

Progress Update

Wairarapa Line Recovery Plan

Date:	3 rd June 2025
Author:	Transdev Wellington Operations
Approved By	Brandon Robins – General Manager Operations
Status	FINAL

Objective

Return to consistent provision of full train services on the Wairarapa Line as soon as possible.

Summary

Train Manager availability on the Wairarapa Line remains constrained, with 4–7 TMs available each week out of a master roster of 12. This is due to two vacancies and several staff away due to illness or injury. Three Train Manager trainees are progressing well—one is expected to enter full service in June, with the remaining two joining in September.

A Train Manager returning from a period of absence is currently undertaking retraining, with a planned return to service in August.

Discussions have concluded regarding the return of a Wellington-based Train Manager to assist with Wairarapa services. A week-on/week-off program has been agreed upon by both parties.

Recruitment for the next Train Manager school has concluded, and two people will begin training in June. The next Wairarapa schools are being planned.

Weekday peak services remain the priority. The 3:38 pm Masterton–Wellington and 6:18 pm Wellington–Masterton services continue to be replaced with buses and have low patronage. TDW and GWRC remain focused on keeping customers informed of any changes as early as possible.

We had some significant delays with the Wairarapa services on Tuesday 3 June due to rusty rail conditions applied due to a miscommunication within KiwiRail and signalling issues south of Upper Hutt that had flow on effects to Wairarapa services. We are working with KiwiRail on how we can ensure this impact isn't seen in the future after works after a public holiday weekend.

Staff wellbeing remains a priority. We are actively managing fatigue by limiting overtime and ensuring the 12-day maximum consecutive work rule is followed. Regular staff check-ins are underway, and we continue to ask passengers for their patience and support of our frontline teams.

Weekly Operational Review

- Reliable means that it ran as a Train

	AM/PM	Time	Service Details	Actions Taken
Monday 26th May	AM	05:46	Ran as train, 3 minutes and 45 seconds late	Meets contractual KPI
		06:20	Ran as train, 3 minutes and 35 seconds late	Meets contractual KPI
		06:47	Ran as train, 15 minutes and 35 seconds late Delay Reasons: Waiting for clearance to enter section of track after the 6:20 service, Speed restrictions	Working with Kiwirail on worksites, and how to ensure they don't impact the service
	I/P	08:21	Ran as train, 56 minutes and 26 seconds late Delay Reasons: Wellington departure delay due to the train crew arriving from the 6:20 service, Speed restrictions	Working with Kiwirail on worksites, and how to ensure they don't impact the service
		10:30	Ran as train to Upper Hutt due to KiwiRail Planned maintenance works, 52 minutes and 19 seconds late Delay Reasons: Masterton departure delay due to the train arriving from the 8:21 service, KiwiRail worksites, Speed restrictions	Working with KiwiRail on worksites, and how to ensure they don't impact the service.
		12:45	Ran as train from Upper Hutt due to KiwiRail Planned maintenance works, 23 minutes and 6 seconds late Delay Reasons: Late bus connection at Upper Hutt, KiwiRail worksites, Speed restrictions	Working with Kiwirail on worksites, and how to ensure they don't impact the service
		15:38	Pre-planned, bus replacement due to staff unavailability	Active training of additional onboard staff
	PM	16:25	Pre-planned, train size reduction due to staff unavailability, 25 minutes and 49 seconds late Delay Reasons: Non-Metlink Locomotive Engineer Operational incident (went past a signal at red - stop), KiwiRail Train Control signalling system issue at Petone	This service usually runs with 9 carriages, which requires 2 Train Managers. It is currently changed to 8 carriages, requiring only 1 Train Manager. Following up with Kiwirail regarding reason for Train control signalling system faults
		17:30	Ran as train, 23 minutes and 23 seconds late Delay Reasons: Speed restrictions, HVL congestion following a medical emergency at Petone, Waiting for clearance to enter section of track after the 16:25 service	Working with KiwiRail on worksites, and how to ensure they don't impact the service.
		18:18	Pre-planned, bus replacement due to staff unavailability	Active training of additional onboard staff
Tuesday 27th May	AM	05:46	Ran as train, 7 minutes late Delay Reasons: Signal issues at Upper Hutt, Speed restrictions, Wheelchair loading	Following up with Kiwirail regarding reason for signal faults at Upper Hutt
		06:20	Ran as train, 6 minutes and 15 seconds late Delay Reasons: KiwiRail Train Control signalling system issue at Taita, Speed restrictions	Following up with Kiwirail regarding reason for signal faults at Taita
		06:47	Ran as train with a train size reduction due to mechanical insufficient stock, 6 minutes and 12 seconds late Delay Reasons: Speed restrictions, Wheelchair and Bike loading	Working with Kiwirail on worksites, and how to ensure they don't impact the service; following up with carriage depot regarding rolling stock availability
	I/P	08:21	Ran as train, 14 minutes and 52 seconds late Delay Reasons: Speed restrictions, KiwiRail worksites	Working with Kiwirail on worksites, and how to ensure they don't impact the service
		10:30	Ran as train to Upper Hutt due to KiwiRail Planned maintenance works, 9 minutes and 13 seconds late Delay Reasons: Speed restrictions, KiwiRail worksites	Working with Kiwirail on worksites, and how to ensure they don't impact the service
		12:45	Ran as train from Upper Hutt due to KiwiRail Planned maintenance works, 37 minutes and 6 seconds late Delay Reasons: KiwiRail Train Control signalling system issues between Upper Hutt and	Working with Kiwirail on worksites, and how to ensure they don't impact the service; following up with Kiwirail regarding cause of signalling system issues

