

Progress Update

Wairarapa Line Recovery Plan

Date:	17 th 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

The recovery plan for the Wairarapa Line remains on track. While Train Manager availability continues to be constrained, we're seeing steady improvement in line with our forecast. Each week, we currently have 6–8 Train Managers available from a roster of 12. The recent increase is thanks to one relief Train Manager returning to the roster (week on-week off) and a second relief now signed off for duty following the completion of training.

Five Train Managers are currently progressing through training. Of these:

- One is expected to be signed off in early July,
- One in mid-August,
- Two in early September,
- And one in mid-October.

Recruitment is also underway for the next training school, which is planned to begin in late August.

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

In parallel, work is progressing to build up the locomotives and carriages in the yard ahead of service wherever possible. We're coordinating with KiwiRail and Hyundai-Rotem on this. This approach allows faults to be identified and potentially resolved earlier and enables customers to board promptly once the train arrives at the platform, rather than waiting for the locomotive to be coupled.

Weekday peak services remain our top priority. The 3:38 pm Masterton–Wellington and 6:18 pm Wellington–Masterton services continue to be replaced with buses. Transdev Wellington and Greater Wellington Regional Council remain committed to keeping customers informed of any changes as early as possible.

Planned maintenance work continues to affect interpeak services. We're working closely with KiwiRail and GWRC to review the impact of this work and identify opportunities to improve reliability and punctuality.

Weekly Operational Review

- Reliable means that it ran as a Train

Monday 9th June	AM	05:46	Ran as train, 9 minutes and 26 seconds late Delay Reasons: Following HVL services from Taita, Speed restrictions	Following up with Kiwirail regarding impact of speed restrictions/worksites
		06:20	Ran as train - 1 minute 22 seconds late	Meets contractual KPI
		06:47	Ran as train, 9 minutes and 36 seconds late Delay Reasons: Speed restrictions	Following up with Kiwirail regarding impact of speed restrictions/worksites
	I/P	08:21	Ran as train, 16 minutes and 17 seconds late Delay Reasons: Speed restrictions, Driver Timekeeping	Following up with Kiwirail regarding impact of speed restrictions/worksites
		10:30	Ran as train, 8 minutes and 41 seconds late Delay Reasons: Speed restrictions, Passenger Dwell	Following up with Kiwirail regarding impact of speed restrictions/worksites
		12:45	Ran as train, 10 minutes 05 seconds late Delay Reasons: Speed Restrictions	Following up with Kiwirail regarding impact of speed restrictions/worksites
		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 9 seconds late	Meets contractual KPI
		17:30	Ran as train, 9 minutes and 33 seconds late Delay Reasons: Passenger dwell, Speed restrictions	Following up with Kiwirail regarding impact of speed restrictions/worksites
		18:18	Pre-planned, bus replacement due to staff unavailability	Active training of additional onboard staff
Tuesday 10th June	AM	05:46	Ran as train, 6 minutes 33 seconds late Delay Reasons: Speed Restrictions	Following up with Kiwirail regarding impact of speed restrictions/worksites
		06:20	Ran as train, 9 seconds late	Meets contractual KPI
		06:47	Ran as train, 10 minutes 33 seconds late Delay Reasons: Wellington Signallers, Passenger Dwell	Following up with Kiwirail regarding signaller error resulting in late arrival in Wellington
	I/P	08:21	Ran as train, 17 minutes 12 seconds late Delay Reasons: Speed restrictions, Passenger dwell, Wellington Signallers	Following up with Kiwirail regarding signaller error resulting in late arrival in Wellington
		10:30	Ran as train, 5 minutes 31 seconds late Delay Reasons: Speed restrictions, Wheelchair loading	Following up with Kiwirail regarding impact of speed restrictions/worksites
		12:45	Ran as train, 11 minutes 10 seconds late Delay Reasons: Speed restrictions, Wheelchair loading	Following up with Kiwirail regarding impact of speed restrictions/worksites
		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, 10 minutes and 55 seconds late Delay Reasons: Consist late to platform due to Wellington Signallers error - prior service berthing, Wheelchair unloading	Following up with Kiwirail regarding signaller error resulting in late departure
		17:30	Ran as train, 5 minutes and 47 seconds late Delay Reasons: Same as 16:25 - late consist due to Wellington Signallers error	Following up with Kiwirail regarding signaller error resulting in late departure
		18:18	Pre-planned, bus replacement due to staff unavailability	Active training of additional onboard staff
Wednesday 11th June	AM	05:46	Ran as train, 6 minutes and 37 seconds late Delay Reasons: Passenger dwells	Following up with
		06:20	Ran as train, 1 minutes and 18 seconds late	Meets contractual KPI
		06:47	Ran as train, 3 minutes and 09 seconds late	Meets contractual KPI
	I/P	08:21	Ran as train, 9 minutes and 19 seconds late Delay Reasons: Speed restrictions	Following up with Kiwirail regarding impact of speed restrictions/worksites

