

# Progress Update

## Wairarapa Line Recovery Plan

<b>Date:</b>	20 <sup>th</sup> May 2025
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<b>Approved By</b>	Brandon Robins – General Manager Operations
<b>Status</b>	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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Train Manager availability on the Wairarapa Line remains constrained, with 4–6 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 is in its final stages, with training to begin in June. This will support improved service stability from September onwards.

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.

The frequency of locomotive mechanical issues has increased compared to the previous week, including issues in Wellington and out on the network. TDW is working closely with KiwiRail and GWRC to monitor locomotive issues and improve locomotive reliability.

During the Easter Block of Line, rusty rail conditions resulted in significant delays, and commuters were not warned in advance. A process change has now been implemented to ensure such issues are identified early and communicated ahead of time. TDW is working closely with KiwiRail to mitigate the impact of rusty rail conditions following BoLs and acknowledges the previous lack of warning. Steps have been taken to prevent a recurrence.

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

		Dep	Service Details	Actions Taken
Monday 12th May	AM	5:46	Ran as a train, 9 minutes and 41 seconds late Delay Reasons: Following HVL services which was delayed due to unable to use points at Taita, Speed restrictions	Conducting time study for travel through worksites to determine extent of delay
		6:20	Ran as train, arrived into Wellington 22 seconds early	Meets contractual KPI
		6:47	Ran as train, 9 minutes and 17 seconds late Delay Reasons: Speed restrictions	Following up with KiwiRail regarding speed restrictions
	I/P	8:21	Ran as train, 11 minutes and 28 seconds late Delay Reasons: Speed restrictions, KiwiRail Worksites	Conducting time study for travel through worksites to determine extent of delay
		10:30	Ran as train, 19 minutes and 49 seconds late Delay Reasons: Wheelchair and bike loading, Speed restrictions, KiwiRail Worksites	Conducting time study for travel through worksites to determine extent of delay
		12:45	Ran as train, 25 minutes and 57 seconds late Delay Reasons: Speed restrictions, KiwiRail Worksites	Conducting time study for travel through worksites to determine extent of delay
		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 34 seconds late	Active training of additional onboard staff
		17:30	Ran as train, 12 minutes and 52 seconds late Delay Reasons: Speed restrictions, Wheelchair and bike loading	Conducting time study for travel through worksites to determine extent of delay
		18:18	Pre-planned, bus replacement due to staff unavailability	Active training of additional onboard staff
Tuesday 13th May	AM	5:46	Ran as train, 5 minutes and 1 second late Delay Reasons: Speed restrictions, Driver timekeeping	Active training of additional onboard staff
		6:20	Ran as train, 1 minute and 22 seconds late	Meets contractual KPI
		6:47	Ran as train, 9 minutes and 27 seconds late Delay Reasons: Congestion in the Wellington area	Investigating reason for delay in departure, following up with Train Control
	I/P	8:21	Ran as train, 12 minutes and 33 seconds late Delay Reasons: Speed restrictions, Driver timekeeping	Conducting time study for travel through worksites to determine extent of delay
		10:30	Ran as train, 20 minutes late Delay Reasons: Speed restrictions, KiwiRail worksites, Driver Personal Needs Break	Conducting time study for travel through worksites to determine extent of delay
		12:45	Ran as train, 15 minutes and 49 seconds late Delay Reasons: Speed restrictions, KiwiRail worksites	Active training of additional onboard staff
		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, 5 minutes and 40 seconds late Delay Reasons: Speed restrictions, Bike unloading	Conducting time study for travel through worksites to determine extent of delay

