Greater Wellington
Te Pane Matua Taiao

22 July 2026

File Ref: OIAPR-1274023063-53050

[redacted]
By email: [redacted]

Tēnā koe [redacted]

Request for information 2026-281

I refer to your request for information dated 29 June 202 whi h was received by Greater Wellington Regional Council (Greater Wellington) on 2 June 2026. You have requested the following:

"I would like to request details (date, time and reason) of all trains cancelled between Upper Hutt and Wellington for the months of May and June 2026. This includes trains from Wellington which have turned around at Trentham and not completed all stops on the route.

For clarity, this includes trains in either direction on the Hutt Valley line. It does not include the Wairarapa service."

Greater Wellington's response follows:

Your request has been asse sed under the Local Government Official Information and Meetings Act 1987 (the Act).

Please refer to **Attachment 1**, which contains the requested information. The spreadsheet sets out cancellations and early terminations on the Hutt Valley Line by date.

We h ve also ncluded the total number of services scheduled to run for the month. Please note we have only included the dates that services were actually cancelled or terminated early on. However, we have also provided the total number of scheduled services, the cancellations and early terminations for the entire month.

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

PROACTIVE RELEASE

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

[redacted]

Samantha Gain
Kaiwhakahaere Matua Waka-ā-atea | Group Manager Metlink

PROACTIVE RELEASE

Month/Day	Scheduled services HVL	Services Cancelled	Reasons for cancellations	Carriage Locomotive	EMU Driver
May	Total services HVL For May - 2219	Total - 12		4	
20/05/2026	111	4		4	
21/05/2026	111	1			
25/05/2026	111	5			
28/05/2026	111	2			
June	Total HVL services for June - 2889	Total - 9			2
2/06/2026	111	1			
5/06/2026	114	2			
15/06/2026	111	2			
26/06/2026	114	2			
30/06/2026	111	2			2

PROACTIVE RELEASE

Mechanical Fault	Points	Signals	Track	Weather
2	1	5		
	1			
		5		
2				
3			2	2
1				
			2	
2				
				2

PROACTIVE RELEASE

Month	Scheduled services HVL	Services early terminated	Reasons for Early terminating	Yard Staff	Trespasser
May	Total HVL services for June - 2219	Total - 8		2	3
1/05/2026	114	2		2	
7/05/2026	111	1			1
15/05/2026	114	2			2
20/05/2026	111	1			
25/05/2026	111	2			
June	Total HVL services for May - 2889	Total - 40			
4/06/2026	111	1			
5/06/2026	114	8			
9/06/2026	111	2			
11/06/2026	111	6			
16/06/2026	111	2			
19/06/2026	111	2			
22/06/2026	111	2			
23/06/2026	111	2			
24/06/2026	114	2			
26/06/2026	114	6			
29/06/2026	111	5			
30/06/2026	111	2			

PROACTIVE RELEASE

Carriage Locomotive	Signals	Passenger	Track	Network Control	Weather	Mechanical
1	2					
1						
	2					
	12	7	8	2	10	1
		1				
			8			
					2	
	4			2		
	2					
	2					
	2					
		2				
		2				
	2				4	
					4	1
		2				

PROACTIVE RELEASE

Scheduled services: All services scheduled to run within that month
Services Cancelled: Number of services cancelled within that month
Service early terminated: A service which terminated early or started at an earlier station than the origin. Can include any station on the HVL, not just Trentham
Carriage Locomotive: any mechanical fault related to the carriages on a Wairarapa service. This will occur if a Hutt Valley line service is delayed by a Wairarapa service
EMU Driver: Any issue related to the driver of the service
Mechanical issue: Any mechanical fault related to the service
Points: Points allow the trains to be guided from one track to another to change direction or route These are used at some stations, railway junctions and sidings. When a set of points stop working, they require the train crew or KiwiRail to electrically isolate and manually operate the points o ensure it is safe for the train to proceed over them. This process must be repeated for each set of fau ty points, and this can cause significant delays. The train crew may have to restore power to the defective points and
Signals: A signal relays information to the train driver on the state of the line ahe d. These are red, yellow and green lights which provide direction on speed or tell the driver to stop. If signal stops working the train staff, follow procedures to safely pass. The driver may have to contact the control centre and get the okay to proceed. The train is also likely to trave slower thro gh the area controlled Signals faults often require manual paperwork to be signed off by Tra n Control before trains can restart, meaning extra delays while waiting for paperwork to come through. This also applies to areas of
Track: If the top surface of the tracks (called the railhead) s cracked, bent or otherwise damaged, trains may be temporarily put on hold until an inspection can e done. Once the inspection is done, the Train drivers can report suspected track faults, which can cause delays to other services. This is to
Yard Staff: Yard staff are responsible for planni g where each set runs and getting these sets in and out of the yard. If these don't come out of the yard in time or are planning incorrectly, this could led to
Trespasser: Any person trespassing on the tracks
Weather: Any bad weather that impa ts the running of the service
Passenger: any issue directly relating to passengers
Network Control: Network C ntrol manages the signals, points and overall running of the network. Any

PROACTIVE RELEASE