			Maymorn, Late bus connection at Upper Hutt, Speed restrictions	
		15:38	Pre-planned, bus replacement due to staff unavailability	Active training of additional onboard staff
	PM	16:25	Pre-planned, train size reduction due to staff unavailability, 7 minutes and 41 seconds late Delay Reasons: Speed restrictions, Wheelchair unloading	This service usually runs with 9 carriages, which requires 2 Train Managers. It is currently changed to 8 carriages, requiring only 1 Train Manager. Working with Kiwirail on worksites, and how to ensure they don't impact the service
		17:30	Ran as train, 12 minutes and 39 seconds late Delay Reasons: Speed restrictions, Locomotive Engine issue with the new running capability	Working with Kiwirail on worksites, and how to ensure they don't impact the service; following up with Kiwirail regarding cause of locomotive issue
18:18		Pre-planned, bus replacement due to staff unavailability	Active training of additional onboard staff	
Wednesday 28th May	AM	05:46	Ran as train, 7 minutes and 56 seconds late Delay Reasons: Speed restrictions, Wheelchair and Bike loading	Working with Kiwirail on worksites, and how to ensure they don't impact the service
		06:20	Ran as train, 3 minutes and 30 seconds late	Meets contractual KPI
		06:47	Ran as train, 4 minutes and 23 seconds late	Meets contractual KPI
	I/P	08:21	Ran as train, 6 minutes and 20 seconds late Delay Reasons: Speed restrictions, Wellington congestion due to the Northern Explorer late departure	Following up with Kiwirail regarding cause of Northern Explorer faults
		10:30	Ran as train to Upper Hutt due to KiwiRail Planned maintenance works, 3 minutes and 28 seconds late	Meets contractual KPI
		12:45	Ran as train from Upper Hutt due to KiwiRail Planned maintenance works, 44 minutes and 37 seconds late Delay Reasons: Late bus connection at Upper Hutt, Speed restrictions	Working with Kiwirail on worksites, and how to ensure they don't impact the service
		15:38	Pre-planned, bus replacement due to staff unavailability	Active training of additional onboard staff
	PM	16:25	Pre-planned, train size reduction due to staff unavailability, 2 minutes and 56 seconds	This service usually runs with 9 carriages, which requires 2 Train Managers. It is currently changed to 8 carriages, requiring only 1 Train Manager. Meets contractual KPI
		17:30	Ran as train, 5 minutes and 35 seconds late Delay Reasons: Waiting for clearance to enter section of track after the 16:25 service, Speed restrictions	Working with Kiwirail on worksites, and how to ensure they don't impact the service
		18:18	Pre-planned, bus replacement due to staff unavailability	Active training of additional onboard staff
Thursday 29th May	AM	05:46	Ran as train, 3 minutes and 3 seconds late	Meets contractual KPI
		06:20	Ran as train, arrived 16 seconds early	Meets contractual KPI
		06:47	Ran as train with a train size reduction due to mechanical insufficient stock, 6 minutes and 5 seconds late Delay Reasons: Speed restrictions, Passenger dwells	Working with Kiwirail on worksites, and how to ensure they don't impact the service
	I/P	08:21	Ran as train, 11 minutes and 22 seconds late Delay Reasons: KiwiRail worksites, Speed restrictions	Working with Kiwirail on worksites, and how to ensure they don't impact the service
		10:30	Ran as train to Upper Hutt due to KiwiRail Planned maintenance works, 41 minutes and 2 seconds late Delay Reasons: Signal issues between	Working with Kiwirail on worksites, and how to ensure they don't impact the service; following up with Kiwirail regarding cause of signalling system issues

