

14 April 2025

File Ref: OIAPR-1274023063-37917

By email: [REDACTED]

Tēnā koe [REDACTED]

### **Request for information 2025-103**

I refer to your request for information dated Thursday, 20 March 2025, which was received by Greater Wellington Regional Council (Greater Wellington) on Thursday, 20 March 2025. You have requested the following:

“-what is the minimum FTE required (by health and safety or other regulation/policy requirements) to run a service (a train) on the Wairarapa line? (ie what is the minimum number of staff required to run a service before a service is cancelled or bus replaced)

- what is the breakdown of this minimum FTE requirement (ie: one driver/engineer, four guards etc)

- what is the total FTE employed in these roles who are able to work on the Wairarapa line

- what is the breakdown of the total (ie train driver, guard etc)

- what was the patronage count for February 2025 on the Wairarapa line? How does this compare to February 2024?

- how many Wairarapa services were bus replaced in February 2025 vs February 2024?

- what was the average time Wairarapa services were delayed in Feb 25 vs February 25?

- what is the contractual agreement state as a recourse when a train service is late or unable to be provided? (Fines?) please provide details

- any correspondence exchanged between GWRC and Metlink, Transdev and or KiwiRail regarding delays, capacity issues or bus replacements the Wairarapa line since 1 February 2025 to the date of this request

- what was the fare box for the Wairarapa line in Feb 25 vs February 24
- any information regarding steps being taken to improve the frequency, reliability and servicing of Wairarapa line
- what is the current turnover in roles associated with the Wairarapa line?"

**Greater Wellington's response follows:**

**What is the minimum FTE required to run a service on the Wairarapa line, what is the breakdown of this FTE requirement and how many FTE employees are able to work on the Wairarapa line?**

The Wairarapa Line requires Train Managers with specialised training, including industry standard licences for safety procedures in the Remutaka Tunnel and shunting operations in Masterton Yard.

Our rail operator, Transdev, has informed us that of their 12 Train Managers with these additional qualifications, only six are available for rostering on the Wairarapa Line, and that a full weekday timetable for the Wairarapa Line requires seven Train Managers.

This is due to staff being needed on other lines, in combination with unplanned leave due to illness, injury and personal matters beyond the knowledge of Greater Wellington. As operator, Transdev is responsible for their resourcing of their staff, including the employing and training of new staff. Greater Wellington does not hold current staffing information for Transdev beyond the information provided above.

The necessary skills and licenses take time to train and there are assessments for competency before a different line's Train Manager or other employee can work as a Train Manager on the Wairarapa Line.

For additional information on the current issues facing the Wairarapa Line and the steps being undertaken to resolve the issues, please refer to the information published on our website at: <https://www.metlink.org.nz/news-and-updates/news/wairarapa-line-train-reliability> and the Wairarapa Line Recovery Plan by Transdev that has been published on the same page linked above.

**What was the patronage count for February 2025 on the Wairarapa line? How does this compare to February 2024?**

Please refer to the table below for the passenger count we recorded on board Wairarapa Services in February 2024 compared with the same period in 2025.

<b>Period</b>	<b>WRL Patronage</b>
February 2024	49120
February 2025	38279

**How many Wairarapa services were bus replaced in February 2025 vs February 2024?**

Please refer to the table below for the services that have been bus replaced in February 2024 compared with the same period in 2025.

<b>Date Range</b>	<b>Planned</b>	<b>Unplanned</b>
February 2024	22	0
February 2025	62	7

As you will note we may replace trains with buses for either a planned event or due to unplanned circumstances.

Planned events may include KiwiRail replacing or performing maintenance on the tracks, or staff absences Transdev is aware of in advance. These are generally planned 4 weeks in advance and are easier to communicate to our passengers.

Unplanned events may include emergency track work or unexpected staff absences. These unplanned events are typically harder to communicate to passengers about and provide a higher level of uncertainty regarding what service is running, when it is running, and if it will be replaced by bus.

**What was the average time Wairarapa services were delayed in Feb 25 vs February 25?**

We have assumed that this question was intended to be a request for the average time Wairarapa services were delayed in February 2024 vs February 2025.

Therefore, please refer to the table below for the average delay affecting Wairarapa Services, comparing the months of February 2024 and February 2025.

Period	Average Delay
February 2024	18 Minutes and 35 seconds
February 2025	13 Minutes and 24 seconds

**What is the contractual agreement state as a recourse when a train service is late or unable to be provided? (Fines?) please provide details.**

All contracts with operators are proactively released and publicly available on our website. Our partnering agreement (the contract) with the rail operator is available here: <https://www.gw.govt.nz/transport/metlink-bus-train-and-ferry/public-transport-contracts/>.

Penalties are applied to operators for any service that does not meet the punctuality and reliability quotas as set out in the operator's contract. These can be found under Schedule 6, Part 6 (pages 191 to 196 of [Rail Partnering Contract Schedules 3 to 19](#)).

Please note that some sections of the contract have been withheld in accordance with the Local Government Official Information and Meetings Act 1987 (LGOIMA).

Where a section has been withheld under the LGOIMA, a footnote will be present with the corresponding clause of the LGOIMA giving the reason for the withholding. The primary reason for withholding in the contract is under section 7(2)(b)(ii) on the basis that the withholding of the information is necessary to protect information where the making available of the information - would be likely unreasonably to prejudice the commercial position of the person who supplied or who is the subject of the information.