		17:30	Ran as train, 7 minutes and 7 seconds late Delay Reasons: Speed restrictions, Capital Connection mechanical issue causing congestion in Wellington	Investigating reason for Capital Connection mechanical issue, following up with Train Control
		18:18	Pre-planned, bus replacement due to staff unavailability	Active training of additional onboard staff
Wednesday 14th May	AM	5:46	Ran as train, 7 minutes and 28 seconds late Delay Reasons: Door issue at Masterton, Speed restrictions	Investigating cause of door issue (Hyundai Rotem)
		6:20	Ran as train, 4 minutes and 33 seconds late	Meets contractual KPI
		6:47	Ran as train, 2 minutes and 34 seconds late	Meets contractual KPI
	I/P	8:21	Ran as train, 15 minutes and 37 seconds late Delay Reasons: Speed restrictions, KiwiRail worksites	Conducting time study for travel through worksites to determine extent of delay
		10:30	Ran as train, 6 minutes and 30 seconds late Delay Reasons: Speed restrictions, Wheelchair loading at Upper Hutt	Conducting time study for travel through worksites to determine extent of delay
		12:45	Ran as train, 13 minutes and 51 seconds Delay Reasons: Speed restrictions, Driver timekeeping, KiwiRail worksites	Conducting time study for travel through worksites to determine extent of delay
		15:38	Pre-planned, bus replacement due to staff unavailability	Active training of additional onboard staff
	PM	16:25	Ran as train, 2 minutes and 31 seconds late	Meets contractual KPI
		17:30	Ran as train, 23 minutes and 18 seconds late Delay Reasons: Points disruption in Wellington, Speed restrictions	Investigating cause of points disruption (Kiwirail)
		18:18	Pre-planned, bus replacement due to staff unavailability	Active training of additional onboard staff
Thursday 15th May	AM	5:46	Ran as train, 2 minutes and 28 seconds late	Meets contractual KPI
		6:20	Ran as train, 3 minutes late	Meets contractual KPI
		6:47	Ran as train, 3 minutes and 34 seconds late	Meets contractual KPI
	I/P	8:21	Ran as train, 12 minutes and 16 seconds late Delay Reasons: Speed restrictions, KiwiRail worksites	Conducting time study for travel through worksites to determine extent of delay
		10:30	Ran as train, 5 minutes and 51 seconds late Delay Reasons: Speed restrictions, KiwiRail worksites	Conducting time study for travel through worksites to determine extent of delay
		12:45	Ran as train, 16 minutes and 29 seconds late Delay Reasons: Speed restrictions, KiwiRail worksites, Driver timekeeping	Conducting time study for travel through worksites to determine extent of delay
		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, 43 minutes and 13 seconds late Delay Reasons: Locomotive engine late to platform due to Rail Operator error	Active training of additional onboard staff
		17:30	Ran as train, 15 minutes and 5 seconds late Delay Reasons: Waited to enter a section of track because the 16:25 train, which left Wellington late, was still occupying it; Speed restrictions	Active training of additional onboard staff; conducting time study for travel through worksites to determine extent of delay
		18:18	Pre-planned, bus replacement due to staff unavailability	Active training of additional onboard staff
Fri	AM	5:46	Ran as train, 3 minutes and 29 seconds late	Meets contractual KPI

		6:20	Ran as train, 52 seconds late	Meets contractual KPI
		6:47	Ran as train, 2 minutes and 27 seconds late	Meets contractual KPI
	I/P	8:21	Ran as train, 14 minutes and 28 seconds late Delay Reasons: Speed restrictions, KiwiRail worksites	Conducting time study for travel through worksites to determine extent of delay
		10:30	Ran as train, 10 minutes and 45 seconds late Delay Reasons: Speed restrictions, KiwiRail worksites	Conducting time study for travel through worksites to determine extent of delay
		12:45	Ran as train, 17 minutes and 20 seconds late Delay Reasons: Speed restrictions, KiwiRail worksites	Conducting time study for travel through worksites to determine extent of delay
		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 55 seconds late	Active training of additional onboard staff
		17:30	Ran as train, 2 minutes and 16 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

## Resourcing forward look

### Immediate risks to service delivery

- Staff member who was off medium-term is now likely to be off long-term.
- Staff member completing return to work programme needs to be re-certified, but this is underway
- Loco availability due to mechanical issues may have an impact on service availability over next few days, with spare locomotives not available.