			Featherston and Maymorn, Speed restrictions, KiwiRail worksites	
		12:45	Ran as train from Upper Hutt due to KiwiRail Planned maintenance works, 33 minutes and 10 seconds late Delay Reasons: Late bus connection at Upper Hutt, KiwiRail worksites	Working with Kiwirail on worksites, and how to ensure they don't impact the service
		15:38	Pre-planned, bus replacement due to staff unavailability	Active training of additional onboard staff
	PM	16:25	Ran as train, 1 minute and 56 seconds late	This service usually runs with 9 carriages, which requires 2 Train Managers. It is currently changed to 8 carriages, requiring only 1 Train Manager. Meets contractual KPI
		17:30	Ran as train, 27 minutes late Delay Reasons: HVL congestion following medical emergency at Waterloo, Speed restrictions	Awaiting emergency services arrival at Waterloo
		18:18	Pre-planned, bus replacement due to staff unavailability	Active training of additional onboard staff
	AM	05:46	Ran as train, 6 minutes and 10 seconds late Delay Reasons: Speed restrictions	Working with Kiwirail on worksites, and how to ensure they don't impact the service
		06:20	Ran as train, arrived 21 seconds early	Meets contractual KPI
		06:47	Ran as train, 9 minutes and 35 seconds late Delay Reasons: Waiting for clearance to enter section of track after the 6:20 service, Speed restrictions	Working with Kiwirail on worksites, and how to ensure they don't impact the service
Friday 30th May	I/P	08:21	Ran as train, 2 minutes and 53 seconds late	Meets contractual KPI
		10:30	Ran as train, 2 minutes and 31 seconds late	Meets contractual KPI
		12:45	Ran as train, 7 minutes and 37 seconds late Delay Reasons: Bike loading, Speed restrictions	
		15:38	Pre-planned, bus replacement due to staff unavailability	Active training of additional onboard staff
	PM	16:25	Pre-planned, train size reduction due to staff unavailability, 6 minutes and 54 seconds late Delay Reasons: Speed restrictions	This service usually runs with 9 carriages, which requires 2 Train Managers. It is currently changed to 8 carriages, requiring only 1 Train Manager. Working with Kiwirail on worksites, and how to ensure they don't impact the service
		17:30	Ran as train, 1 minutes and 28 seconds late	Meets contractual KPI
		18:18	Pre-planned, bus replacement due to staff unavailability	Active training of additional onboard staff
		20:14	Pre-planned, bus replacement due to staff unavailability	Active training of additional onboard staff
		22:25	Pre-planned, bus replacement due to staff unavailability	Active training of additional onboard staff
	AM	07:45	Pre-planned, bus replacement due to KiwiRail Planned Maintenance	Planned maintenance work
		09:55	Pre-planned, bus replacement due to KiwiRail Planned Maintenance	Planned maintenance work
Saturday 31st May	PM	16:45	Pre-planned, bus replacement due to KiwiRail Planned Maintenance	Planned maintenance work
		18:55	Pre-planned, bus replacement due to KiwiRail Planned Maintenance	Planned maintenance work
Sunday 1st June	AM	07:45	Pre-planned, bus replacement due to KiwiRail Planned Maintenance	Planned maintenance work
		09:55	Pre-planned, bus replacement due to KiwiRail Planned Maintenance	Planned maintenance work
	PM	16:45	Pre-planned, bus replacement due to KiwiRail Planned Maintenance	Planned maintenance work