Thursday 12th June		10:30	Ran as train, 7 minutes and 50 seconds late Delay Reasons: Generator failure at Upper Hutt	Following up with carriage depot regarding cause of generator failure
		12:45	Service bus replaced due to generator issues on 10:30 MAST to WELL service	Following up with carriage depot regarding cause of generator failure
		15:38	Pre-planned, bus replacement due to staff unavailability	Active training of additional onboard staff
	PM	16:25	Ran as train, 6 minutes and 42 seconds late Delay Reasons: Passenger dwell	Following up with onboard staff
		17:30	Ran as train, 7 minutes and 10 seconds late Delay Reasons: Speed restrictions	Following up with carriage depot regarding cause of generator failure
		18:18	Pre-planned, bus replacement due to staff unavailability	Active training of additional onboard staff
Friday 13th June	AM	05:46	Ran as train, 3 minutes 21 seconds late	Meets contractual KPI
		06:20	Ran as train, 5 minutes 25 seconds late Delay Reasons: Speed restrictions	Following up with Kiwirail regarding impact of speed restrictions
		06:47	Ran as train, 5 minutes 30 seconds late Delay Reasons: Speed restrictions	Following up with Kiwirail regarding impact of speed restrictions
	I/P	08:21	Ran as train, 15 minutes 51 seconds late Delay Reasons: Speed restrictions, KiwiRail worksites	Following up with Kiwirail regarding impact of speed restrictions/worksites
		10:30	Ran as train, 9 minutes 52 seconds late Delay Reasons: Wheelchair unloading, speed restrictions, KiwiRail worksites	Following up with Kiwirail regarding impact of speed restrictions/worksites
		12:45	Ran as train, 10 minutes 10 seconds late Delay Reasons: Wheelchair loading and unloading, speed restrictions	Following up with Kiwirail regarding impact of 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, 10 minutes and 55 seconds late Delay Reasons: Wheelchair unloading and bike loading, Speed restrictions	Following up with Kiwirail regarding impact of speed restrictions
		17:30	Ran as train, 5 minutes and 47 seconds late Delay Reasons: Locomotive Engine issue with the new running capability	Project group is following up on instances of issues with equipment
		18:18	Pre-planned, bus replacement due to staff unavailability	Active training of additional onboard staff
	AM	05:46	Ran as train, 10 minutes late Delay Reasons: Signal issue north of Maymorn	Following up with KiwiRail regarding impact of signalling issues
		06:20	Ran as train, 4 minutes and 5 seconds late	Meets contractual KPI
		06:47	Ran as train, 2 minutes and 34 seconds late	Meets contractual KPI
	I/P	08:21	Ran as train, 16 minutes and 24 seconds late Delay Reasons: Speed restrictions, KiwiRail worksites	Following up with Kiwirail regarding impact of speed restrictions/worksites
		10:30	Ran as train, 10 minutes and 18 seconds late Delay Reasons: Passenger dwells, KiwiRail worksites, Speed restrictions	Following up with Kiwirail regarding impact of speed restrictions/worksites
		12:45	Ran as train, 10 minutes and 40 seconds late Delay Reasons: Speed restrictions, KiwiRail worksites	Following up with Kiwirail regarding impact of speed restrictions/worksites
		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, 4 minutes and 38 seconds late	Meets contractual KPI
		17:30	Ran as train, 23 minutes and 33 seconds late Delay Reasons: Locomotive Engine issue with the new running capability, Speed restrictions	Project group is following up on instances of issues with equipment
		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
Saturday 14th June	AM	07:45	Ran as train, 1 minute and 18 seconds late	Meets contractual KPI
		09:55	Ran as train, 18 minutes and 16 seconds late Delay Reasons: Passenger dwells, Speed restrictions, Signal issue between Maymorn and Featherston	Following up with Kiwirail regarding impact of speed restrictions/worksites/signalling issues
	PM	16:45	Ran as train, 1 minute and 5 seconds late	Meets contractual KPI
		18:55	Ran as train, missing data between Carterton and Masterton	Following up on missing data
Sunday 15th June	AM	07:45	Ran as train, 6 minutes late Delay Reasons: Following a HVL service impacted by the Icy Overhead at Upper Hutt	Followed icy overhead plan
		09:55	Ran as train, 11 minutes and 34 seconds late Delay Reasons: Passenger dwells, late consist from the 7:45 service	Followed icy overhead plan
	PM	16:45	Ran as train, 50 seconds late	Meets contractual KPI
		18:55	Ran as train, 16 minutes and 1 second late Delay Reasons: Locomotive Engine late due to an issue with the turntable	Following up with Kiwirail regarding impact of turntable issues

