nz>; Margaret Meek <Margaret.Meek@gw.govt.nz>; Rob Braddock <Rob.Braddock@gw.govt.nz>; Metlink Councillor Liaison <PTCRS@gw.govt.nz>; Nigel Corry <Nigel.Corry@gw.govt.nz>; Matthew Lear <Matthew.Lear@gw.govt.nz>; Karen Jenkinson <Karen.Jenkinson@gw.govt.nz>; Michelle Groves <Michelle.Groves@gw.govt.nz>; Ashleigh Grindell <Ashleigh.Grindell@gw.govt.nz>; Victoria Forrest <Victoria.Forrest@gw.govt.nz>; Ruth Simms <Ruth.Simms@gw.govt.nz>; Hannah Sedcole <Hannah.Sedcole@gw.govt.nz>

Subject: Metlink Weekly Performance Report (Internal)

Hi Sam,

Attached is the weekly report based on data for 10th to 16th April.

Please note – due to a number of staff taking leave next Monday, next week's report will be produced on either Thursday or Friday.

Cheers
Linda

Linda Cocker

Transport Reporting & Insights Specialist

Metlink

M: 021 196 0503

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From: [Matthew Chote](#)
To: [Melissa Anderson](#); [Daniel Pou](#)
Subject: Re: KiwiRail - Wellington Metro Network Update - 29 April 2023
Date: Saturday, 29 April 2023 3:30:26 pm

Need to understand how quickly TDW can resume a full TT?

Is it absolutely only a Monday resumption? What is the latest they can make it happen? If KR won't be able to give clearance and they do media on Friday we cannot see any delays returning to TT

Good signs though. How was this not escalated earlier or if it was why has the CE allowed the earlier release to go out?

Sent from my mobile please excuse any typos

From: Melissa Anderson <Melissa.Anderson@gw.govt.nz>
Sent: Saturday, April 29, 2023 3:23:16 PM
To: Daniel Pou <Daniel.Pou@gw.govt.nz>; Matthew Chote <Matthew.Chote@gw.govt.nz>
Subject: Fwd: KiwiRail - Wellington Metro Network Update - 29 April 2023

FYI there's been some developments today. I've kept transdev in the loop
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From: Matthew O'Driscoll <Matthew.ODriscoll@gw.govt.nz>
Sent: Saturday, April 29, 2023 3:20:59 PM
To: Melissa Anderson <Melissa.Anderson@gw.govt.nz>; Bonnie Parfitt <Bonnie.Parfitt@gw.govt.nz>; Fiona Abbot <Fiona.Abbott@gw.govt.nz>
Subject: Fwd: KiwiRail - Wellington Metro Network Update - 29 April 2023

FYI

Sam, Nige, Daran and Thomas have seen this too.

Matt

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From: Britton Broun <Britton.Broun@kiwirail.co.nz>
Sent: Saturday, April 29, 2023 15:06
To: Matthew O'Driscoll <Matthew.ODriscoll@gw.govt.nz>
Cc: Anna Jaquiere <Anna.Jaquiere@kiwirail.co.nz>
Subject: KiwiRail - Wellington Metro Network Update - 29 April 2023

Matt,

As mentioned, we'll be sending this update out to media around 3.15pm.

Please attribute to KiwiRail Chief Operations Officer Siva Sivapakkiam:

"KiwiRail is working hard to lift speed restrictions on the Wellington metro rail network in days,

not weeks.”

“Our mechanical teams re-lathed the wheels of our specialist Track Evaluation Car (TEC) last night and are now in the process of reattaching monitoring equipment to the wheels.

“This means the TEC can leave our Auckland workshop early tomorrow morning and travel down the North Island Main Trunk Line to Palmerston North by tomorrow (Sunday) night.

“On Monday evening we will begin track assessments on the Kāpiti Line as it travels from Palmerston North to Wellington, with infrastructure teams ready address any track issues found. We are focussed on repairing any track as quickly as possible, so are bringing in additional infrastructure teams from Palmerston North to support our Wellington crews.

“We are aiming to have completed assessments across the entire Wellington Metro Network by Friday night (5 May).

“Once the TEC assessments are complete, we will be able to lift the 70km/h blanket speed restriction on the Kāpiti Line and avoid the need to place blanket speed restrictions on any other lines in Wellington.

“Our TEC has been assessing the Wellington network three times a year for many years, without issue. KiwiRail works hard to maintain the national rail network, to support commuters and our freight customers, and we are committed to fixing this situation as soon as we can.

“I fully appreciate the disruption to normal commuter services people in Wellington will experience this week and apologise again for the inconvenience. If everything goes according to plan, we will have removed blanket speed restrictions by Friday night at the latest.”

For more information and background to issues on the Wellington Metro Network, please see the joint KiwiRail/Metlink press release issued yesterday:

[KiwiRail speed restrictions on Wellington's rail network during May](#) | KiwiRail

Thanks,

Britton Brown | Senior Government Relations Advisor

DD +64 4 498 3291 (internal extn 43291) or 027 406 7345

Level 4, Wellington Railway Station, Bunny Street, Wellington 6011 | PO Box 593,
Wellington 6140, New Zealand

image001.png>

www.kiwirail.co.nz

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From: [Samantha Gain](#)
To: [Melissa Anderson](#); [Bonnie Parfitt](#); [Fiona Abbott](#); [Tim Shackleton](#)
Subject: Fwd: KiwiRail - Wellington Metro Network Update - 29 April 2023
Date: Saturday, 29 April 2023 3:51:51 pm

Hi all
FYI here's the latest from KiwiRail

Sam

From: Matthew O'Driscoll <Matthew.ODriscoll@gw.govt.nz>
Sent: Saturday, April 29, 2023 3:19 PM
To: Samantha Gain <Samantha.Gain@gw.govt.nz>; Daran Ponter - Chair <Daran.Ponter@gw.govt.nz>; Nigel Corry <Nigel.Corry@gw.govt.nz>; Thomas Nash <Thomas.Nash@gw.govt.nz>
Subject: Fwd: KiwiRail - Wellington Metro Network Update - 29 April 2023

FYI

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From: Britton Broun <Britton.Broun@kiwirail.co.nz>
Sent: Saturday, April 29, 2023 15:06
To: Matthew O'Driscoll <Matthew.ODriscoll@gw.govt.nz>
Cc: Anna Jaquiere <Anna.Jaquiere@kiwirail.co.nz>
Subject: KiwiRail - Wellington Metro Network Update - 29 April 2023

Matt,

As mentioned, we'll be sending this update out to media around 3.15pm.

Please attribute to KiwiRail Chief Operations Officer Siva Sivapakkiam:

"KiwiRail is working hard to lift speed restrictions on the Wellington metro rail network in days, not weeks."

"Our mechanical teams re-lathed the wheels of our specialist Track Evaluation Car (TEC) last night and are now in the process of reattaching monitoring equipment to the wheels.

"This means the TEC can leave our Auckland workshop early tomorrow morning and travel down the North Island Main Trunk Line to Palmerston North by tomorrow (Sunday) night.

"On Monday evening we will begin track assessments on the Kāpiti Line as it travels from Palmerston North to Wellington, with infrastructure teams ready to address any track issues found. We are focussed on repairing any track as quickly as possible, so are bringing in additional infrastructure teams from Palmerston North to support our Wellington crews.

"We are aiming to have completed assessments across the entire Wellington Metro Network by Friday night (5 May).

“Once the TEC assessments are complete, we will be able to lift the 70km/h blanket speed restriction on the Kāpiti Line and avoid the need to place blanket speed restrictions on any other lines in Wellington.

“Our TEC has been assessing the Wellington network three times a year for many years, without issue. KiwiRail works hard to maintain the national rail network, to support commuters and our freight customers, and we are committed to fixing this situation as soon as we can.

“I fully appreciate the disruption to normal commuter services people in Wellington will experience this week and apologise again for the inconvenience. If everything goes according to plan, we will have removed blanket speed restrictions by Friday night at the latest.”

For more information and background to issues on the Wellington Metro Network, please see the joint KiwiRail/Metlink press release issued yesterday:

[KiwiRail speed restrictions on Wellington’s rail network during May](#) | KiwiRail

Thanks,

Britton Broun | Senior Government Relations Adviser

DDI: +64 4 498 3291 (internal extn 43291) or 027 406 7345

Level 4, Wellington Railway Station, Bunny Street, Wellington 6011 | PO Box 593,
Wellington 6140, New Zealand

<image001.png>

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From: [Melissa Anderson](#)
To: [Matthew Chote](#); [Daniel Pou](#); [Andrew Keane](#); [Ben Leah](#)
Cc: [Matthew Lear](#); [Rob Braddock](#); [Christine Bulmer](#)
Subject: FW: Update - Rail
Date: Monday, 1 May 2023 9:14:53 am
Attachments: [image001.png](#)
[Fwd KiwiRail - Wellington Metro Network Update - 29 April 2023.msg](#)

Hi Team,

A quick sit rep with the weekend developments as at 9pm Sunday:

Attached KR Media release they hope to have everything completed this Friday

- Note if that occurs TDW still require a new roster week to reinstate the full TT the week following (Monday)
- The latest TDW can be advised of the change back to Full TT is this Wednesday Morning.
 - We will need to highlight the above points at the TDW, KR, Metlink meeting we have today
- Lots of Q&A's over the weekend the very latest answers are below which Daran will use for his radio chat this morn
- I've kept TDW updated over the weekend as KR haven't contacted either of us, the comms are coming through at a high level CEO

Thanks

Melissa Anderson – *She/Her*

Kaiwhakahaere Matua | Manager | Metlink Operations & Partnerships

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From: Benjamin Robinson-Drawbridge <Ben.Robinson@gw.govt.nz>

Sent: Sunday, 30 April 2023 9:23 pm

To: Melissa Anderson <Melissa.Anderson@gw.govt.nz>; Samantha Gain <Samantha.Gain@gw.govt.nz>; Matthew O'Driscoll <Matthew.ODriscoll@gw.govt.nz>

Subject: RE: Update - Rail

Thanks Mel. That's Awesome. I'll txt some notes to Daran shortly. Nga mihi, Ben.

From: Melissa Anderson <Melissa.Anderson@gw.govt.nz>

Sent: Sunday, April 30, 2023 9:22 PM

To: Samantha Gain <Samantha.Gain@gw.govt.nz>; Matthew O'Driscoll <Matthew.ODriscoll@gw.govt.nz>; Benjamin Robinson-Drawbridge <Ben.Robinson@gw.govt.nz>

Subject: Update - Rail

Importance: High

Hi All,

Here we go, feel free to cut & amend as required.