We can confirm that Penalties have been applied to the operator every month since the signing of the contract, however penalties are not applied for any network related issues as that is covered by KiwiRail under a different performance regime, or for services that are replaced by buses.

The primary reason a penalty would be applied is due to services running with lower capacity than standard. The reason a service runs with lower capacity could be due to a combination of staff shortages and/or mechanical issues.

**Any correspondence exchanged between GWRC and Metlink, Transdev and or KiwiRail regarding delays, capacity issues or bus replacements the Wairarapa line since 1 February 2025 to the date of this request.**

Please refer to **Attachment 1** for a copy of all correspondence between Greater Wellington and Metlink, Transdev and or KiwiRail regarding delays, capacity issues or bus replacements the Wairarapa line for the period 1 February 2025 to 20 March 2025.

As the bulk of correspondence has been via regular meetings between the three parties, we have also included meeting minutes taken from the Monthly Network Meeting. These meetings are held between KiwiRail, Greater Wellington and Transdev. We have also included the minutes from the daily stand-up meetings between Transdev and Greater Wellington to address the current issues.

We have withheld names, email address and phone numbers of individuals under section 7(2)(a) of the LGOIMA in order to protect the privacy of natural persons. Where redactions have been made under this section, they have been noted accordingly in the document.

When withholding information under section 7 of the LGOIMA we are required to consider the public interest. In this case we do not consider that the public interest outweighs our reasons for withholding some of the information.

Additionally, as the Monthly Network Meetings discuss all issues and ongoing works affecting the entire Rail Network in the Greater Wellington Region, we have withheld information that is outside of the scope of your request, such as repairs affecting other train lines, or projects that will not affect the Wairarapa Line. Where a redaction has been made to information out of scope of your request this has been noted accordingly.

#### **What was the fare box for the Wairarapa line in Feb 25 vs February 24.**

As we advised in our email to you dated 27 March 2024, Greater Wellington receives a monthly farebox report from Transdev which includes fare revenue gathered for non-Snapper tickets. This revenue is not broken down by train line and represents revenue gathered across the rail network for non-Snapper Tickets.

Please refer to **Attachments 2** and **3** for the Farebox recovery reports for the whole network for the months of February 2024 and February 2025 respectively.

Snapper tickets are reportable on a station-by-station basis, however, as the Wairarapa Line stops at Petone, Waterloo and Upper Hutt stations, and passengers tagging on or off at these stations may be boarding or alighting either from a Hutt Valley Line train or a Wairarapa Line train, we cannot provide a completely accurate Snapper revenue report for these lines.

Please refer to the table below for the revenue numbers from Snapper fares from passengers believed to be travelling on Wairarapa Train lines, noting that for the reasoning outlined above, we cannot confirm this to be complete accurate.

<b>Period</b>	<b>Total Snapper Fare GST INCL</b>
February 2024	\$250,168.04
February 2025	\$235,466.14

Please note that for the Snapper fare revenue numbers above, the following caveats apply:

- Revenue is for Snapper trips on rail services only, i.e. revenue from buses replacing trains is not included.
- Revenue from pass sales (i.e. 30-day pass, Explorer pass) is not included.
- Revenue from default fares is not included.
- Values are inclusive of GST.

**Any information regarding steps being taken to improve the frequency, reliability and servicing of Wairarapa line.**

Please refer to the Transdev's Wairarapa Line Recovery Plan and published on the Metlink website at:

<https://www.metlink.org.nz/news-and-updates/news/wairarapa-line-train-reliability>

In addition, over a longer term the Lower North Island Rail Integrated Mobility (LNIRIM) project is also expected to have a significant positive impact on the frequency and reliability of the Wairarapa rail line when our current train carriages are replaced with 18 new low-emission hybrid trains and infrastructure improvements.

LNIRIM will allow a significant increase in service frequency to provide a reliable, convenient, affordable, and safe passenger transport option for the forecast population. These carriages are expected to begin service in 2029. For more information on LNIRIM, refer to the Metlink website here:

<https://www.metlink.org.nz/news-and-updates/projects-timeline/lririm-north-island-rail-connection>.

### **What is the current turnover in roles associated with the Wairarapa line?**

As operator, Transdev is responsible for their resourcing, including the employing and training, and turnover of staff. As train staff are employed by Transdev rather than by Greater Wellington, information on staff turnover is not held by Greater Wellington.

We consider that the information requested may be held by our rail operator, Transdev. However, as a private company, Transdev is not subject to official information legislation. The information you have requested is not reported by the operator to us as a part of business-as-usual practises.

Therefore, we are refusing to provide the information requested under section 17(g) of the LGOIMA in that the information requested is not held by the local authority and the person dealing with the request has no grounds for believing that the information is either—

- (i) held by another local authority or a department or Minister of the Crown or organisation; or
- (ii) connected more closely with the functions of another local authority, or a department or Minister of the Crown or organisation.

If you have any concerns with the decision(s) referred to in this letter, you have the right to request an investigation and review by the Ombudsman under section 27(3) of the Local Government Official Information and Meetings Act 1987.

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

Nāku iti noa, nā



**Samantha Gain**

Kaiwhakahaere Matua Waka-ā-atea | Group Manager Metlink