

14 March 2024

File Ref: OIAPR-1274023063-25637

[REDACTED]

Tēnā koe [REDACTED]

Request for information 2024-023

I refer to your request for information dated 22 February 2024, which was received by Greater Wellington Regional Council (Greater Wellington) on 22 February 2024. You have requested the following:

“Under the Official Information Act the following information is requested: In the 2023 calendar year how many scheduled train services were due to run on the Wairarapa line. Of these, how many ran either late, were replaced with buses, or cancelled.”

Greater Wellington’s response follows:

The figures below are measured by our performance system which records punctual performance as services which arrived within 5 minutes of the scheduled time. Any services arriving after five minutes are recorded as late.

| Total Scheduled | Late | Late as % | Replaced by Bus | Bus replaced as % | Cancelled | Cancelled as % |
|-----------------|-------|-----------|-----------------|-------------------|-----------|----------------|
| 3,036 | 1,381 | 45.4% | 1,090 | 35.9% | 55 | 1.8% |

There are several factors which have contributed to the disruptions experienced on the Wairarapa Line. This includes temporary speed restrictions due to vibration along certain portions of the track and heat, as well as track renewal work.

We acknowledge the frustration commuters are experiencing and are working with KiwiRail to minimise the impact these disruptions are causing for our passengers.

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 | Group Manager Metlink