Attached is a detailed timetable with consist sizes, not whilst it's a Sat TT we have gone for weekday capacity where possible.

- If people have the flexibility to work from home [this week] we encourage they do so to free up public transport for those that don't have that flexibility
- Passengers should check the Metlink website and app for the latest timetable information and what the reduced service means for them.
- HVL, KPL & JVL will run as a Saturday Timetable with weekday capacity on services
 - HVL & KPL 6 or 8 car consist
 - JVL 4 car consist
- WRL will run as BAU weekday TT – no changes
- Shuttles will replace trains on the Melling line
- Monday – Thursday there will be around 182 fewer train services each day or 48% service cancellations compared to our normal timetable.
- Friday around 194 fewer train services or 50% service cancellations compared to our normal timetable.
- Be kind to our staff, they have had to accommodate change rosters at short notice
- Health & safety of our staff and passengers is our first priority, sudden changes that impact network punctuality also can impact upon staff breaks hence the change in service levels
- Meeting tomorrow with KR, TDW & Metlink at operational level to review AM Peak, update on compliance checks & short term opportunities to increase service as below:

Our short-term goals remain as: (next 48 hours)

1. Return Johnsonville line to full timetable as soon as possible and ring fence its impact (**Note**, this is highly dependent on rosters and consultation around the significant roster changes)
2. Add in special Services where possible (*Post consultation with the network access team for their feedback*), focusing on:
 - Plimmerton
 - Porirua
 - Taita
 - Melling
3. Increasing to utilise maximum consist sizes (8s), where possible (Noting Infra O/H

restrictions)

Any questions let me know

Melissa Anderson – *She/Her*

Kaiwhakahaere Matua | Manager – Metlink Operations & Partnerships

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PROACTIVE RELEASE

From: [Daniel Pou](#)
To: [Metlink Councillor Liaison](#); [Ben Leah](#); [Matthew Chote](#); [Andrew Keane](#)
Subject: RE: (Complaint) FW: Asking Metlink to be clearer about cancellations?
Date: Monday, 1 May 2023 9:58:29 am
Attachments: [image001.png](#)
[image002.png](#)
[image003.png](#)

Sorry I haven't had time to read the whole chain but J'ville is affected as staff will be delayed coming from other services meaning that it will also delay the J'ville as those services can't leave until the staff have arrived from a service from another line.

From: Metlink Councillor Liaison <PTCRS@gw.govt.nz>
Sent: Monday, 1 May 2023 9:29 am
To: Daniel Pou <Daniel.Pou@gw.govt.nz>; Ben Leah <Ben.Leah@gw.govt.nz>; Matthew Chote <Matthew.Chote@gw.govt.nz>; Andrew Keane <Andrew.Keane@gw.govt.nz>
Cc: Metlink Councillor Liaison <PTCRS@gw.govt.nz>
Subject: (Complaint) FW: Asking Metlink to be clearer about cancellations?

Good morning team,

I hope you had a great weekend! Councillors are getting a few of these starting to come through so apologies in advance, going to keep it to a minimum wherever possible—a JVL user has a question about why JVL services were reduced if the services do not run at 70kmph to begin with. Let me know what you think—thanks!

Cheers
Rose

Rose Wunrow (she/her)

Kaitohutohu Takawaenga, Waka Tūmatanui | Council Liaison Advisor

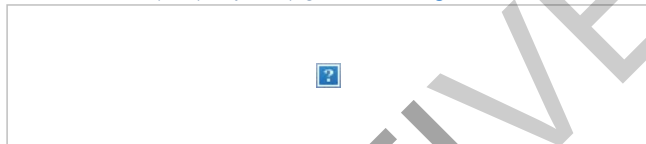
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From: Thomas Nash <Thomas.Nash@gw.govt.nz>
Sent: Sunday, 30 April 2023 7:23 pm
To: Metlink Councillor Liaison <PTCRS@gw.govt.nz>
Subject: Fwd: Asking Metlink to be clearer about cancellations?

Logging this one for a response too.

I imagine there will be a few coming through on the train disruptions this week.

Thanks

Thomas

From: [REDACTED]
Sent: Saturday, April 29, 2023 3:03:40 PM
To: Thomas Nash <Thomas.Nash@gw.govt.nz>
Subject: Re: Asking Metlink to be clearer about cancellations?

Hi Thomas

I thought things had settled down on the Johnsonville Line, so was amazed to read this:

<https://www.metlink.org.nz/news-and-updates/news/kiwirail-speed-restrictions/>

Give that trains on the Johnsonville Line do not run at 70 kmh, what's the rationale for the cut to a 30 minute service? Did you

and elected colleagues sign this off, or is this just Metlink taking unilateral action?

As I said before, I don't envy you having to deal with an organisation that has consistently failed the capital and its residents, but please do what you can to hold them to account. They are consistently compromising the quality of life for people that rely on their "service".

Thanks very much


■
■

PROACTIVE RELEASE

From: [Metlink Councillor Liaison](#)
To: [Thomas Nash](#)
Cc: [Metlink Councillor Liaison](#)
Subject: (Proposed response) RE: Asking Metlink to be clearer about cancellations?
Date: Monday, 1 May 2023 10:43:20 am
Attachments: [image001.png](#)
[image002.png](#)
[image003.png](#)

Kia ora Thomas

Thanks for sending this through—I've checked with the team and the response is as proposed below. Let me know if further information would be helpful—thanks!

Kia ora 

Thank you for your email. I understand your frustration with the reduced services across the rail network, especially given the short notice at which those changes occurred—this came as a surprise and was not what any of us wanted. Unfortunately, we were informed of the technical issue affecting KiwiRail's Track Evaluation Car, the essential piece of equipment that ensures the tracks are meeting regulatory requirements, last week Thursday. This left very little time to adjust timetables so that we could safely run services while maintaining compliance, which requires temporary speed restrictions of 70 km / hr, as you've noted.

You're right that the Johnsonville Line trains do not reach 70 km / hr, but the JVL service unfortunately had to be reduced as well, due to staffing requirements with our operator. The timetable adjustment on the other rail lines mean that train staff would be delayed coming from other train services, and those staff arriving from other services are required to operate subsequent JVL services.

We will continue actively following up with KiwiRail to check their progress on how reparation of the Track Evaluation Car is going. They are working to resolve the current disruption as quickly as possible (hoping for a matter of days) and apologise for the inconvenience this causes.

Ngā mihi

Cheers
Rose

Rose Wunrow (she/her)

Kaitohutohu Takawaenga, Waka Tūmatanui | Councillor Liaison Advisor

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From: Thomas Nash <Thomas.Nash@gw.govt.nz>
Sent: Sunday, 30 April 2023 7:23 pm
To: Metlink Councillor Liaison <PTCRS@gw.govt.nz>
Subject: Fwd: Asking Metlink to be clearer about cancellations?

Logging this one for a response too.

I imagine there will be a few coming through on the train disruptions this week.

Thanks -

Thomas

From: 
Sent: Saturday, April 29, 2023 3:03:40 PM

To: Thomas Nash <Thomas.Nash@gw.govt.nz>

Subject: Re: Asking Metlink to be clearer about cancellations?

Hi Thomas

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Give that trains on the Johnsonville Line do not run at 70 kmh, what's the rationale for the cut to a 30 minute service? Did you and elected colleagues sign this off, or is this just Metlink taking unilateral action?

As I said before, I don't envy you having to deal with an organisation that has consistently failed the capital and its residents, but please do what you can to hold them to account. They are consistently compromising the quality of life for people that rely on their "service".

Thanks very much

■

■

PROACTIVE RELEASE

From: [Victoria Forrest](#)
To: [Mark Gilmour](#); [Sarah Newman](#); [Fiona Carpenter](#)
Cc: [Daniel Pou](#)
Subject: RE: Train disruption
Date: Monday, 1 May 2023 11:39:28 am
Attachments: [image001.png](#)
[image002.png](#)
[image003.png](#)
[image004.png](#)
[image005.png](#)

Thanks, Mark.

Another one, Daniel.

From: Mark Gilmour <Mark.Gilmour@gw.govt.nz>
Sent: Monday, 1 May 2023 11:33 am
To: Sarah Newman <Sarah.Newman@gw.govt.nz>; Fiona Carpenter <Fiona.Carpenter@gw.govt.nz>; Victoria Forrest <Victoria.Forrest@gw.govt.nz>
Subject: RE: Train disruption

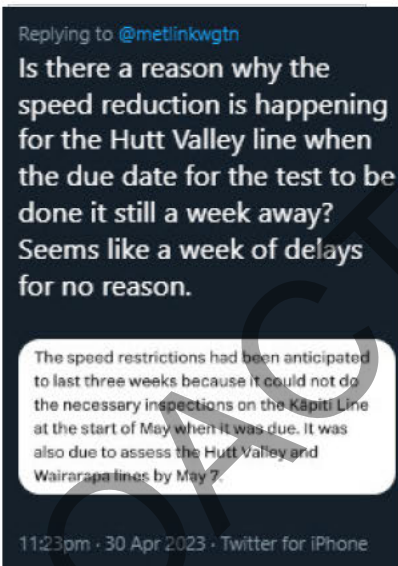
Hi Sarah,

Likely to be the same reason as your previous enquiry regarding the JVL But have forwarded.

M

From: Sarah Newman <Sarah.Newman@gw.govt.nz>
Sent: Monday, 1 May 2023 11:25 am
To: Fiona Carpenter <Fiona.Carpenter@gw.govt.nz>; Mark Gilmour <Mark.Gilmour@gw.govt.nz>
Subject: RE: Train disruption

Another one please:



From: Fiona Carpenter <Fiona.Carpenter@gw.govt.nz>
Sent: Monday, 1 May 2023 10:05 am
To: Sarah Newman <Sarah.Newman@gw.govt.nz>; Mark Gilmour <Mark.Gilmour@gw.govt.nz>
Subject: RE: Train disruption

For this one – we are not going to get a definite answer.

You will just have to say that there are no plans at the moment, if this changes we'll let everyone know through the normal channels/website. Then just leave it at that.



