

Progress Update

Wairarapa Line Recovery Plan

Date:	3 April 2025
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Status	FINAL

Objective

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

Summary

Transdev are still short of qualified Train Managers (TMs) available to work. We expect that situation to continue until June 2025. Seven TMs are required to run a full weekday service. As of 1 April 2025, we are still averaging between five and six available TMs per week. Of the 12 qualified people, we have one vacancy and five away ill or injured.

All efforts are being made to incentivise changes to shifts, retain existing staff and provide relief cover. The trainer and the Team Leader are covering shifts. We are working with a relief TTM from Wellington to work week on/week off in the Wairarapa. A Rail Operator who was about to start work in the yard, and who already holds part of the certifications needed for the Wairarapa line has agreed to work from Masterton until the situation is resolved. They are currently working through their remaining licences with the training team from TDW and KiwiRail.

To provide as consistent a service as possible, TDW and GWRC have:

- Prioritised the weekday peak (over weekends)
- The weekday services with the lowest patronage that will be dropped if required are:
 - o 3.38 pm – WAI – WELL
 - o 6.18 pm – WELL – WAI

We acknowledge that communication with passengers is key. We are working with GW to ensure timely notification of services available. If there are other service disruptions (such as the recent signal failure in Wellington) that on-board announcements are timely and clear.

Care of current staff is critical. We are working hard to ensure that there is not excessive overtime worked and that the rules around days worked (max 12 consecutive) are not exceeded. We ask that passengers continue to support and be kind to our people.

Estimated Availability (as of 2 April)

	Mon	Tue	Wed	Thu	Fri	Sat	Sun
31Mar – 6 Apr	7	6	7	7	6	4	3
Week Three							
7 – 13 Apr	5	6	6	5	5	2	2
Week Four							
14 – 20 Apr	5	7	7	6	4 (Good Friday)	3	3
Week Five	2 FTE rostered day off			1 FTE training			
21 – 27 Apr	4 (Easter Monday)	5	6	5	3 (ANZAC day)	3	3
Week Six		1 FTE annual leave 1 FTE rostered day off	1 FTE annual leave	1 FTE annual leave 1 FTE rostered day off			
28 Apr – 4 May	7*	6*	6*	7*	6*	2*	2*

* Rosters have not been finalised

Code

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	We have four possible candidates from the last round we will progress through our process but will also advertise for more candidates by the end of this week.	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	Training started Monday 31 March. Looking to maximise use of other trainers for onboard and yard to minimise use of Wai Trainer	June	
	RO in training as TM	RO and union have agreed to Wai TM training. Currently completing TM On Board OJT	June	
	Return 1 x Long Term Sick	Estimated full return to duties end of April. Currently performing TM duties with a tutor.	April	
	Return 1 x sick	No estimated return yet.	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	
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

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 (assist TM)

RO – Rail Operator. Trained to shunt and move points

OJT – On the job training

Staffing Levels

Current establishment for Wairarapa:

- Train Managers - 12
 - Team Leader - 1
 - Relief Train Manager – 1
 - Passenger Operators – 11
- TOTAL – 14 TM

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)

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 Management• Yard Training	1 month

On the Job Training (OJT)		3 months
OJT On Board	<ul style="list-style-type: none"> • Safety • Customer • Communications • Emergency response • Tunnel training 	3 – 4 weeks
OJT Yard	<ul style="list-style-type: none"> • Yard safety • Train inspections • Shunting • Points 	7 – 8 weeks
TOTAL		3 – 4 months