		18:55	Pre-planned, bus replacement due to KiwiRail Planned Maintenance	Planned maintenance work
		07:45	Pre-planned, bus replacement due to KiwiRail Planned Maintenance	Planned maintenance work
		09:55	Pre-planned, bus replacement due to KiwiRail Planned Maintenance	Planned maintenance work
	PM	16:45	Pre-planned, bus replacement due to KiwiRail Planned Maintenance	Planned maintenance work
		18:55	Pre-planned, bus replacement due to KiwiRail Planned Maintenance	Planned maintenance work

Resourcing forward look

Estimated Availability as at 03/06

		Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
2nd - 8th June	Available	2	6	6	6	6	2	2
	Required	2	5	5	5	5	2	2
	Delta	0	1	1	1	1	0	0
9 - 15th June	Available	6	6	6	7	6	2	2
	Required	5	5	5	5	5	2	2
	Delta	1	1	1	2	1	0	0
16 - 22nd June	Available	7	7	7	7	7	2	2
	Required	5	5	5	5	5	2	2
	Delta	2	2	2	2	2	0	0
23 - 29th June	Available	8	8	8	8	8	2	2
	Required	5	5	5	5	5	2	2
	Delta	3	3	3	3	3	0	0
30 - 6th July	Available	8	8	8	8	8	2	2
	Required	5	5	5	5	5	2	2
	Delta	3	3	3	3	3	0	0

NB: The table reflects the Relief TM working week on/week off in the Wairarapa.

Green	Full plus cover
Yellow	Full no cover
Orange	Not full but options still possible
Red	Not full, cover unlikely

Recovery Plan - Short and Medium Term Workstreams

The purpose of these workstreams is to:

- increase the number of Train Managers as quickly and safely as possible, and
- investigate whether there are any operational improvements that could reduce the number of Train Managers required to work while there is a shortage.

Workstream	Activity	Notes/Update	Due Date	Status
Recruitment	2 x new recruits for June TM School	Recruitment complete and school is on track.	June	
	New trainer	At this stage we're unable to start training another Trainer as our current Trainer is busy delivering training. This will need to be a long-term plan and we would need to advertise it internally. Consider alternatives	August	