Fiona Carpenter
(she/her)

Kaitohutohu Matua | Senior Service Advisor | Contact Centre
Greater Wellington Te Pane Matua Taiao

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From: Sarah Newman <Sarah.Newman@gw.govt.nz>
Sent: Monday, 1 May 2023 10:03 am
To: Mark Gilmour <Mark.Gilmour@gw.govt.nz>; Fiona Carpenter <Fiona.Carpenter@gw.govt.nz>
Subject: RE: Train disruption

Another one please:



What is the answer to this question? The answer given is the KB does not actually answer the question

Were bus replacements to compliment the reduced trains considered and if so, why was it not possible?

Cheers,
Sarah

From: Mark Gilmour <Mark.Gilmour@gw.govt.nz>
Sent: Monday, 1 May 2023 8:58 am
To: Sarah Newman <Sarah.Newman@gw.govt.nz>; Fiona Carpenter <Fiona.Carpenter@gw.govt.nz>; Victoria Forrest <Victoria.Forrest@gw.govt.nz>
Subject: RE: Train disruption

Hi Victoria,

Can you help with this one. My thinking is that all lines are affected because the trains move from one line to another as opposed to just running the same line all day (or something like that)

Regards

Mark

From: Sarah Newman <Sarah.Newman@gw.govt.nz>
Sent: Monday, 1 May 2023 8:18 am
To: Fiona Carpenter <Fiona.Carpenter@gw.govt.nz>; Mark Gilmour <Mark.Gilmour@gw.govt.nz>
Subject: RE: Train disruption

Hi guys, can you please find out the answer to this:



From: Fiona Carpenter <Fiona.Carpenter@gw.govt.nz>
Sent: Sunday, 30 April 2023 9:29 pm
To: Contact Centre <ContactCentre@gw.govt.nz>
Subject: Train disruption

Hi team,

For those of you that missed the news on Friday and didn't work over the weekend – KiwiRail have forced speed restrictions for all train lines, this means a reduced timetable for the next few weeks.

Please read through this KB article (same info is in the alert too)

It's possible that we may get very busy next week, particularly on social media – already 500+ comments on the facebook post. It's really important that we keep on top of social media – there's a lot of eyes on it at the moment!

Here's the plan:

- When you're rostered on SM, stay off the phones and in worktime. The rostered 'buddy' should actively help out between calls. You may like to have one of you doing comments and the other one doing the inbox.
- All your answers are in the KB article, the FAQ's cover almost everything – I know this because I've been helping out with fb over the weekend.
- If something comes up that you don't know the answer to, email Mark and myself, we will chase up with Victoria Forrest. She has been fantastic so far, has been pretty much on-call rushing to get answers as soon as I ask. It's better to do it this way rather than posting in the Teams channels where info will get lost – KB should be the source of truth.

Email complaints: I have a template in Touchpoint, adjust it where needed. It's at the top template list – so easy to find

News that KiwiRail expect the speed restrictions to be lifted by the end of next week: This is in the KB article, but worth mentioning that until it is actually fixed, please **continue to use the FAQ's in the KB to respond to customers**. We have no guarantees that KiwiRail will resolve the issue in the next few days - so we don't want to give customers false hope, only to be let down again

You guys have been doing a fantastic job the last few days – you should be super proud of yourself

Ngā mihi



Fiona Carpenter
(she/her)

Kaitohutohu Matua | Senior Service Advisor | Contact Centre

Greater Wellington Te Pane Matua Taiao

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100 Cuba St, Te Aro, Wellington 6011

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From: [Matthew O'Driscoll](#)
To: [Samantha Gain](#); [Melissa Anderson](#)
Subject: FW: KiwiRail - Wellington Metro Network Update - 1 May 2023
Date: Monday, 1 May 2023 12:00:10 pm
Attachments: [image001.png](#)

Good outcome – they changed the two parts we didn't like.

They still have a sentence about blanket restrictions but this is much better

From: Britton Broun <Britton.Broun@kiwirail.co.nz>
Sent: Monday, 1 May 2023 11:51 am
To: Matthew O'Driscoll <Matthew.ODriscoll@gw.govt.nz>
Cc: Anna Jaquierey <Anna.Jaquierey@kiwirail.co.nz>
Subject: RE: KiwiRail - Wellington Metro Network Update - 1 May 2023

Matt – how about this (sections removed below). The bit about speed restrictions is factual – there is currently only one as of today – on the Kapiti Line.

From: Matthew O'Driscoll <Matthew.ODriscoll@gw.govt.nz>
Sent: Monday, May 1, 2023 11:46 AM
To: Britton Broun <Britton.Broun@kiwirail.co.nz>
Subject: RE: KiwiRail - Wellington Metro Network Update - 1 May 2023

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Hi Britton

If it hasn't already gone could you please have a look at strengthening two problematic parts in the release. I have marked these in red and pink:

Red:

- We've spent the last half week getting people re-rostered and, even if everything is fine come Wednesday, normal services will not be able to resume immediately.
- It'll take days again to get people re-rostered, technology updated and so on.
- We do not want to create unrealistic expectations with passengers for this week.

Pink:

- If you are going to talk to about speed restriction only limited to Kapiti you need to own the context around it for the whole of our network.
- Having one line out limits our ability for train/staff movement, still means we need to re-roster staff and still means we need a reduced timetable on all other lines.

Matt

From: Britton Broun <Britton.Broun@kiwirail.co.nz>
Sent: Monday, 1 May 2023 11:19 am
To: Matthew O'Driscoll <Matthew.ODriscoll@gw.govt.nz>

Cc: Anna Jaquiery <Anna.Jaquiery@kiwirail.co.nz>

Subject: KiwiRail - Wellington Metro Network Update - 1 May 2023

Matt,

We're looking at putting out this media update before midday.

It does not that we are keeping Metlink informed (our COO Siva has spoken to Samantha this morning, our EGM Paul has spoken to Transdev, and our Wellington Ops team have advised Metlinks Ops team – re the plan to do Kapiti Line assessments tonight and tomorrow night)

Given the TSR could be lifted on Wednesday, I presume you would not be able to change schedules back to normal until Thursday at the earliest. That's why we're said expect to lifted the TSR "later this week" (not saying Wednesday or Friday).

Let me know if there are any issues.

It would be good to do another joint statement later in the week.

Please attribute to KiwiRail Chief Operations Officer Siva Sivapakkiam:

"KiwiRail's Track Evaluation Car has travelled down from Auckland and is currently in Palmerston North.

"Tonight (1 May) it will begin assessing one of the two tracks on the Kāpiti Line (between Wellington and Waikanae), with the aim for it to assess the other track tomorrow night (2 May)."

"KiwiRail infrastructure crews are ready to urgently repair any track issues that may be found.

"Later this week we should be able to lift the 70km/h speed restriction that was placed on the Kāpiti Line today.

"We are keeping Metlink informed of progress.

"At night, over the course of this week the Track Evaluation Car will be assessing the Hutt Valley/Wairarapa Line, Johnsonville Line and Melling Line, to avoid the need for blanket speed restrictions being applied on those lines. We expect the entire Wellington metro network to have been assessed by the end of Friday (5 May).

"Again, I apologise to the people of the Wellington region for this disruption. We are working as hard as we can to get the work done, so that services can return to normal as quickly as possible."

The Track Evaluation Car has to work at night when other trains are not running on the network.

While the Kāpiti Line blanket speed restriction is in place the Capital Connection (Palmerston North – Wellington) is experiencing delays of about 15 - 20 minutes. The Northern Explorer (Auckland – Wellington scenic train) is expected to operate close to scheduled times, with delays of just 10 – 15 minutes predicted for its 10.5 hour journey.

Given freight trains can only travel up to 80km/h on the Wellington metro network, there is expected to be minimal impact to freight services travelling on the Kāpiti Line.

Cheers,

Britton Broun | Senior Government Relations Advisor

DDI: +64 4 498 3291 (internal extn 43291) or 027 406 7345

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Wellington 6140, New Zealand



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PROACTIVE RELEASE

From: [Victoria Forrest](#)
To: [Daniel Pou](#)
Subject: FW: Train disruption
Date: Monday, 1 May 2023 12:10:21 pm
Attachments: [image001.png](#)
[image002.png](#)
[image003.png](#)

Hi Daniel

Thanks for your help over the weekend – a new question for you below. If you can help.

From: Mark Gilmour <Mark.Gilmour@gw.govt.nz>
Sent: Monday, 1 May 2023 8:58 am
To: Sarah Newman <Sarah.Newman@gw.govt.nz>; Fiona Carpenter <Fiona.Carpenter@gw.govt.nz>; Victoria Forrest <Victoria.Forrest@gw.govt.nz>
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To: Contact Centre <ContactCentre@gw.govt.nz>
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You guys have been doing a fantastic job the last few days – you should be super proud of yourself!

Ngā mihi



Fiona Carpenter
(she/her)

Kaitohutohu Matua | Senior Service Advisor | Contact Centre

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Attachments: [image001.png](#)
[image002.png](#)
[image003.png](#)

Thanks, Daniel

I have sent you a few others since this one, too. Many thanks for your help

From: Daniel Pou <Daniel.Pou@gw.govt.nz>
Sent: Monday, 1 May 2023 12:18 pm
To: Victoria Forrest <Victoria.Forrest@gw.govt.nz>
Subject: RE: Train disruption

Yes all lines are interlinked, so trains and staff move from one line to another – if one line has issues it does affect all lines and creates more of a mess; if a service is running late on the Kapiti line, that crew will be late to their next service etc etc.

From: Victoria Forrest <Victoria.Forrest@gw.govt.nz>
Sent: Monday, 1 May 2023 12:10 pm
To: Daniel Pou <Daniel.Pou@gw.govt.nz>
Subject: FW: Train disruption

Hi Daniel

Thanks for your help over the weekend – a new question for you below. If you can help.

From: Mark Gilmour <Mark.Gilmour@gw.govt.nz>
Sent: Monday, 1 May 2023 8:58 am
To: Sarah Newman <Sarah.Newman@gw.govt.nz>; Fiona Carpenter <Fiona.Carpenter@gw.govt.nz>; Victoria Forrest <Victoria.Forrest@gw.govt.nz>
Subject: RE: Train disruption

Hi Victoria,

Can you help with this one. My thinking is that all lines are affected because the trains move from one line to another as opposed to just running the same line all day (or something like that)

Regards

Mark

From: Sarah Newman <Sarah.Newman@gw.govt.nz>
Sent: Monday, 1 May 2023 8:18 am
To: Fiona Carpenter <Fiona.Carpenter@gw.govt.nz>; Mark Gilmour <Mark.Gilmour@gw.govt.nz>
Subject: RE: Train disruption

Hi guys, can you please find out the answer to this:



From: Fiona Carpenter <Fiona.Carpenter@gw.govt.nz>
Sent: Sunday, 30 April 2023 9:29 pm
To: Contact Centre <ContactCentre@gw.govt.nz>

Subject: Train disruption

Hi team,

For those of you that missed the news on Friday and didn't work over the weekend – KiwiRail have forced speed restrictions for all train lines, this means a reduced timetable for the next few weeks.