Licence Requirements and Competency Assessments

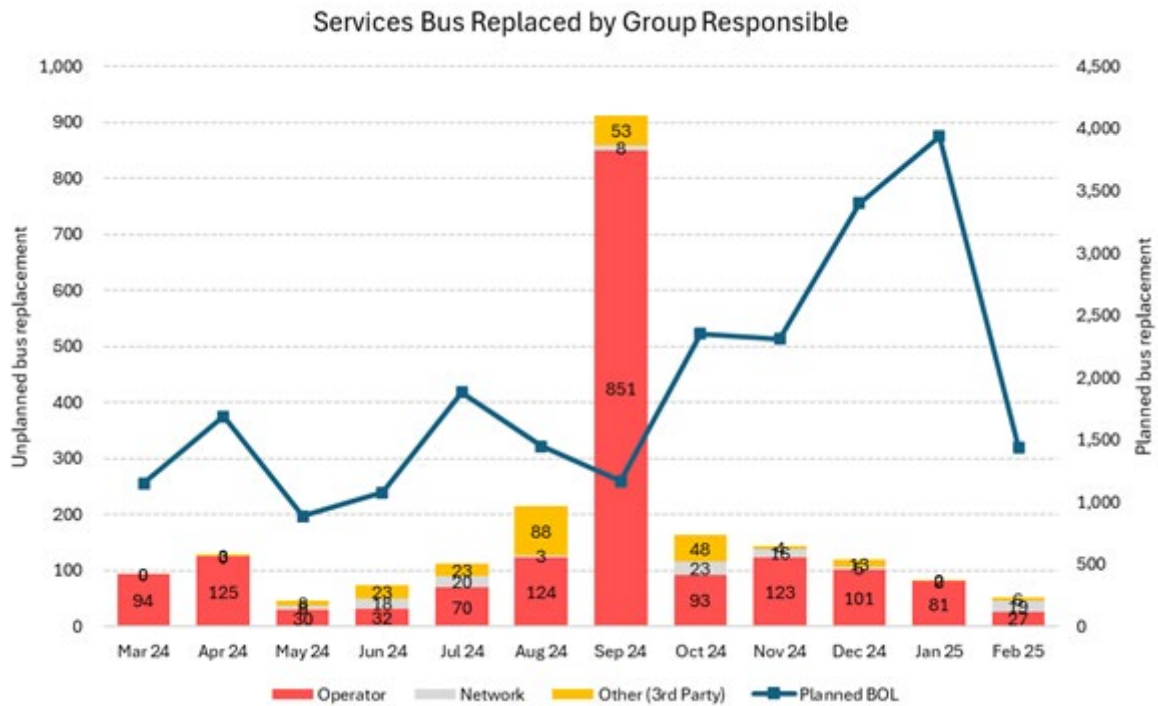
- Practical – complete:
 - A minimum of 20 x shunting shifts, and
 - A minimum of 10 x train inspections
- Need a rating of all 5s for:
 - A minimum of 6x consecutive shunting shifts, and
 - A minimum of 4x consecutive train inspections
- Competency Assessments to be passed within 6 months from commencement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