Training	2 x new recruits in TM Training	Progressing Well – Due for sign off around September.	Sep	
	RO in training as TM	Progressing well – Due to sign off in second week of June	June	
	Return 1 x Long Term Sick	As per estimate, TM has returned to full duties from 28.04.2025	April	
	Return 1 x sick	Due to being off for longer period has to go through the proper training process to get him recertified. Expected to full duties by end of June.	July	
	Upskill Wai POs	A number of current POs are retired TMs so will not be willing or are not capable of returning to the role. Will check in with other POs, but will need all licences (around 4 months)	August	
	Upskill Wai Team Leader to be a trainer	Current Wai TL has all licences and already is a tutor and has all licences	June	
Operations Changes	Full Time Wai RO to do shunting and pull points	Short Term - Unlikely to assist with current resourcing issues as only saves time pre-first shift. Long term potentially an option in conjunction with timetable changes	Sept 2025	
	Use KiwiRail ROs in Masterton	Unlikely to assist with current resourcing issues as only saves time pre-first shift. Potential for current shunter to assist if option is viable.	Sept 2025	
	Use double loco	Unlikely to assist with current resourcing issues as only saves shunting time in Masterton not TM availability	May 2025	
	Use Wellington EMU LEs to retrain as TMs	No current interest from LEs to retrain as TMs.	May 2025	
	Terminate at HVL and move to bus or train service	Customer feedback indicates preference to not change vehicles or modes during single journey. Does not alleviate current issues as requires TM on board and return journeys would need to stay to original timeline, therefore require stabling at UH	May 2025	
Reporting	Bus Replacement numbers not highlighted in monthly reporting	TDW to change monthly reporting to have BRT specific reporting. Example attached as Appendix A	April	

Key

Green	On track
Orange	At Risk
Red	Delayed/Not possible

Issues

Issue	Detail	Notes/Update	Status
People and Welfare	Return to work delay	Our current staff that are off on long term sick leave are not able to return until they can safely perform all their duties. The physical part of the role means this is later than for usual on train duties. Because of the safety requirements on the line, they require refresher training before getting certified again.	

Risks

Risk	Detail	Notes/Update	Status
People and Welfare	Current FTE falling ill or otherwise unavailable to work	Regular welfare checks are being conducted by the Onboard team	
	Notice requirement for staff is only 2 weeks	Risk of stress of current environment making it more likely for TMs to leave the role	
KiwiRail LEs	Further disruption if LE availability drops	In contact with KiwiRail	
Train Availability	Further disruption if loco and carriage availability drops	Trains and carriages have been recently serviced	
	Graffiti on the trains requires them to be removed from service and cleaned.	There is not a great issue with graffiti on this line. If it occurs, we will consult with GW before removal	
Tunnel gas incident	If tunnel gas readings are higher than the threshold, passenger services will not be allowed to run through the Remutaka tunnel.	Our staff are equipped with gas monitors they check regularly, and they receive an alarm for any high readings.	
Disruption on Hutt Valley line	Any disruption to the Hutt Valley line has the potential to affect Wairarapa line services.	We prioritise Wairarapa line services to come into Wellington where possible. The Wairarapa line is naturally more resilient in issues to do with overhead disruption due to being a locomotive pulled service.	

Recovery Plan – Long Term Workstreams

The purpose of these workstreams is to create a sustainable model for the Wairarapa that enables reliable running of the timetable with minimal bus replacement.

Workstream	Activity	Notes/Update	Due Date	Status
Recruitment	Adapt requirements to include physical capability for shunting and changing points	New recruits for March school included physical yard test and physiological assessment as well as customer skills. Action Review once school complete	March	Complete
	Right size – ascertain correct establishment numbers for TMs and POs	Context has changed across the network since bid. More track disruptions and speed restrictions as well as additional sick leave and Matariki Public holiday. Action Assess right numbers for on-board staff at Wai Depot	June	Part of contract extension negotiations
	Relief Trainer, Team Leader, TMs and POs	As above but for relief available from other parts of network. Action Assess right numbers of relief for all roles	June	Part of contract extension negotiations
Training	Review need for all licences	Consider whether second person training is required, or assess extent of training. Action Raise with KiwiRail	June	Response from KR and NZTA unknown
	Yard and Shunting	TM training reduced if not required to shunt or shift points. See action below to separate roles	June	
People & Capability	Assess process for long term sick	Understand current situation (across TDW) and why staff on long term sick/ACC. Look at: - policy around return to work - status of LTS in establishment - cost implications	June	
Operations Changes	Full Time Wai RO to do shunting and pull points	Long term potential savings in shift times, length of training and H&S risk in dual roles. Could enable timetable changes. Will require assessment of level of staffing and additional funding Action	Sept	
	Use KiwiRail ROs in Masterton	As above but using KiwiRail ROs. Action Assess appetite from KR	Sept	
	Use double loco	Action Investigate and provide assessment of any efficiency gains	June	
	Terminate at HVL and move to bus or train service	Customer feedback indicates preference to not change vehicles or modes during single journey. Action Investigate and provide assessment of any efficiency gains and customer feedback	June	