Please read through this KB article (same info is in the alert too)

It's possible that we may get very busy next week, particularly on social media – already 500+ comments on the facebook post. It's really important that we keep on top of social media – there's a lot of eyes on it at the moment!

Here's the plan:

- When you're rostered on SM, stay off the phones and in worktime. The rostered 'buddy' should actively help out between calls. You may like to have one of you doing comments and the other one doing the inbox.
- All your answers are in the KB article, the FAQ's cover almost everything – I know this because I've been helping out with fb over the weekend.
- If something comes up that you don't know the answer to, email Mark and myself, we will chase up with Victoria Forrest. She has been fantastic so far, has been pretty much on-call rushing to get answers as soon as I ask. It's better to do it this way rather than posting in the Teams channels where info will get lost – KB should be the source of truth.

Email complaints: I have a template in Touchpoint, adjust it where needed. It's at the top template list – easy to find.

News that KiwiRail expect the speed restrictions to be lifted by the end of next week: This is in the KB article, but worth mentioning that until it is actually fixed, please **continue to use the FAQ's in the KB to respond to customers**. We have no guarantees that KiwiRail will resolve the issue in the next few days - so we don't want to give customers false hope - only to be let down again

You guys have been doing a fantastic job the last few days – you should be super proud of yourself!

Ngā mihi



Fiona Carpenter
(she/her)

Kaitohutohu Matua | Senior Service Advisor | Contact Centre

Greater Wellington Te Pāke Matua ōiaio

T: 0800 801 700 | 0800 96 734

100 Cuba St, Te Aro | Wellington 6011

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From: [Daniel Pou](#)
To: [Victoria Forrest](#); [Mark Gilmour](#); [Sarah Newman](#); [Fiona Carpenter](#)
Subject: RE: Train disruption
Date: Monday, 1 May 2023 12:18:00 pm
Attachments: [image001.png](#)
[image002.png](#)
[image003.png](#)
[image004.png](#)
[image005.png](#)
[image006.png](#)
[image007.png](#)
[image008.png](#)

Delays reached 20 minutes on the Kapiti Line this morning, which did have a major impact on the other lines

From: Victoria Forrest <Victoria.Forrest@gw.govt.nz>
Sent: Monday, 1 May 2023 12:17 pm
To: Mark Gilmour <Mark.Gilmour@gw.govt.nz>; Sarah Newman <Sarah.Newman@gw.govt.nz>; Fiona Carpenter <Fiona.Carpenter@gw.govt.nz>
Cc: Daniel Pou <Daniel.Pou@gw.govt.nz>
Subject: RE: Train disruption

Hi Daniel

And another one.

From: Mark Gilmour <Mark.Gilmour@gw.govt.nz>
Sent: Monday, 1 May 2023 12:15 pm
To: Sarah Newman <Sarah.Newman@gw.govt.nz>; Fiona Carpenter <Fiona.Carpenter@gw.govt.nz>
Cc: Victoria Forrest <Victoria.Forrest@gw.govt.nz>
Subject: RE: Train disruption

Hi Victoria,

See below from Sarah. As there are few coming through she has numbered them to make responding easier.

Thanks

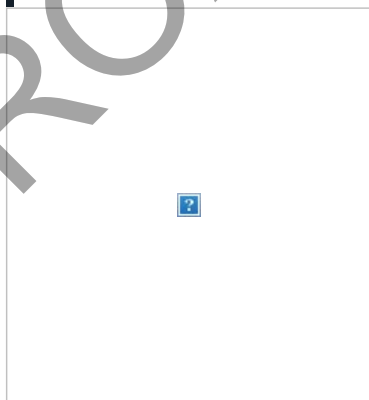
M

From: Sarah Newman <Sarah.Newman@gw.govt.nz>
Sent: Monday, 1 May 2023 12:11 pm
To: Fiona Carpenter <Fiona.Carpenter@gw.govt.nz>; Mark Gilmour <Mark.Gilmour@gw.govt.nz>
Subject: RE: Train disruption

QUESTION FIVE: (I'm numbering the questions now, just for myself so I can keep it straight in my head)



So we were expecting 10 minute delays or less...



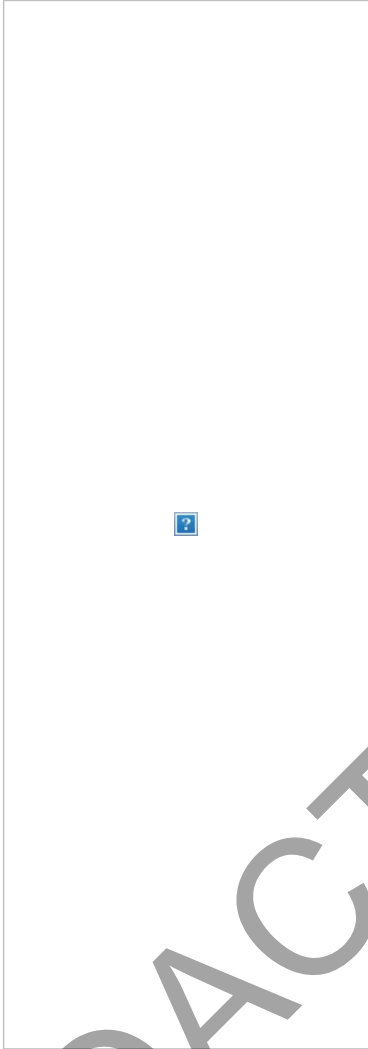
Can you find out if this ended up being the case this morning? What are the delay estimates now?

From: Sarah Newman
Sent: Monday, 1 May 2023 11:31 am
To: Fiona Carpenter <Fiona.Carpenter@gw.govt.nz>; Mark Gilmour <Mark.Gilmour@gw.govt.nz>
Subject: RE: Train disruption

QUESTION FOUR:

And another:

I can't see anything about the tracking situation? Will the tracking not work at all while this is happening? Why not?

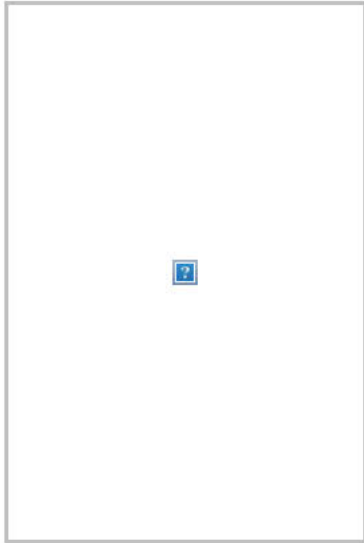


From: Sarah Newman
Sent: Monday, 1 May 2023 11:25 am
To: Fiona Carpenter <Fiona.Carpenter@gw.govt.nz>; Mark Gilmour <Mark.Gilmour@gw.govt.nz>
Subject: RE: Train disruption

QUESTION THREE:

Another one please:

PROACTIVE RELEASE



From: Fiona Carpenter <Fiona.Carpenter@gw.govt.nz>
Sent: Monday, 1 May 2023 10:05 am
To: Sarah Newman <Sarah.Newman@gw.govt.nz>; Mark Gilmour <Mark.Gilmour@gw.govt.nz>
Subject: RE: Train disruption

For this one – we are not going to get a definite answer.

You will just have to say that there are no plans at the moment, if this changes we'll let everyone know through the normal channels/website. Then just leave it at that.



Fiona Carpenter
(she/her)

Kaitohutohu Matua | Senior Service Advisor | Contact Centre
Greater Wellington Te Pane Matua Taiao
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100 Cuba St, Te Aro, Wellington 6011
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From: Sarah Newman <Sarah.Newman@gw.govt.nz>
Sent: Monday, 1 May 2023 10:03 am
To: Mark Gilmour <Mark.Gilmour@gw.govt.nz>; Fiona Carpenter <Fiona.Carpenter@gw.govt.nz>
Subject: RE: Train disruption

QUESTION TWO:

Another one please:



What is the answer to this question? The answer given is the KB does not actually answer the question

Were bus replacements to compliment the reduced trains considered and if so, why was it not possible?

Cheers,
Sarah

From: Mark Gilmour <Mark.Gilmour@gw.govt.nz>
Sent: Monday, 1 May 2023 8:58 am
To: Sarah Newman <Sarah.Newman@gw.govt.nz>; Fiona Carpenter <Fiona.Carpenter@gw.govt.nz>; Victoria Forrest <Victoria.Forrest@gw.govt.nz>
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From: Sarah Newman <Sarah.Newman@gw.govt.nz>
Sent: Monday, 1 May 2023 8:18 am
To: Fiona Carpenter <Fiona.Carpenter@gw.govt.nz>; Mark Gilmour <Mark.Gilmour@gw.govt.nz>
Subject: RE: Train disruption

Hi guys, can you please find out the answer to this:

QUESTION ONE:

?	
?	

From: Fiona Carpenter <Fiona.Carpenter@gw.govt.nz>
Sent: Sunday, 30 April 2023 9:29 pm
To: Contact Centre <ContactCentre@gw.govt.nz>
Subject: Train disruption

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You guys have been doing a fantastic job the last few days – you should be super proud of yourself!

Ngā mihi

makaurangi



Fiona Carpenter
(she/her)

Kaitohutohu Matua | Senior Service Advisor | Contact Centre

Greater Wellington Te Pane Matua Taiao

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PROACTIVE RELEASE

From: [REDACTED]
To: [Ben Leah](#)
Cc: [REDACTED]
Subject: KiwiRail Disruption FAQs
Date: Monday, 1 May 2023 12:24:42 pm
Attachments: [image001.png](#)
[image003.jpg](#)
[FAQs.docx](#)

Hi Ben,

Please find attached the draft FAQs for KiwiRail's disruption this week.
If you would like to make any changes before sending to the call centre just let me know any adjustments you make so I can keep my version up to date.

Warm regards,



[REDACTED]
Transdev Wellington
[REDACTED]
[Transdev.co.nz](https://www.transdev.co.nz)



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PROACTIVE RELEASE

Q: How long will services be reduced for?

