

# Progress Update

## Wairarapa Line Recovery Plan

**Date:** 5<sup>th</sup> August 2025  
**Author:** Transdev Wellington Operations  
**Approved By** Brandon Robins – General Manager Operations  
**Status** FINAL

### Objective

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

### Summary

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#### Phase Two Creating Resilience in Roster for Coverage

Our recovery plan for the Wairarapa Line is now in phase two which will give us the required resilience we need for the future. Due to technical training gaps our trainee that was predicted to be signed off late August will most likely now be in early September. On the other hand, one of the trainees who was predicted to be signed off early September is looking like they may be signed off late August, because of this our tracking remains the same,

Four Train Managers are currently progressing through training. Of these we expect them to finish:

- One in late August,
- Two in early September,
- And one in mid-October.

Recruitment is also underway for the next training intake.

We want to acknowledge the hard work of our current Train Managers, many of whom are actively involved tutoring and supporting trainees. Retaining experienced staff is just as important as bringing in new team members, and we're grateful for the continued support and respect our passengers have shown our crew.

We are actively managing resourcing by reviewing upcoming leave, monitoring for increased winter sickness, and assessing crew availability on a daily and weekly basis.

This week the performance of WRL services was impacted by a reporting system issue which was identified on Monday causing 5 services to not report GPS information. This was rectified by the mechanical team, and was resolved from Tuesday. Off peak services continue to be impacted by planned worksites and impacts from speed restrictions.

Planned maintenance work continues to affect interpeak services, and we will be closely monitoring the impacts of planned maintenance on the newly reinstated 3:38pm departure from Masterton and 6:18pm departure from Wellington, as these services could be impacted.

### Weekly Operational Review

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- Reliable means that it ran as a Train

| Date | Time | Service | Delay | Delay reasons | Actions taken |
|------|------|---------|-------|---------------|---------------|
|------|------|---------|-------|---------------|---------------|

|        |         |       |          |   |  |
|--------|---------|-------|----------|---|--|
| 28-Jul | 5:46am  | Train | 00:03:00 | Meets contractual KPI   | N/A  |
| 28-Jul | 6:20am  | Train | 00:08:22 | Track warrants  | N/A  |
| 28-Jul | 6:47am  | Train | 00:04:56 | Meets contractual KPI   |  |
| 28-Jul | 8:21am  | Train |          | Service stopped at Featherston due to reports of high tunnel gas levels                 | Correct H&S procedure being followed, TC clarified on interpretation of rule             |
| 28-Jul | 10:30am | Train |          | Tracking issue – mentioned above  | Have a process in place to mitigate tracking issues                                      |
| 28-Jul | 12:45pm | Train |          | Tracking issue – mentioned above  | Have a process in place to mitigate tracking issues                                      |
| 28-Jul | 3:38pm  | Bus   |          | Planned replacement   |  |
| 28-Jul | 4:25pm  | Train | 00:04:27 | Meets contractual KPI   | N/A  |
| 28-Jul | 5:30pm  | Train | 00:05:53 | Speed restrictions, following HVL service   | Operational planning to mitigate subsequent effects of speed restrictions where possible |
| 28-Jul | 6:18pm  | Bus   |          | Planned replacement   |  |
| 29-Jul | 5:46am  | Train | 00:08:35 | Following Upper Hutt unit   | Mitigating flow on impacts from HVL services where possible                              |
| 29-Jul | 6:20am  | Train | 00:02:37 | Meets contractual KPI   |  |
| 29-Jul | 6:47am  | Train | 00:03:00 | Meets contractual KPI   |  |
| 29-Jul | 8:21am  | Train | 00:17:37 | KiwiRail worksites, Speed restrictions  |  |
| 29-Jul | 10:30am | Train | 00:24:43 | Meets contractual KPI   | N/A  |
| 29-Jul | 12:45pm | Train | 00:30:15 | Train formed by the 10:45 service, Speed restrictions, KiwiRail worksites, ICONIS fault |  |
| 29-Jul | 3:38pm  | Bus   |          | Planned replacement   |  |
| 29-Jul | 4:25pm  | Train | 00:06:46 |   | N/A  |