Background Information

Key

Acronym	Description
GW	Greater Wellington Regional Council (Metlink)
TDW	Transdev Wellington (Service Operator and maintain carriages)
KR	KiwiRail – maintain tracks and signals, provide and drive locomotives (engines)
Loco	Locomotive Engine
TM	Train Manager – Licenced to manage train
PO	Passenger Operator – Assists the Train Manager
RO	Rail Operator – Trained to shunt and move points
OJT	On the Job Training

Required Staffing Levels

Train Managers	12
Passenger Operators	11
Team Leader	1
Relief Train Managers	1 (under review)
FTE required to run full weekday services	7 (6 for the services plus 1 for cover)
FTE required to run full weekend services	4 (2 for the services plus 2 for cover)

Timetable

Weekday Schedule	10 services – 5 x return trips + 2 (late return) on Friday
Weekend Schedule	4 services – 2 x return trips

Wairarapa TM Qualifications

Competency Training Requirements

- Licence U1 (on board service train manager for carriage trains)
- Licence EAI (electrification awareness, for Hutt line)
- Licence E1 (train inspections Passenger)
- Licence F1 (shunting duties passenger)
- Licence G (core stationary shunting)
- Licence AC (second person duties– if LE incapacitated the TM can move train to safety, use comms and effect safe shut down (tunnel))
- Licence 1 – TO (Tunnel Operations Metro Passenger)

Training Schedule

Location	Content	Duration
Classroom	<ul style="list-style-type: none">On board Train ManagementYard Training	1 month
On the Job Training (OJT)		3 months
OJT On Board	<ul style="list-style-type: none">SafetyCustomerCommunicationsEmergency responseTunnel training	3 – 4 weeks
OJT Yard	<ul style="list-style-type: none">Yard safetyTrain inspectionsShuntingPoints	7 – 8 weeks
TOTAL		3 – 4 months