We were expecting services to be impacted for the next 3-4 weeks, however our KiwiRail partners have worked hard to complete the servicing of the EM80 car sooner. The speed restrictions should only be in place until Friday the 5th May.

Q: Why are services only every 30 minutes?

We understand that the reduced timetable may cause inconvenience for some of our customers. The reason for this is the implementation of a 70K Temporary Speed Restriction (TSR) across the entire network, which has resulted in the need for a reduced timetable. The TSRs on the North Island Main Trunk (NIMT) and the Hutt Valley Line (HVL) have caused significant loss of time, and without the reduced timetable, it would have had a major impact on staff and fleet unit requirements. This would have led to unpredictable disruptions to customers and an unreasonable workload on the day-of-ops team. We have seen similar scenarios in the past, such as when a lesser level of TSRs was applied on the NIMT for slip protection works in the lead-up to Christmas 2022.

Q: Will more services be added?

Our priority was to ensure network stability, and we have been working hard to achieve this. As we move into next week, our focus will shift towards how we can add further capacity. We are hoping to work collaboratively with delegates, planning, and our external partners to return Johnsonville services to full timetable and add in special services such as Plimmerton, Melling, Taita, etc. However, this will depend on staff rostering and availability.

Q: Is the track still safe to operate on?

A: The track is still completely safe to operate on. The speed restriction is applied as standard process out of caution when the track has lapsed in compliance because the level of inspection required had not occurred, due to the EM80 inspection car being out of action.

Q: Will this disruption be over sooner than expected?

KiwiRail have indicated the EM80 will not be able to be in Wellington before the 21st of May, with the survey works being undertaken in the subsequent days. KiwiRail did advise that best case scenario, we could get it down earlier (15th May) meaning our disruption will last until at least then at the earliest. We will also need sufficient lead time to reset back to master rosters and shift patterns for our team.

Q: Will this affect the bus service that connects to my train service?

Unfortunately, this will have a major impact across the whole Metlink network. Buses will continue to run to their standard timetable while rail switched to 30min frequency.

Q: Can I still bring my bike on-board?

Yes, bikes can be brought on all services, however capacity will be extremely limited, and you may not have sufficient space. If you are travelling with a bike, we suggest using off peak services where possible.

Q: Why are there no express services?

Express services couldn't be issued initially as we moved to an off the shelf Saturday timetable, however further enhancements to this disruption timetable are being worked on and considered.

Q: Why have KiwiRail put in temporary speed restrictions?

Due to unforeseen technical issues with the Track Evaluation Car we have been unable to undertake the necessary inspections due on the Kāpiti by the start of May. The machine also needs to assess the Hutt Valley and Wairarapa Lines by 7 May. As a result, these lines will no longer be compliant.

and we need to put temporary speed restrictions in place to meet our regulatory requirements. It's similar to the warrant of fitness on a car expiring.

Q: What is a temporary speed restriction and what are they used for?

A temporary speed restriction (TSR) is a temporary reduction in the maximum permissible speed of trains over a particular section of track. TSRs are used to manage safety risks and protect the integrity of the rail infrastructure during periods of track maintenance or other temporary disruptions.

During maintenance work, for example, it may be necessary to impose a TSR to allow workers to safely carry out their duties. Similarly, if there is a risk of track damage or failure due to extreme weather conditions, such as high winds or heavy rain, a TSR may be imposed to reduce the stress on the track and prevent accidents.

A TSR is typically communicated to train drivers via a combination of signals, speed limit boards, and radio communications from control centers. The speed limit will be reduced to a safe level that allows trains to pass safely over the affected section of track, and drivers are required to comply with the TSR until it is lifted.

It often means that services do not run to the scheduled timetable and impacts on later services on the line. Matangi trains can travel at speeds of around 100km/h. Speed restrictions can reduce speeds to 40km/h or slower. After an earthquake or weather event the trains may be instructed to reduce speed to 40km/h to ensure there has been no damage to the tracks.

Q: Why does the Metlink website say all the services are cancelled?

There are several limitations to the Metlink website. We cannot show when a different timetable is in operation, therefore our only option is to show all services are cancelled and direct passengers to the temporary PDF timetable.

Q: Will peak and off-peak fares still apply on a Saturday timetable?

Normal peak fares apply.

Q: Why does KiwiRail only have one of these specialist vehicles?

We are not sure. You can direct any complaints regarding this to the KiwiRail website.

Q: Why does the Melling service have to be cancelled?

Our priority was to ensure network stability, and we have been working hard to achieve this. As we move into next week, our focus will shift towards how we can add further capacity. We are hoping to work collaboratively with delegates, planning, and our external partners to return Johnsonville services to full timetable and add in special services such as Plimmerton, Melling, Taita, etc.

However, this will depend on staff rostering and availability.

Q: Will the Capital Connection and Northern Explorer services be affected?

Both services will be impacted by the TSRS and arrive late at Wellington.

Q: Why can't you just add more carriages?

Each carriage draws power from the overhead lines and the power available from the network for the trains. The power network capacity has a limit, so we are only able to add a certain number of carriages to each service.

From: [Andrew Keane](#)
To: [Samantha Gain](#); [Nigel Corry](#); [Melissa Anderson](#); [Fiona Carpenter](#); [Bonnie Parfitt](#); [Tim Shackleton](#); [David Boyd](#); [Matthew Chote](#); [Matthew O'Driscoll](#); [Matthew Lear](#); [Victoria Forrest](#); [Bruce Horsefield](#); [Rob Braddock](#); [David Mawson](#); [Daniel Pou](#); [Barry Fryer](#); [Ben Leah](#)
Subject: Rail Speed Restrictions May Situation Report
Date: Monday, 1 May 2023 1:39:13 pm
Attachments: [Rail Speed Restrictions May SitRep -1.30pm.docx](#)
[image001.png](#)

Good Afternoon All,

1.30pm sitrep for current speed restrictions impacting rail metro network.

Next update expected at 4:00pm

Kind Regards,

Andrew Keane | He/Him

Kaitātari | Service Delivery Analyst

Metlink

DD 04 830 4243 | **M** 021 703 210

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PROACTIVE RELEASE

Incident	KiwiRail speed restrictions on Wellington's rail network during May
Date and Time	01/05/2023 01:30 PM
Situation summary	<ul style="list-style-type: none"> • 27/4 (mid afternoon) Tranzdev and Metlink informed of technical issues with the Kiwi Rail Track Evaluation Car resulting in KPL track becoming uncompliant from 1/5/2023, HVL and WRL from 6/5/2023 - this would result in speed restrictions. • Due to the interchange of rolling stock and staff the impact of the KPL speed restrictions have a knock-on effect to all other rail lines. • 1/5 - 70 kmph speed restriction placed across KPL. HVL and WRL to follow if track evaluation not done before deadline. • 28/4 to present - Metlink and Tranzdev worked to change timetable to Saturday service frequency across whole metro network to maintain staff roster and absorb delay between services. • 30/4 – KiwiRail Track Evaluation Car fixed and travelling to Wellington to begin track evaluations • 2 May- Two additional services added to AM peak to help deal with high patronage – 6.30am Waikanae to Wellington, and 6.30am Upper Hutt to Wellington.
Actions	<ul style="list-style-type: none"> • Metlink comms delivered • Website and systems updated within system restraints • Continue to monitor patronage/capacity • Transdev finalising staff rosters for Wednesday
Immediate tasks	<ul style="list-style-type: none"> • Transdev completing staff rosters for Wednesday • Receive updates from KiwiRail • Confirm date for return to full timetable
Priorities	<ul style="list-style-type: none"> • Health and safety of customers • Health and safety of staff • Timely communication with customers • Provision of service • Clear lines of communication between stakeholders
Risks	<ul style="list-style-type: none"> • Additional delay to Track Evaluation Car availability • Further unplanned disruptions

Key comms/media

- Media releases
- Service alert on Metlink website contains PDF timetables
- Onboard announcements
- RTI messaging
- Station signage

PROACTIVE RELEASE

From: [Melissa Anderson](#)
To: [Delaney Myers](#)
Cc: [Matthew Lear](#)
Subject: FW: Rail Speed Restrictions May Situation Report
Date: Monday, 1 May 2023 2:10:00 pm
Attachments: [Rail Speed Restrictions May SitRep -1.30pm.docx](#)
[image001.png](#)
[image002.png](#)

Hi Delaney,

Sit rep as mentioned this morning.

We're looking to reinstate full timetables from Thursday this week given KR have promised to have the TSR's lifted by then.

Cheers

Melissa Anderson – *She/Her*

Kaiwhakahaere Matua | Manager – Metlink Operations & Partnership

M 021 579 174

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From: Andrew Keane <Andrew.Keane@gw.govt.nz>

Sent: Monday, 1 May 2023 1:39 pm

To: Samantha Gain <Samantha.Gain@gw.govt.nz>; Nigel Corry <Nigel.Corry@gw.govt.nz>;
Melissa Anderson <Melissa.Anderson@gw.govt.nz>; Fiona Carpenter
<Fiona.Carpente@gw.govt.nz>; Bonnie Parfitt <Bonnie.Parfitt@gw.govt.nz>; Tim Shackleton
<Tim.Shackleton@gw.govt.nz>; David Boyd <David.Boyd@gw.govt.nz>; Matthew Chote
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Lear <Matthew.Lear@gw.govt.nz>; Victoria Forrest <Victoria.Forrest@gw.govt.nz>; Bruce
Horsefield <Bruce.Horsefield@gw.govt.nz>; Rob Braddock <Rob.Braddock@gw.govt.nz>; David
Mawson <David.Mawson@gw.govt.nz>; Daniel Pou <Daniel.Pou@gw.govt.nz>; Barry Fryer
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PROACTIVE RELEASE

From: [Andrew Keane](#)
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Subject: RE: Rail Speed Restrictions May Situation Report
Date: Monday, 1 May 2023 4:08:27 pm
Attachments: [Rail Speed Restrictions May SitRep -4.00pm.docx](#)
[image001.png](#)

Good Afternoon All,

Some good news – resumption of full timetable on Thursday. Sitrep attached.

No further updates expected unless there is a major change to resumption of normal service.