### Estimated Availability as at 20/5

		Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
<b>19th - 25th May</b>	Available	6	6	6	6	6	2	2
	Required	5	5	5	5	5	2	2
	Delta	1	1	0	0	0	0	0
<b>26th May - 1 June</b>	Available	5	5	5	5	5	2	2
	Required	5	5	5	5	5	2	2
	Delta	0	0	0	0	0	0	0
<b>2nd - 8th June</b>	Available	2	6	6	6	6	2	2
	Required	2	5	5	5	5	2	2
	Delta	0	1	1	1	1	0	0
<b>9 - 15th June</b>	Available	5	5	6	6	6	2	2
	Required	5	5	5	5	5	2	2
	Delta	0	0	1	1	1	0	0
<b>16 - 22nd June</b>	Available	7	7	7	7	7	2	2
	Required	5	5	5	5	5	2	2
	Delta	2	2	2	2	2	0	0

TM Sign of Est  
w/c 9th June

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
<b>Recruitment</b>	2 x new recruits for June TM School	We had advertised for WRL recruitment on 07.04.25 and closed on 28.04.25. We have started the process of shortlisting and interviews. Have two candidates for interviews on Thursday 1 <sup>st</sup> May.	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	
<b>Training</b>	2 x new recruits in TM Training	Completed their WRL PO training started the WRL classroom training from 28.04.25. Expected to start	June	

		their On Job Training from 29 <sup>th</sup> May 2025.		
	RO in training as TM	RO and union have agreed to Wai TM training. Currently completing TM On Board OJT. He is progressing well completed 22 out of 35 tasks/competencies/practical. Will have more update on his progress on 12 <sup>th</sup> May. Waiting for 2 person training due to LE availability from KiwiRail.	June	
	Return 1 x Long Term Sick	As per estimated, 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.	TBC	
	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	
<b>Operations Changes</b>	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	
<b>Reporting</b>	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

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Issue	Detail	Notes/Update	Status
<b>People and Welfare</b>	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
<b>People and Welfare</b>	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	
<b>KiwiRail LEs</b>	Further disruption if LE availability drops	In contact with KiwiRail	
<b>Train Availability</b>	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	
<b>Tunnel gas incident</b>	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.	
<b>Disruption on Hutt Valley line</b>	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
<b>Recruitment</b>	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. <b>Action</b> 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. <b>Action</b> 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. <b>Action</b> Assess right numbers of relief for all roles	June	Part of contract extension negotiations
<b>Training</b>	Review need for all licences	Consider whether second person training is required, or assess extent of training. <b>Action</b> 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	
<b>People &amp; Capability</b>	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	
<b>Operations Changes</b>	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 <b>Action</b>	Sept	
	Use KiwiRail ROs in Masterton	As above but using KiwiRail ROs. <b>Action</b> Assess appetite from KR	Sept	
	Use double loco	<b>Action</b> 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. <b>Action</b> 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"><li>On board Train Management</li><li>Yard Training</li></ul>	1 month
On the Job Training (OJT)		3 months
OJT On Board	<ul style="list-style-type: none"><li>Safety</li><li>Customer</li><li>Communications</li><li>Emergency response</li><li>Tunnel training</li></ul>	3 – 4 weeks
OJT Yard	<ul style="list-style-type: none"><li>Yard safety</li><li>Train inspections</li><li>Shunting</li><li>Points</li></ul>	7 – 8 weeks
<b>TOTAL</b>		<b>3 – 4 months</b>