Licence Requirements and Competency Assessments

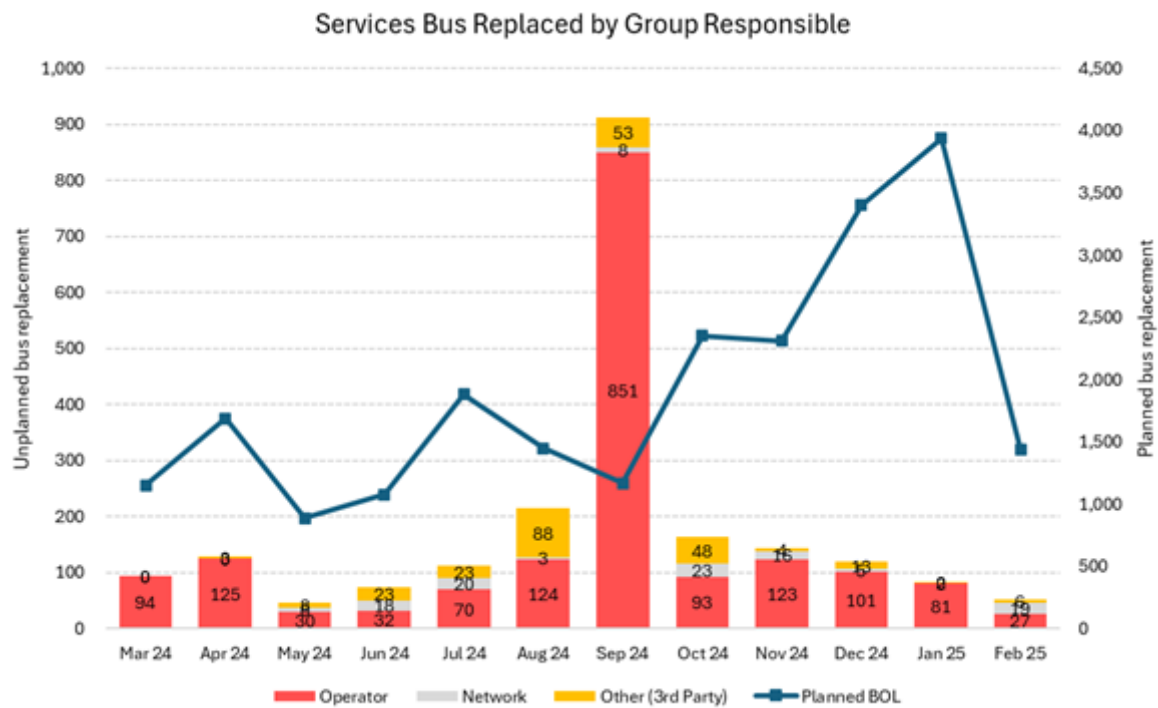
- Practical – complete:
 - A minimum of 20 x shunting shifts, and
 - A minimum of 10 x train inspections
- Need a rating of all 5s for:
 - A minimum of 6x consecutive shunting shifts, and
 - A minimum of 4x consecutive train inspections
- Competency Assessments to be passed within 6 months from commencement of on job training. If not complete / competent, move to non-TM role