Kind Regards,
Andrew

From: Andrew Keane
Sent: Monday, 1 May 2023 1:39 pm
To: Samantha Gain <Samantha.Gain@gw.govt.nz>; Nigel Corry <Nigel.Corry@gw.govt.nz>; Melissa Anderson <Melissa.Anderson@gw.govt.nz>; Fiona Carpenter <Fiona.Carpenter@gw.govt.nz>; Bonnie Parfitt <Bonnie.Parfitt@gw.govt.nz>; Tim Shackleton <Tim.Shackleton@gw.govt.nz>; David Boyd <David.Boyd@gw.govt.nz>; Matthew Chote <Matthew.Chote@gw.govt.nz>; Matthew O'Driscoll <Matthew.ODriscoll@gw.govt.nz>; Matthew Lear <Matthew.Lear@gw.govt.nz>; Victoria Forrest <Victoria.Forrest@gw.govt.nz>; Bruce Horsefield <Bruce.Horsefield@gw.govt.nz>; Rob Braddock <Rob.Braddock@gw.govt.nz>; David Mawson <David.Mawson@gw.govt.nz>; Daniel Pou <Daniel.Pou@gw.govt.nz>; Barry Fryer <Barry.Fryer@gw.govt.nz>; Ben Leah <Ben.Leah@gw.govt.nz>
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Incident	KiwiRail speed restrictions on Wellington's rail network during May
Date and Time	01/05/2023 04:00 PM
Situation summary	<ul style="list-style-type: none"> • 27/4 (mid afternoon) Tranzdev and Metlink informed of technical issues with the Kiwi Rail Track Evaluation Car resulting in KPL track becoming uncompliant from 1/5/2023, HVL and WRL from 6/5/2023 - this would result in speed restrictions. • Due to the interchange of rolling stock and staff the impact of the KPL speed restrictions have a knock-on effect to all other rail lines. • 1/5 - 70 kmph speed restriction placed across KPL. HVL and WRL to follow if track evaluation not done before deadline. • 28/4 to present - Metlink and Tranzdev worked to change timetable to Saturday service frequency across whole metro network to maintain staff roster and absorb delay between services. • 30/4 – KiwiRail Track Evaluation Car is fixed and travelling to Wellington to begin track evaluations • From 2 May- Two additional services added to AM peak to help deal with high patronage – 6.30am Waikanae to Wellington, and 6.30am Upper Hutt to Wellington. • 1/5 – KiwiRail Track Inspection Car to run over KPL track with completion expected 3/5. • 1/5 - Melling shuttle increased to 4 buses in loop • 1/5 – Transdev Managers on platform at Wellington Station PM Peak to hand out lollies to waiting passengers. • From 2/5 – Customer Experience Officers and Transport Officers at key stations during AM peak and Wellington Station during PM Peak to help answer passenger questions and concerns. • From 4/5 – full timetable to resume on Thursday.
Actions	<ul style="list-style-type: none"> • Metlink comms delivered • Website and systems updated within system restraints • Continue to monitor patronage/capacity • Transdev finalising staff rosters for return to full timetable on Thursday • Metlink comms for return to normal service Thursday
Immediate tasks	<ul style="list-style-type: none"> • Transdev completing staff rosters for Thursday • Receive updates from KiwiRail

Priorities	<ul style="list-style-type: none">• Health and safety of customers• Health and safety of staff• Timely communication with customers• Provision of service• Clear lines of communication between stakeholders
Risks	<ul style="list-style-type: none">• Additional delay to Track Evaluation Car availability• Further unplanned disruptions
Key comms/media	<ul style="list-style-type: none">• Media releases• Service alert on Metlink website contains PDF timetables• Onboard announcements• RTI messaging• Station signage

PROACTIVE RELEASE

From: [Benjamin Robinson-Drawbridge](#)
To: [Thomas Nash](#)
Subject: RNZ IV info
Date: Monday, 1 May 2023 8:56:11 pm
Attachments: [Special Working Timetable v1.0.xlsx](#)
[image001.png](#)

Hi Thomas,

Please see the reduced timetables attached and Mel's notes below on carriage numbers.

Here's a link to today's press release. [Metlink looking forward to resuming full week-day rail timetable on Thursday » Metlink](#)

The two additional services at 6.30am on the KL and HVL are 8 car trains.

Also, please be aware of the following question we got from RNZ today and our explainer.

KiwiRail has only imposed a lower speed limit on the Kapiti line, Could you please let me know if it was Metlink's decision to reduce services on lines other than Kapiti and why?

Speed restrictions on one line have an impact on the whole network. Train units as well as staff are affected as they are not able to connect with services originally scheduled on other lines. This means we can't reconfigure carriages needed on each of the lines, which varies at peak and off peak times and from line to line based on capacity. Staff and engineers (drivers) who were scheduled for multiple services are no longer available because services now take longer to run. As a result, rosters and timetables have to be changed across the whole network.

Let me know if there's anything else you need.

Ngā mihi,
Ben.

From: Melissa Anderson <Melissa.Anderson@gw.govt.nz>
Sent: Sunday, April 30, 2023 9:22 PM
To: Samantha Gain <Samantha.Gain@gw.govt.nz>; Matthew O'Driscoll <MatthewODriscoll@gw.govt.nz>; Benjamin Robinson-Drawbridge <Ben.Robinson@gw.govt.nz>
Subject: Update - Rail
Importance: High

Hi All,

Here we go, feel free to cut & amend as required.

Attached is a detailed timetable with consist sizes, not whilst it's a Sat TT we have gone for weekday capacity where possible.

If people have the flexibility to work from home [this week] we encourage they do so to free up public transport for those that don't have that flexibility.

- Passengers should check the Metlink website and app for all the latest timetable information and what the reduced service means for them.
- HVL, KPL & JVL will run as a Saturday Timetable with weekday capacity on services
 - HVL & KPL 6 or 8 car consist
 - JVL 4 car consist
- WRL will run as BAU weekday TT – no changes
- Shuttles will replace trains on the Melling line.
- Monday – Thursday there will be around 182 fewer train services each day or 48% service cancellations compared to our normal timetable.
- Friday around 194 fewer train services or 50% service cancellations compared to our normal timetable.
- Be kind to our staff, they have had to accommodate change rosters at short notice
- Health & safety of our staff and passengers is our first priority, sudden changes that impact network punctuality also can impact upon staff breaks hence the change is service levels.
- Meeting tomorrow with KR, TDW & Metlink at operation level to review AM Peak, update on compliance checks & short term opportunities to increase service as below:

Our short-term goals remain as: (next 48 hours)

1. Return Johnsonville line to full timetable as soon as possible and ring fence its impact (**Note**, this is highly dependent on rosters and consultation around the significant roster changes)
2. Add in special Services where possible (*Post consultation with the network access team for their feedback*), focusing on:
 - Plimmerton
 - Porirua
 - Taita
 - Melling
3. Increasing to utilise maximum consist sizes (8s), where possible (Noting Infra O/H restrictions)

Any questions let me know

Melissa Anderson – She/Her

Kaiwhakahaere Matua | Manager – Metlink Operations & Partnerships

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Wellington Public

Special W



Train #	Buses	Masterton	Renall Street	Solway	Carterton	Matarawa	Woodside	Featherston	Maymorn
1601	6	05:46	05:49	05:53	06:04	06:14	06:19	06:27	06:48
1603	8	06:20	06:23	06:27	06:38	06:48	06:53	07:02	07:23
1605	6	06:47	06:50	06:54	07:05	07:15	07:20	07:28	07:49
1607	6	10:30	10:33	10:37	10:48	10:57	11:02	11:10	11:29
1609	6	15:38	15:41	15:45	15:56	16:05	16:10	16:18	16:37
1611	6	20:14	20:17	20:21	20:32	20:41	20:46	20:54	21:13
1613	6	07:45	07:48	07:52	08:03	08:12	08:17	08:25	08:44
1615	6	16:45	16:48	16:52	17:03	17:12	17:17	17:25	17:44



Wellington Public

Special W



Train #	Buses	Wellington	Petone	Waterloo	Upper Hutt	Maymorn	Featherston	Woodside	Matarawa
1602	6	08:21	08:34	08:40	08:55	09:02	09:21	09:29	09:34
1604	6	12:45	12:58	13:04	13:19	13:26	13:45	13:53	13:58
1606	9	16:25	16:38	16:44	17:03	17:12	17:33	17:42	17:47
1608	6	17:30	17:43	17:49	18:07	18:15	18:36	18:44	18:49
1610	5	18:18	18:31	18:37	18:55	19:02	19:22	19:30	19:35
1612	6	22:25	22:38	22:44	22:59	23:06	23:25	23:33	23:38
1614	6	09:55	10:08	10:14	10:29	10:36	10:55	11:03	11:08
1616	6	18:55	19:08	19:14	19:29	19:36	19:55	20:03	20:08

Public Transport Rail Network

Working Timetable

MONDAY TO FRIDAY MAY 2023

Upper Hutt	Waterloo	Petone	Wellington	
06:56	07:12	07:18	07:30	
07:32	07:50	07:58	08:10	
07:57	08:13	08:19	08:31	
11:36	11:51	11:57	12:10	
16:44	16:59	17:05	17:18	
21:20	21:35	21:41	21:54	Friday Only
08:51	09:06	09:12	09:25	Sat & Sun Only
17:51	18:06	18:12	18:25	Sat & Sun Only

Public Transport Rail Network

Working Timetable

MONDAY TO FRIDAY MAY 2023

Carterton	Solway	Renall Street	Masterton	
09:43	09:54	09:58	10:01	
14:00	14:18	14:22	14:25	
17:56	18:07	18:11	18:13	
18:58	19:09	19:13	19:15	
19:44	19:55	20:01	20:03	
23:47	23:58	00:02	00:05	Friday Only
11:17	11:28	11:32	11:35	Sat & Sun Only
20:17	20:28	20:32	20:35	Sat & Sun Only