Resourcing forward look

Estimated Availability as at 17/06

16 - 22nd June	Available	8	7	8	8	2	2	2
	Required	5	5	5	5	2	2	2
	Delta	3	2	3	3	0	0	0
23 - 29th June	Available	8	6	6	6	7	2	2
	Required	5	5	5	5	5	2	2
	Delta	3	1	1	1	2	0	0
30 - 6th July	Available	8	6	8	7	6	2	2
	Required	5	5	5	5	5	2	2
	Delta	3	1	3	2	1	0	0
7 - 13th July	Available	6	8	7	7	9	2	2
	Required	5	5	5	5	5	2	2
	Delta	1	3	2	2	4	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

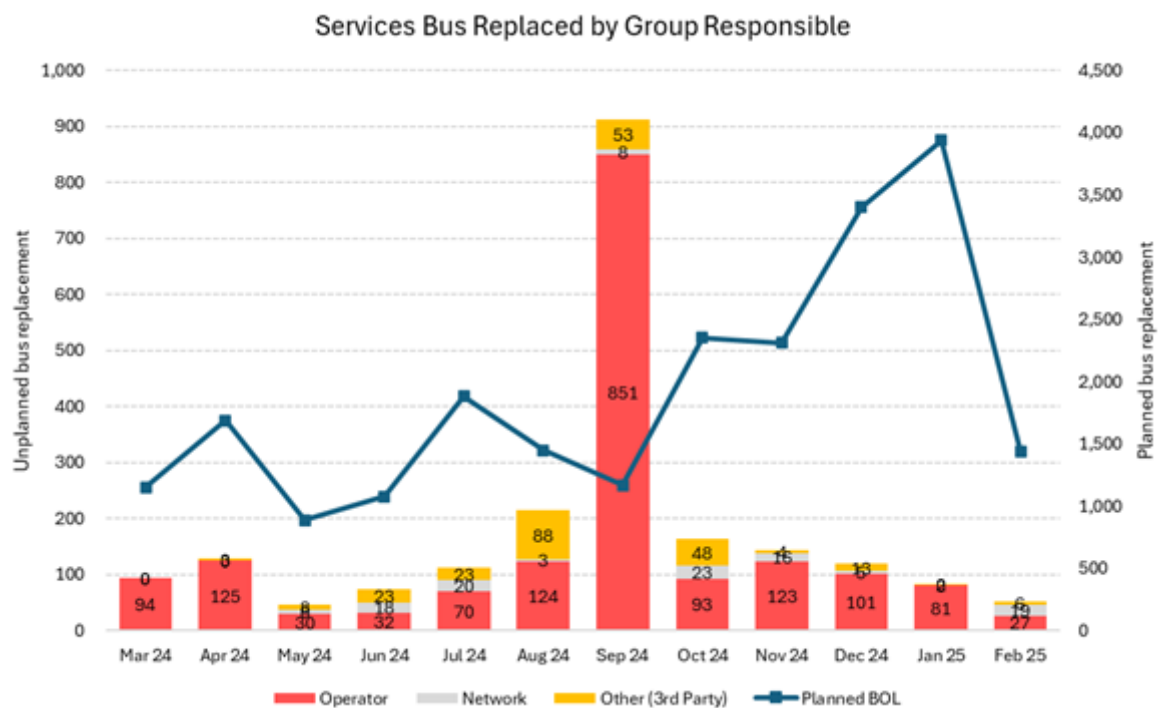
- Practical – complete:
 - A minimum of 20 x shunting shifts, and
 - A minimum of 10 x train inspections
- Need a rating of all 5s for:
 - A minimum of 6x consecutive shunting shifts, and
 - A minimum of 4x consecutive train inspections
- Competency Assessments to be passed within 6 months from commencement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