Refresher Training and Compliance

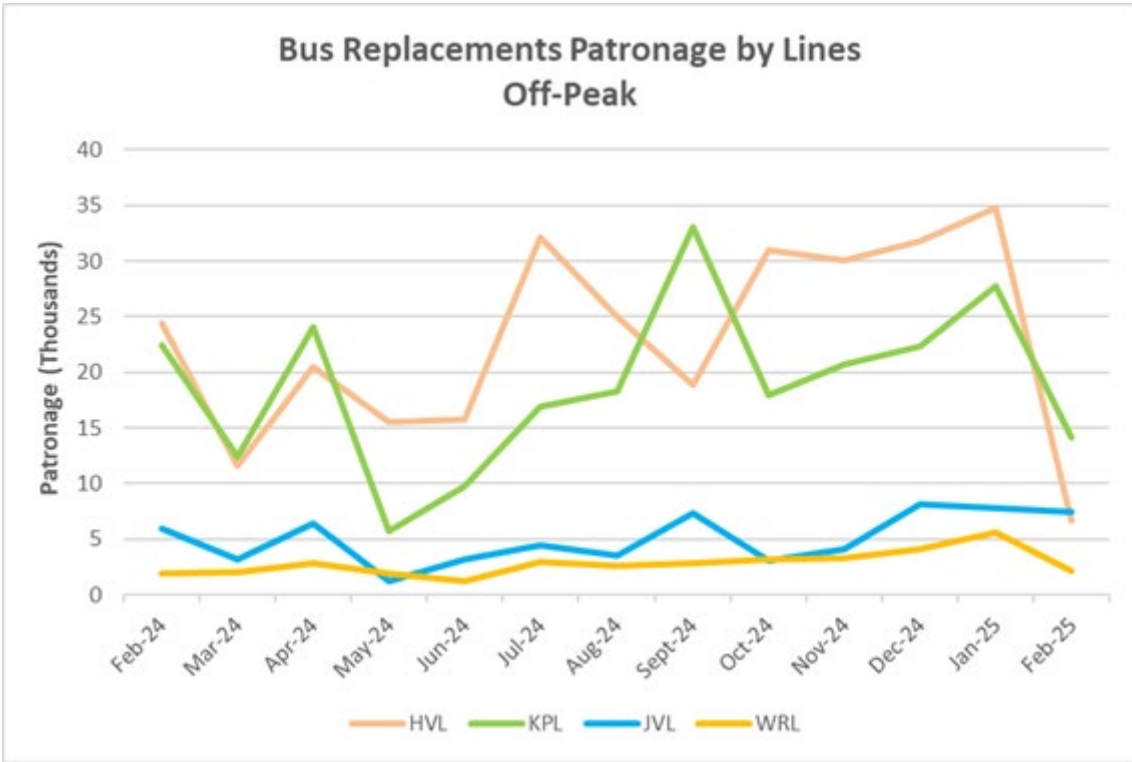
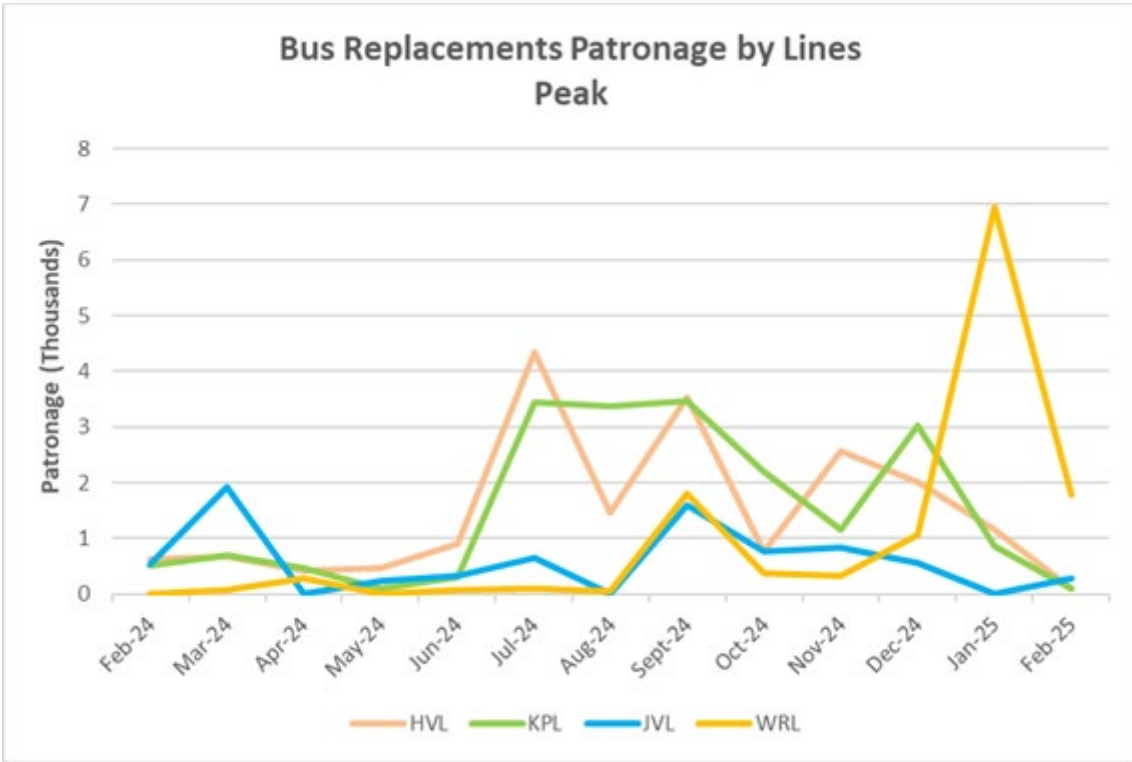
- Safety observations – completed on the job every 8 months
 - Tunnel Theory, training and assessment – annually
 - Theory assessment – every two years
 - First aid – every two years
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Appendix A

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

Bus Replacements Patronage by Lines