Wellington Public Transport Rail Network Special Working Timetable

Wellington

Upper Hutt

MONDAY TO FRIDAY MAY 2023

Train #	Consist	Wellington	Ngauranga	Petone	Ava	Woburn	Waterloo	Epuni	Naenae	Wingate	Taita	Pomare	Manor Park	Silverstream	Heretaunga	Trentham	Wallaceville	Upper Hutt	
3810	6	06:05	06:11	06:17	06:19	06:22	06:25	06:27	06:29	06:31	06:34	06:36	06:38	06:41	06:43	06:45	06:48	06:50	Suburban Platform
3814	6	07:05	07:11	07:17	07:19	07:22	07:25	07:27	07:29	07:31	07:34	07:36	07:38	07:41	07:43	07:45	07:48	07:50	Suburban Platform
3816	6	07:35	07:41	07:47	07:49	07:52	07:55	07:57	07:59	08:01	08:04	08:06	08:08	08:11	08:13	08:15	08:18	08:20	
3818	6	08:05	08:11	08:17	08:19	08:22	08:25	08:27	08:29	08:31	08:34	08:36	08:38	08:41	08:43	08:45	08:48	08:50	
3820	6	08:35	08:41	08:47	08:49	08:52	08:55	08:57	08:59	09:01	09:04	09:06	09:08	09:11	09:13	09:15	09:18	09:20	
3822	6	09:05	09:11	09:17	09:19	09:22	09:25	09:27	09:29	09:31	09:34	09:36	09:38	09:41	09:43	09:45	09:48	09:50	
3824	6	09:35	09:41	09:47	09:49	09:52	09:55	09:57	09:59	10:01	10:04	10:06	10:08	10:11	10:13	10:15	10:18	10:20	
3826	6	10:05	10:11	10:17	10:19	10:22	10:25	10:27	10:29	10:31	10:34	10:36	10:38	10:41	10:43	10:45	10:48	10:50	
3828	6	10:35	10:41	10:47	10:49	10:52	10:55	10:57	10:59	11:01	11:04	11:06	11:08	11:11	11:13	11:15	11:18	11:20	Suburban Platform
UH38	6	11:00	11:30	Upper Hutt Yard
3830	6	11:05	11:11	11:17	11:19	11:22	11:25	11:27	11:29	11:31	11:34	11:36	11:38	11:41	11:43	11:45	11:48	11:50	
3832	6	11:35	11:41	11:47	11:49	11:52	11:55	11:57	11:59	12:01	12:04	12:06	12:08	12:11	12:13	12:15	12:18	12:20	
3834	6	12:05	12:11	12:17	12:19	12:22	12:25	12:27	12:29	12:31	12:34	12:36	12:38	12:41	12:43	12:45	12:48	12:50	Suburban Platform
UH40	6	12:15	12:45	Upper Hutt Yard
3836	6	12:35	12:41	12:47	12:49	12:52	12:55	12:57	12:59	13:01	13:04	13:06	13:08	13:11	13:13	13:15	13:18	13:20	
3838	6	13:05	13:11	13:17	13:19	13:22	13:25	13:27	13:29	13:31	13:34	13:36	13:38	13:41	13:43	13:45	13:48	13:50	
3840	6	13:35	13:41	13:47	13:49	13:52	13:55	13:57	13:59	14:01	14:04	14:06	14:08	14:11	14:13	14:15	14:18	14:20	
3842	6	14:05	14:11	14:17	14:19	14:22	14:25	14:27	14:29	14:31	14:34	14:36	14:38	14:41	14:43	14:45	14:48	14:50	
3844	6	14:35	14:41	14:47	14:49	14:52	14:55	14:57	14:59	15:01	15:04	15:06	15:08	15:11	15:13	15:15	15:18	15:20	
3846	6	15:05	15:11	15:17	15:19	15:22	15:25	15:27	15:29	15:31	15:34	15:36	15:38	15:41	15:43	15:45	15:48	15:50	
3848	6	15:35	15:41	15:47	15:49	15:52	15:55	15:57	15:59	16:01	16:04	16:06	16:08	16:11	16:13	16:15	16:18	16:20	
3850	6	16:05	16:11	16:17	16:19	16:22	16:25	16:27	16:29	16:31	16:34	16:36	16:38	16:41	16:43	16:45	16:48	16:50	Suburban Platform
3852	6	16:35	16:41	16:47	16:49	16:52	16:55	16:57	16:59	17:01	17:04	17:06	17:08	17:11	17:13	17:15	17:18	17:20	
3854	6	17:05	17:11	17:17	17:19	17:22	17:25	17:27	17:29	17:31	17:34	17:36	17:38	17:41	17:43	17:45	17:48	17:50	Suburban Platform
3856	6	17:35	17:41	17:47	17:49	17:52	17:55	17:57	17:59	18:01	18:04	18:06	18:08	18:11	18:13	18:15	18:18	18:20	
3858	6	18:05	18:11	18:17	18:19	18:22	18:25	18:27	18:29	18:31	18:34	18:36	18:38	18:41	18:43	18:45	18:48	18:50	Suburban Platform
3860	6	18:35	18:41	18:47	18:49	18:52	18:55	18:57	18:59	19:01	19:04	19:06	19:08	19:11	19:13	19:15	19:18	19:20	
3862	6	19:05	19:11	19:17	19:19	19:22	19:25	19:27	19:29	19:31	19:34	19:36	19:38	19:41	19:43	19:45	19:48	19:50	
3864	6	20:05	20:11	20:17	20:19	20:22	20:25	20:27	20:29	20:31	20:34	20:36	20:38	20:41	20:43	20:45	20:48	20:50	
3866	6	21:05	21:11	21:17	21:19	21:22	21:25	21:27	21:29	21:31	21:34	21:36	21:38	21:41	21:43	21:45	21:48	21:50	
3868	6	22:05	22:11	22:17	22:19	22:22	22:25	22:27	22:29	22:31	22:34	22:36	22:38	22:41	22:43	22:45	22:48	22:50	Upper Hutt Yard
3870	6	23:05	23:11	23:17	23:19	23:22	23:25	23:27	23:29	23:31	23:34	23:36	23:38	23:41	23:43	23:45	23:48	23:50	Upper Hutt Yard



Wellington Public Transport Rail Network Special Working Timetable

Upper Hutt

Wellington

MONDAY TO FRIDAY MAY 2023

Train #	Consist	Upper Hutt	Wallaceville	Trentham	Heretaunga	Silverstream	Manor Park	Pomare	Taita	Wingate	Naenae	Epuni	Waterloo	Woburn	Ava	Petone	Ngauranga	Wellington	
3807	6	05:00	05:02	05:05	05:07	05:09	05:12	05:14	05:16	05:19	05:21	05:23	05:25	05:28	05:31	05:33	05:39	05:45	
3809	6	06:00	06:02	06:05	06:07	06:09	06:12	06:14	06:16	06:19	06:21	06:23	06:25	06:28	06:31	06:33	06:39	06:45	
3811	6	07:00	07:02	07:05	07:07	07:09	07:12	07:14	07:16	07:19	07:21	07:23	07:25	07:28	07:31	07:33	07:39	07:45	Suburban Platform
3813	8	07:30	07:32	07:35	07:37	07:39	07:42	07:44	07:46	07:49	07:51	07:53	07:55	07:58	08:01	08:03	08:09	08:15	Suburban Platform
3815	6	08:00	08:02	08:05	08:07	08:09	08:12	08:14	08:16	08:19	08:21	08:23	08:25	08:28	08:31	08:33	08:39	08:45	
3817	6	08:30	08:32	08:35	08:37	08:39	08:42	08:44	08:46	08:49	08:51	08:53	08:55	08:58	09:01	09:03	09:09	09:15	
3819	6	09:00	09:02	09:05	09:07	09:09	09:12	09:14	09:16	09:19	09:21	09:23	09:25	09:28	09:31	09:33	09:39	09:45	
3821	6	09:30	09:32	09:35	09:37	09:39	09:42	09:44	09:46	09:49	09:51	09:53	09:55	09:58	10:01	10:03	10:09	10:15	
3823	6	10:00	10:02	10:05	10:07	10:09	10:12	10:14	10:16	10:19	10:21	10:23	10:25	10:28	10:31	10:33	10:39	10:45	
3825	6	10:30	10:32	10:35	10:37	10:39	10:42	10:44	10:46	10:49	10:51	10:53	10:55	10:58	11:01	11:03	11:09	11:15	
3827	6	11:00	11:02	11:05	11:07	11:09	11:12	11:14	11:16	11:19	11:21	11:23	11:25	11:28	11:31	11:33	11:39	11:45	
3829	6	11:30	11:32	11:35	11:37	11:39	11:42	11:44	11:46	11:49	11:51	11:53	11:55	11:58	12:01	12:03	12:09	12:15	Suburban Platform
3831	6	12:00	12:02	12:05	12:07	12:09	12:12	12:14	12:16	12:19	12:21	12:23	12:25	12:28	12:31	12:33	12:39	12:45	
3833	6	12:30	12:32	12:35	12:37	12:39	12:42	12:44	12:46	12:49	12:51	12:53	12:55	12:58	13:01	13:03	13:09	13:15	
3835	6	13:00	13:02	13:05	13:07	13:09	13:12	13:14	13:16	13:19	13:21	13:23	13:25	13:28	13:31	13:33	13:39	13:45	Suburban Platform
3837	6	13:30	13:32	13:35	13:37	13:39	13:42	13:44	13:46	13:49	13:51	13:53	13:55	13:58	14:01	14:03	14:09	14:15	
3839	6	14:00	14:02	14:05	14:07	14:09	14:12	14:14	14:16	14:19	14:21	14:23	14:25	14:28	14:31	14:33	14:39	14:45	
3841	6	14:30	14:32	14:35	14:37	14:39	14:42	14:44	14:46	14:49	14:51	14:53	14:55	14:58	15:01	15:03	15:09	15:15	
3843	6	15:00	15:02	15:05	15:07	15:09	15:12	15:14	15:16	15:19	15:21	15:23	15:25	15:28	15:31	15:33	15:39	15:45	
3845	6	15:30	15:32	15:35	15:37	15:39	15:42	15:44	15:46	15:49	15:51	15:53	15:55	15:58	16:01	16:03	16:09	16:15	
3847	6	16:00	16:02	16:05	16:07	16:09	16:12	16:14	16:16	16:19	16:21	16:23	16:25	16:28	16:31	16:33	16:39	16:45	
3849	6	16:30	16:32	16:35	16:37	16:39	16:42	16:44	16:46	16:49	16:51	16:53	16:55	16:58	17:01	17:03	17:09	17:15	
3851	6	17:00	17:02	17:05	17:07	17:09	17:12	17:14	17:16	17:19	17:21	17:23	17:25	17:28	17:31	17:33	17:39	17:45	Suburban Platform
3853	6	17:30	17:32	17:35	17:37	17:39	17:42	17:44	17:46	17:49	17:51	17:53	17:55	17:58	18:01	18:03	18:09	18:15	
3855	6	18:00	18:02	18:05	18:07	18:09	18:12	18:14	18:16	18:19	18:21	18:23	18:25	18:28	18:31	18:33	18:39	18:45	Suburban Platform
3857	6	18:30	18:32	18:35	18:37	18:39	18:42	18:44	18:46	18:49	18:51	18:53	18:55	18:58	19:01	19:03	19:09	19:15	
3859	6	19:00	19:02	19:05	19:07	19:09	19:12	19:14	19:16	19:19	19:21	19:23	19:25	19:28	19:31	19:33	19:39	19:45	Suburban Platform
3861	6	19:30	19:32	19:35	19:37	19:39	19:42	19:44	19:46	19:49	19:51	19:53	19:55	19:58	20:01	20:03			