Refresher Training and Compliance

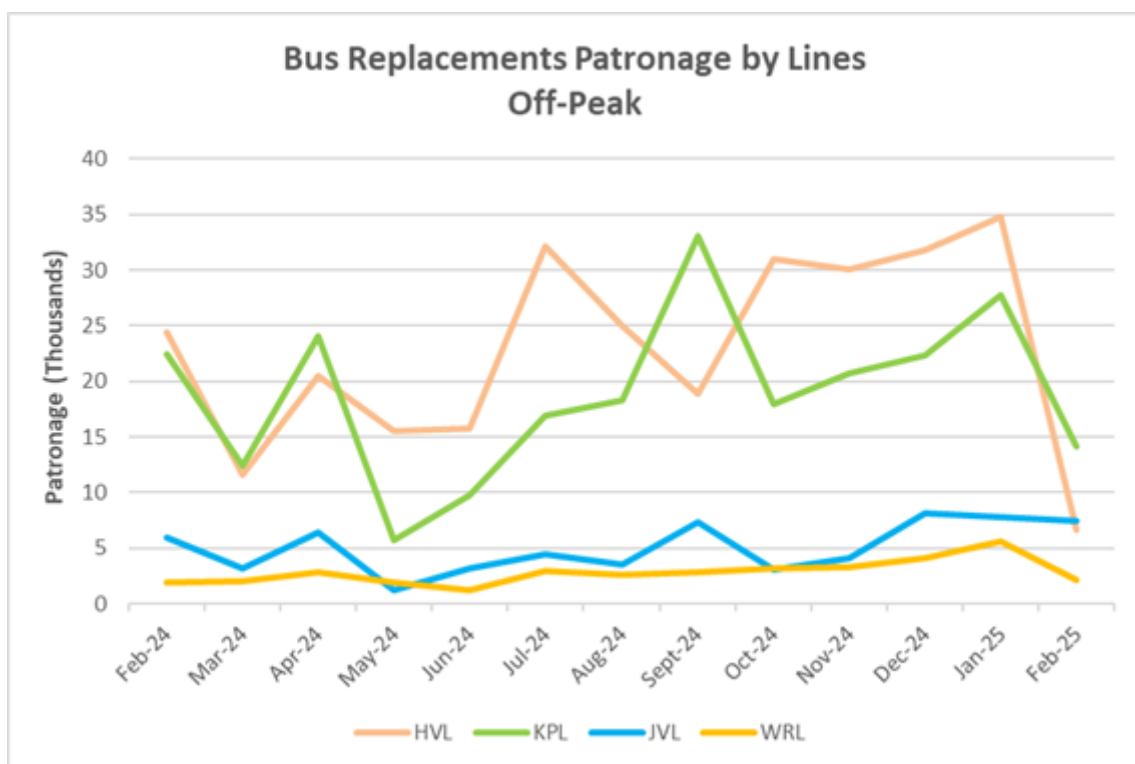
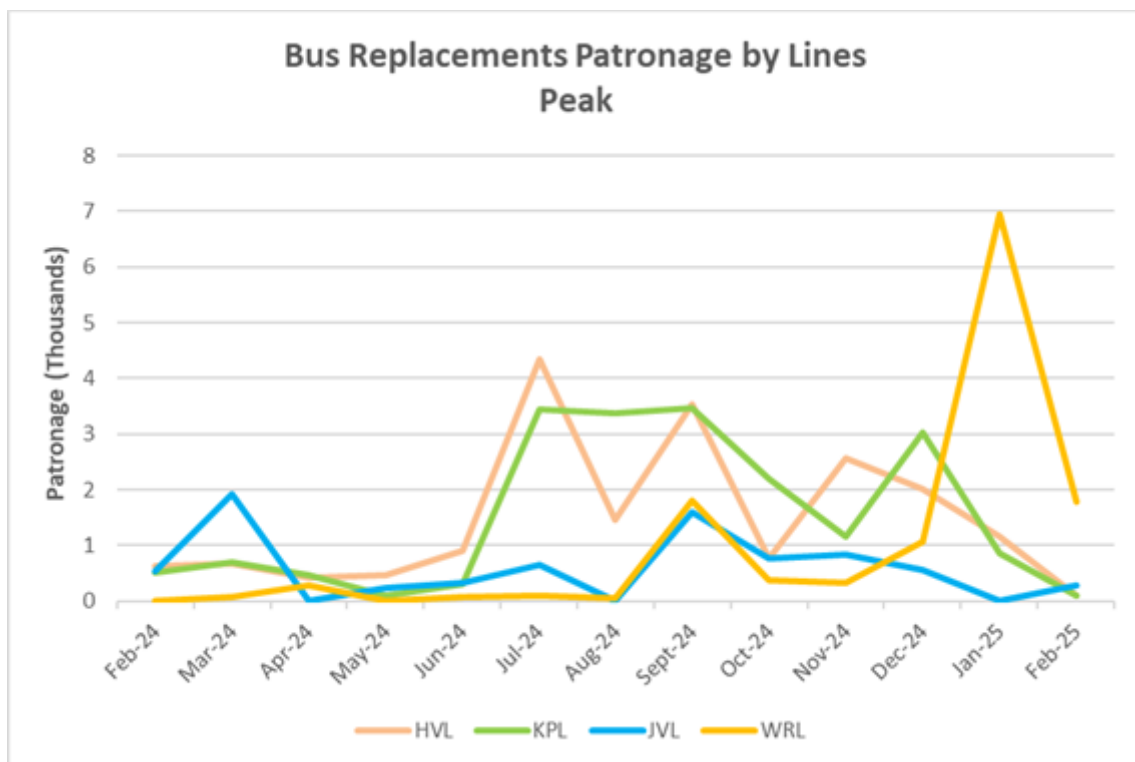
- Safety observations – completed on the job every 8 months
 - Tunnel Theory, training and assessment – annually
 - Theory assessment – every two years
 - First aid – every two years
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Appendix A

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