|        |         |       |          |  |     |
|--------|---------|-------|----------|--|-----|
| 29-Jul | 5:30pm  | Train | 00:04:33 | Meets contractual KPI  | N/A |
| 29-Jul | 6:18pm  | Bus   |          | Planned replacement  |     |
| 30-Jul | 5:46am  | Train | 00:07:13 | Wheelchair loadings and passenger dwells                                       | N/A |
| 30-Jul | 6:20am  | Train | 00:02:59 | Meets contractual KPI  |     |
| 30-Jul | 6:47am  | Bus   | 00:05:03 | Track warrants   |     |
| 30-Jul | 8:21am  | Train | 00:07:50 | KR Worksites and speed restrictions  |     |
| 30-Jul | 10:30am | Train | 00:20:43 | KR worksites and following HVL services  |     |
| 30-Jul | 12:45pm | Train | 00:19:26 | Train formed by the 10.45am service, speed restrictions and KiwiRail worksites |     |
| 30-Jul | 3:38pm  | Bus   |          | Planned replacement  |     |
| 30-Jul | 4:25pm  | Train | 00:07:23 | Passenger dwell, track warrants  |     |
| 30-Jul | 5:30pm  | Train | 00:10:17 | Speed restrictions, track warrants   |     |
| 30-Jul | 6:18pm  | Bus   |          | Planned replacement  |     |
| 31-Jul | 5:46am  | Train | 00:04:20 | Meets contractual KPI  | N/A |
| 31-Jul | 6:20am  | Train | 00:01:14 | Meets contractual KPI  | N/A |
| 31-Jul | 6:47am  | Train | 00:06:52 | Track warrants, passenger dwells   |     |
| 31-Jul | 8:21am  | Train | 00:08:52 | Worksites  |     |
| 31-Jul | 10:30am | Train | 00:10:39 | KR Worksites, speed restrictions   |     |
| 31-Jul | 12:45pm | Train | 00:11:20 | Speed restrictions, KR worksite  |     |
| 31-Jul | 3:38pm  | Bus   |          | Planned replacement  |     |
| 31-Jul | 4:25pm  | Train | 00:03:25 | Meets contractual KPI  |     |
| 31-Jul | 5:30pm  | Train | 00:05:42 | Track warrants   |     |
| 31-Jul | 6:18pm  | Bus   |          | Planned replacement  |     |
| 1-Aug  | 5:46am  | Train | 00:03:54 | Meets contractual KPI  |     |
| 1-Aug  | 6:20am  | Train | 00:01:30 | Meets contractual KPI  |     |
| 1-Aug  | 6:47am  | Train | 00:07:12 | Track warrants   |     |

|        |         |       |          |   |  |
|--------|---------|-------|----------|---|--|
| 1-Aug  | 8:21am  | Train | 00:09:36 | KR Worksites and sub delays at WELL       |  |
| 1-Aug  | 10:30am | Train | 00:04:30 | Meets contractual KPI                     |  |
| 1-Aug  | 12:45pm | Train | 00:22:57 | Following all stopper, KR worksites       |  |
| 1-Aug  | 3:38pm  | Bus   |          | Planned replacement                       |  |
| 1-Aug  | 4:25pm  | Train | 00:11:26 | Door issues, passenger dwells, TSR's      |  |
| 1-Aug  | 5:30pm  | Train | 00:01:07 | Meets contractual KPI                     |  |
| 1-Aug  | 6:18pm  | Train | 00:03:14 | Meets contractual KPI                     |  |
| 1-Aug  | 8:14pm  | Bus   |          | Planned replacement                       |  |
| 1-Aug  | 10:25pm | Bus   |          | Planned replacement                       |  |
| 26-Jul | 7:45am  | Train | 00:03:14 | Meets contractual KPI                     |  |
| 26-Jul | 9:55am  | Train | 00:08:24 | Held 8min44 for TC at FEAT                |  |
| 26-Jul | 4:45pm  | Train | 00:00:52 | Meets contractual KPI                     |  |
| 26-Jul | 6:55pm  | Train | 00:07:49 | Late arrival of 16:45 service             |  |
| 27-Jul | 7:45am  | Train | 00:02:01 | Meets contractual KPI                     |  |
| 27-Jul | 9:55am  | Train | 00:11:56 | Late arrival of bus replacement from WELL |  |
| 27-Jul | 4:45pm  | Train | 00:00:19 | Meets contractual KPI                     |  |
| 27-Jul | 6:55pm  | Train | 00:01:55 | Meets contractual KPI                     |  |

## Resourcing forward look

### Estimated Availability as at 05/08

|                 |           |   |   |   |   |   |   |   |
|-----------------|-----------|---|---|---|---|---|---|---|
| 11 Aug - 17 Aug | Available | 8 | 8 | 6 | 7 | 6 | 3 | 3 |
|                 | Required  | 5 | 5 | 5 | 5 | 5 | 2 | 2 |
|                 | Delta     | 3 | 3 | 1 | 2 | 1 | 1 | 1 |
| 18 Aug - 24 Aug | Available | 6 | 6 | 6 | 6 | 6 | 3 | 3 |
|                 | Required  | 5 | 5 | 5 | 5 | 5 | 2 | 2 |
|                 | Delta     | 1 | 1 | 1 | 1 | 1 | 1 | 1 |
| 25 Aug - 31 Aug | Available | 8 | 8 | 7 | 8 | 8 | 4 | 2 |
|                 | Required  | 5 | 5 | 5 | 5 | 5 | 2 | 2 |
|                 | Delta     | 3 | 3 | 2 | 3 | 3 | 2 | 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            |

**Note:** To review any long-term actions, resourcing requirements, or training specifications, please refer to the previous recovery plans