## Licence Requirements and Competency Assessments

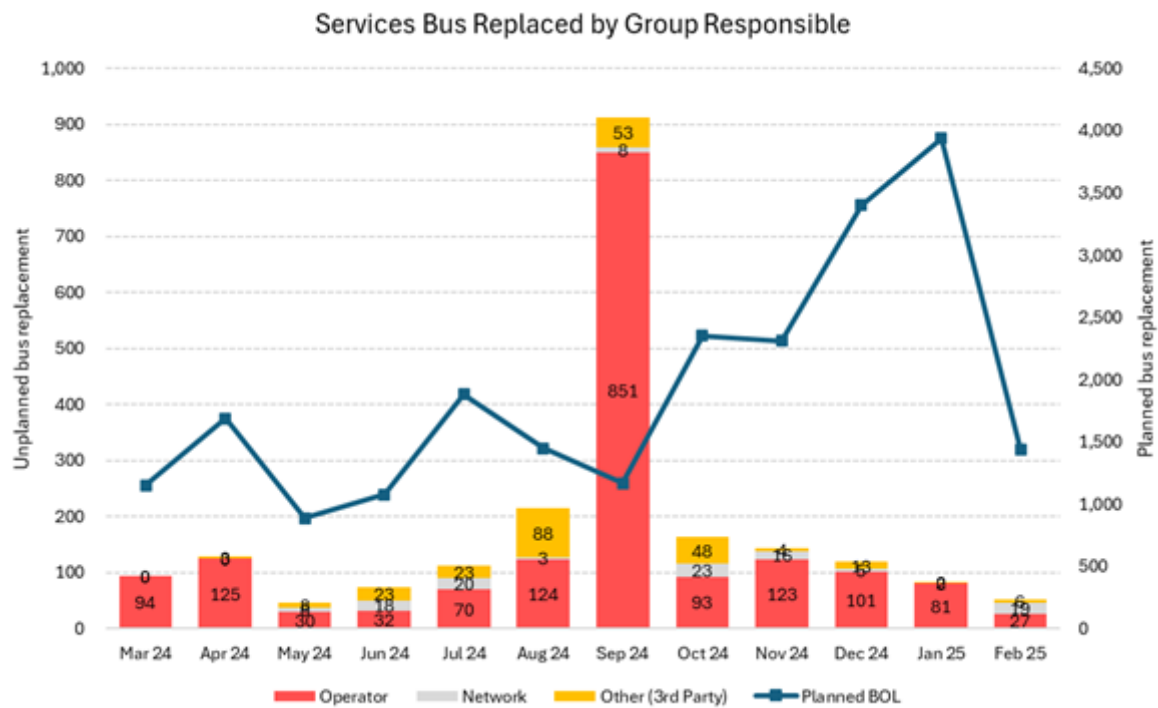
- Practical – complete:
  - A minimum of 20 x shunting shifts, and
  - A minimum of 10 x train inspections
- Need a rating of all 5s for:
  - A minimum of 6x consecutive shunting shifts, and
  - A minimum of 4x consecutive train inspections
- Competency Assessments to be passed within 6 months from commencement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