Wellington Public Transport Rail Network

Special Working Timetable



MONDAY TO FRIDAY MAY 2023

Train #	Consist	Wellington	Crofton Downs	Ngaio	Awarua Street	Simla Crescent	Box Hill	Khandallah	Raroa	Johnsonville	Notes
9306	4	06:02	06:10	06:12	06:14	06:16	06:17	06:20	06:23	06:25	
9314	4	07:02	07:10	07:12	07:14	07:16	07:17	07:20	07:23	07:25	
9318	4	07:32	07:40	07:42	X-9315	07:44	07:46	07:47	07:50	07:55	
9322	4	08:02	08:10	08:12	X-9319	08:14	08:16	08:17	08:20	08:25	
9326	4	08:32	08:40	08:42	X-9323	08:44	08:46	08:47	08:50	08:55	
9328	4	09:02	09:10	09:12	X-9327	09:14	09:16	09:17	09:20	09:25	
9330	4	09:32	09:40	09:42	X-9329	09:44	09:46	09:47	09:50	09:55	
9332	4	10:02	10:10	10:12	X-9331	10:14	10:16	10:17	10:20	10:25	
9334	4	10:32	10:40	10:42	X-9333	10:44	10:46	10:47	10:50	10:55	
9336	4	11:02	11:10	11:12	X-9335	11:14	11:16	11:17	11:20	11:25	
9338	4	11:32	11:40	11:42	X-9337	11:44	11:46	11:47	11:50	11:55	
9340	4	12:02	12:10	12:12	X-9339	12:14	12:16	12:17	12:20	12:25	
9342	4	12:32	12:40	12:42	X-9341	12:44	12:46	12:47	12:50	12:55	
9344	4	13:02	13:10	13:12	X-9343	13:14	13:16	13:17	13:20	13:25	
9346	4	13:32	13:40	13:42	X-9345	13:44	13:46	13:47	13:50	13:55	
9348	4	14:02	14:10	14:12	X-9347	14:14	14:16	14:17	14:20	14:25	
9350	4	14:32	14:40	14:42	X-9349	14:44	14:46	14:47	14:50	14:55	
9352	4	15:02	15:10	15:12	X-9351	15:14	15:16	15:17	15:20	15:25	
9354	4	15:32	15:40	15:42	X-9353	15:44	15:46	15:47	15:50	15:55	
9358	4	16:02	16:10	16:12	X-9355	16:14	16:16	16:17	16:20	16:25	
9362	4	16:32	16:40	16:42	X-9359	16:44	16:46	16:47	16:50	16:55	
9366	4	17:02	17:10	17:12	X-9363	17:14	17:16	17:17	17:20	17:25	
9370	4	17:32	17:40	17:42	X-9367	17:44	17:46	17:47	17:50	17:55	
9374	4	18:02	18:10	18:12	X-9371	18:14	18:16	18:17	18:20	18:25	
9378	4	18:32	18:40	18:42	X-9375	18:44	18:46	18:47	18:50	18:55	
9380	4	19:02	19:10	19:12	X-9379	19:14	19:16	19:17	19:20	19:25	
9384	4	20:02	20:10	20:12		20:14	20:16	20:17	20:20	20:25	
9388	4	21:02	21:10	21:12		21:14	21:16	21:17	21:20	21:25	
9392	4	22:02	22:10	22:12		22:14	22:16	22:17	22:20	22:25	
9394	4	23:02	23:10	23:12		23:14	23:16	23:17	23:20	23:25	



Wellington Public Transport Rail Network

Special Working Timetable

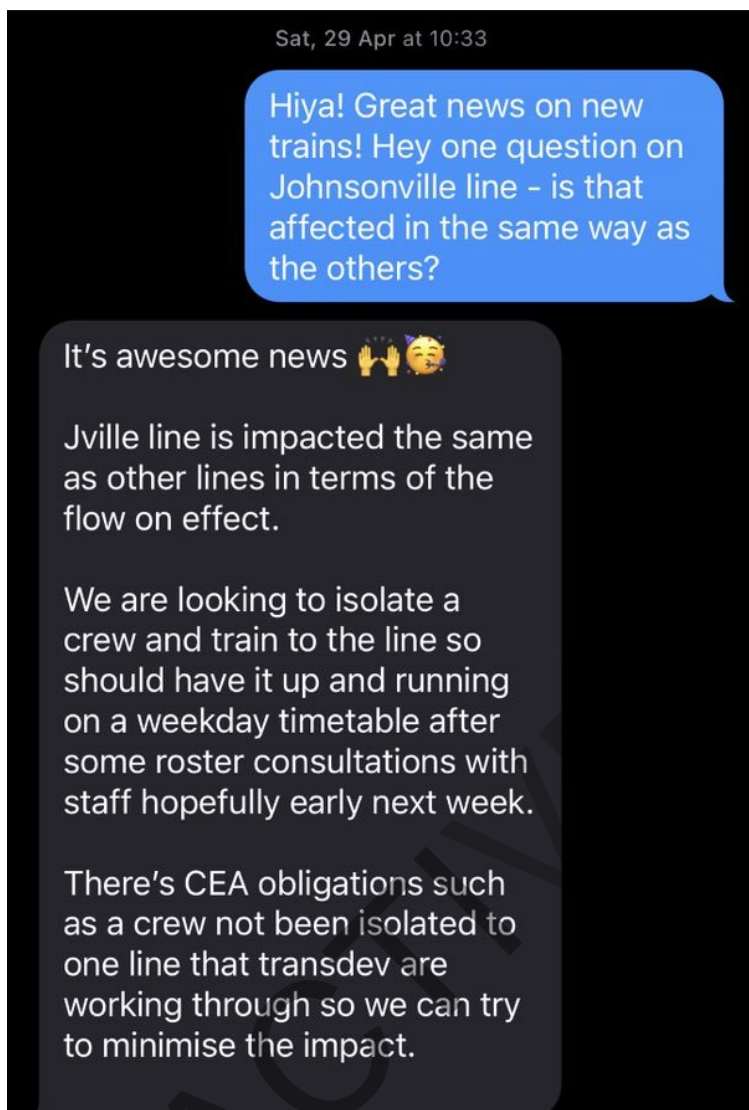


MONDAY TO FRIDAY MAY 2023

Train #	Consist	Johnsonville	Raroa	Khandallah	Box Hill	Simla Crescent	Awarua Street	Ngaio	Crofton Downs	Wellington	Notes
9307	4	06:30	06:32	06:35	06:37	06:38	06:40	06:42	06:44	06:53	
9315	4	07:30	07:32	07:35	07:37	07:38	07:40	07:42	X-9318	07:44	07:53
9319	4	08:00	08:02	08:05	08:07	08:08	08:10	08:12	X-9322	08:14	08:23
9323	4	08:30	08:32	08:35	08:37	08:38	08:40	08:42	X-9326	08:44	08:53
9327	4	09:00	09:02	09:05	09:07	09:08	09:10	09:12	X-9328	09:14	09:23
9329	4	09:30	09:32	09:35	09:37	09:38	09:40	09:42	X-9330	09:44	09:53
9331	4	10:00	10:02	10:05	10:07	10:08	10:10	10:12	X-9332	10:14	10:23
9333	4	10:30	10:32	10:35	10:37	10:38	10:40	10:42	X-9334	10:44	10:53
9335	4	11:00	11:02	11:05	11:07	11:08	11:10	11:12	X-9336	11:14	11:23
9337	4	11:30	11:32	11:35	11:37	11:38	11:40	11:42	X-9338	11:44	11:53
9339	4	12:00	12:02	12:05	12:07	12:08	12:10	12:12	X-9340	12:14	12:23
9341	4	12:30	12:32	12:35	12:37	12:38	12:40	12:42	X-9342	12:44	12:53
9343	4	13:00	13:02	13:05	13:07	13:08	13:10	13:12	X-9344	13:14	13:23
9345	4	13:30	13:32	13:35	13:37	13:38	13:40	13:42	X-9346	13:44	13:53
9347	4	14:00	14:02	14:05	14:07	14:08	14:10	14:12	X-9348	14:14	14:23
9349	4	14:30	14:32	14:35	14:37	14:38	14:40	14:42	X-9350	14:44	14:53
9351	4	15:00	15:02	15:05	15:07	15:08	15:10	15:12	X-9352	15:14	15:23
9353	4	15:30	15:32	15:35	15:37	15:38	15:40	15:42	X-9354	15:44	15:53
9355	4	16:00	16:02	16:05	16:07	16:08	16:10	16:12	X-9358	16:14	16:23
9359	4	16:30	16:32	16:35	16:37	16:38	16:40	16:42	X-9362	16:44	16:53
9363	4	17:00	17:02	17:05	17:07	17:08	17:10	17:12	X-9366	17:14	17:23
9367	4	17:30	17:32	17:35	17:37	17:38	17:40	17:42	X-9370	17:44	17:53
9371	4	18:00	18:02	18:05	18:07	18:08	18:10	18:12	X-9374	18:14	18:23
9375	4	18:30	18:32	18:35	18:37	18:38	18:40	18:42	X-9378	18:44	18:53
9379	4	19:00	19:02	19:05	19:07	19:08	19:10	19:12	X-9380	19:14	19:23
9381	4	19:30	19:32	19:35	19:37	19:38	19:40	19:42		19:44	19:53
9385	4	20:30	20:32	20:35	20:37	20:38	20:40	20:42		20:44	20:53
9389	4	21:30	21:32	21:35	21:37	21:38	21:40	21:42		21:44	21:53
9393	4	22:30	22:32	22:35	22:37	22:38	22:40	22:42		22:44	22:53
9395	4	23:30	23:32	23:35	23:37	23:38	23:40	23:42		23:44	23:53

Other Records – Texts and Meeting Summaries

Text between Councillor Thomas Nash and Melissa Anderson (Manager, Operations and Partnerships, Metlink) (29 April 2023)



PROA

RELEASE