Refresher Training and Compliance

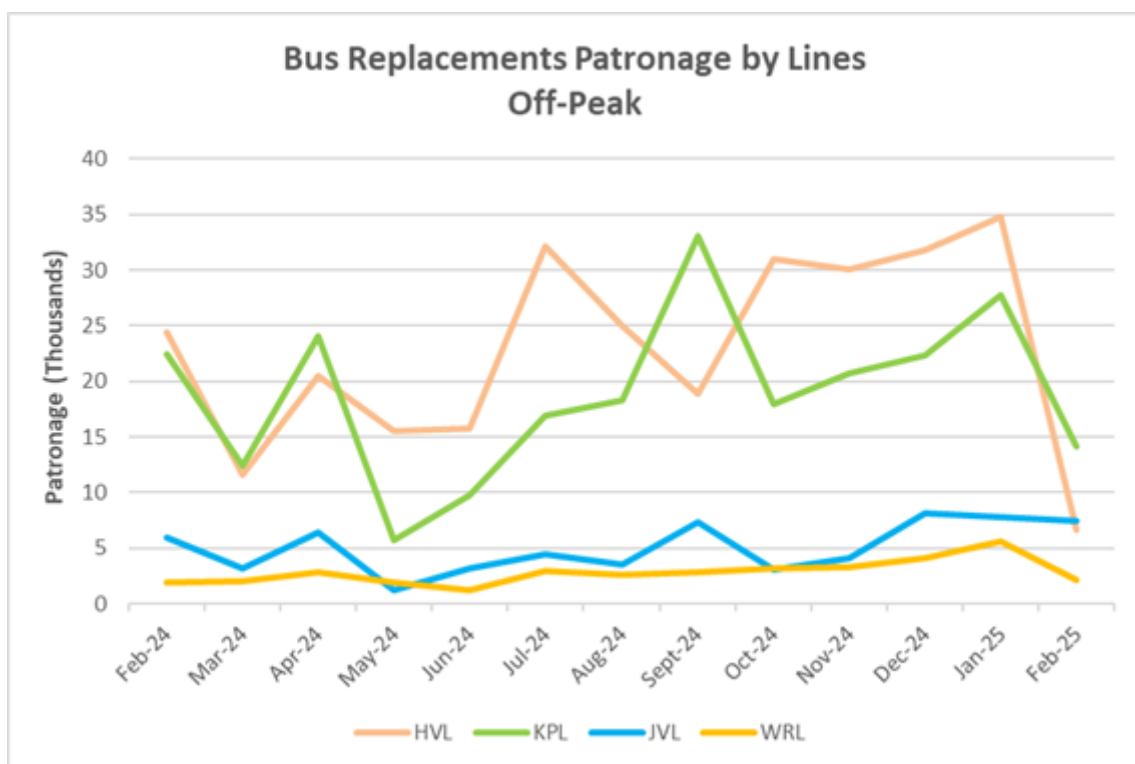
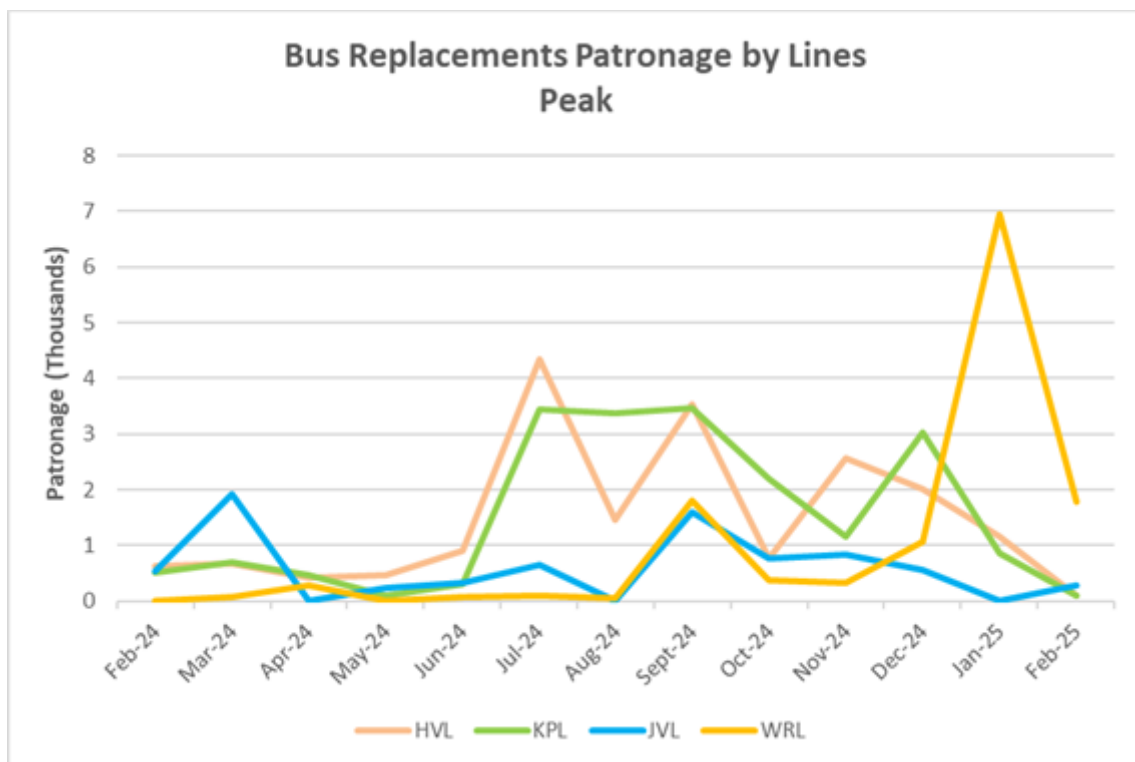
- Safety observations – completed on the job every 8 months
 - Tunnel Theory, training and assessment – annually
 - Theory assessment – every two years
 - First aid – every two years
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Appendix A

These graphs represent the number of services being bus replaced due to Network (KiwiRail), Operator (TDW), Other (3rd Party), and Planned BOL.



The following graphs shows the number of bus replacement patronage by lines.



Combined