## Refresher Training and Compliance

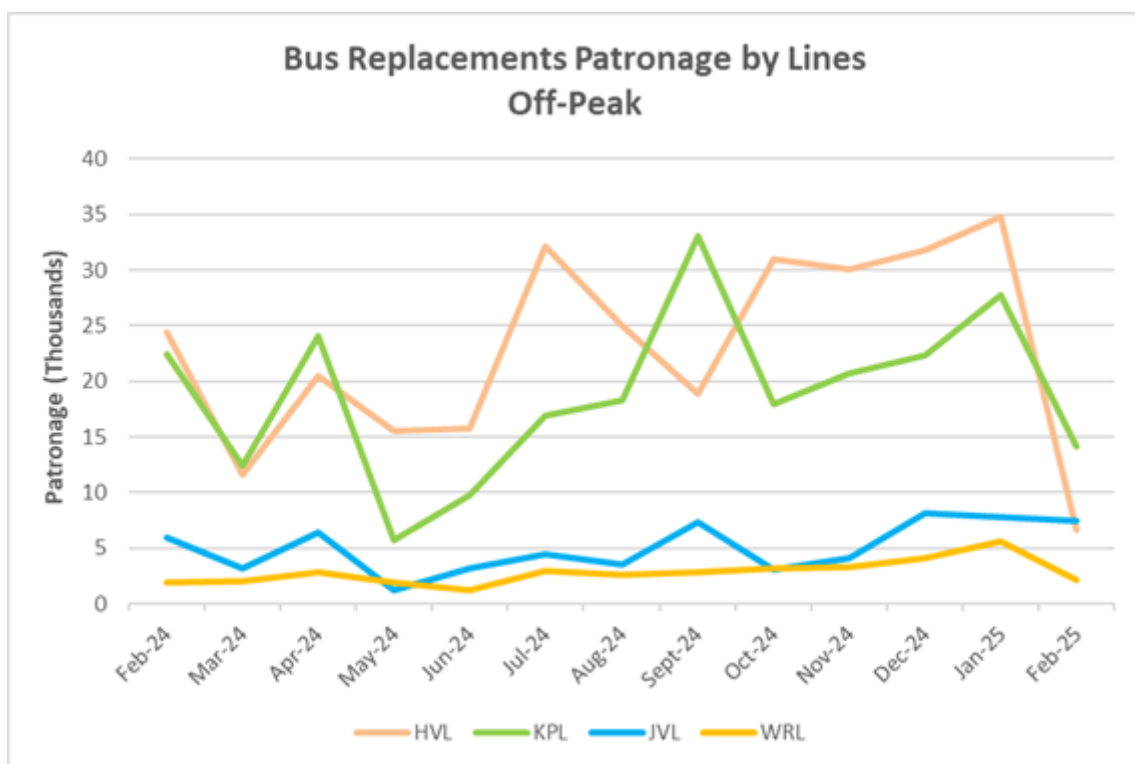
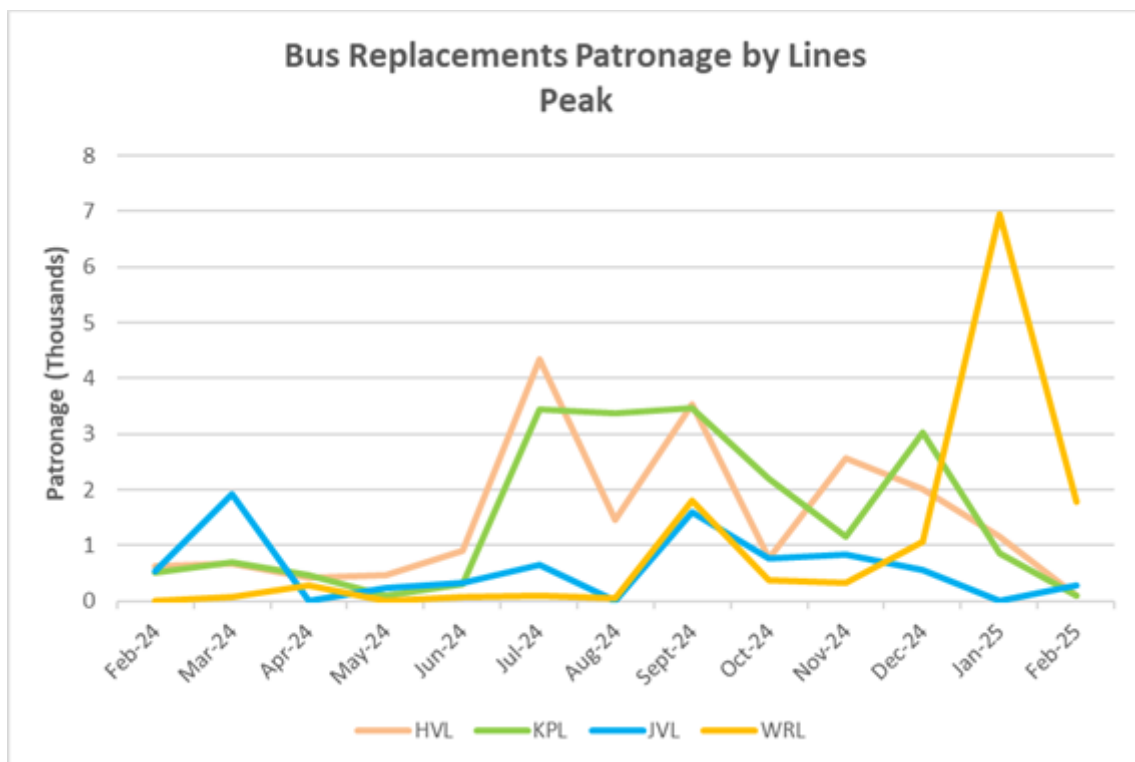
- Safety observations – completed on the job every 8 months
  - Tunnel Theory, training and assessment – annually
  - Theory assessment – every two years
  - First aid – every two years
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## Appendix A

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



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



Combined

