

Progress Update

Wairarapa Line Recovery Plan

Date:	8 th July 2025
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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

Our recovery plan for the Wairarapa Line remains on track. While Train Manager availability is still 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.

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

- One is expected to be signed off in the coming weeks,
- One in mid-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.

On Friday evening, the 5:30pm Wairarapa service experienced a locomotive failure just south of Petone. The locomotive repeatedly lost power (amps), and a rescue locomotive had to be dispatched from Wellington. To allow the rescue locomotive to reach the failed service, the EMU services queued behind it had to be returned to Wellington, resulting in significant delays while the line was cleared.

Workshops are continuing to begin preparing locomotives and carriages at the yards. There is strong collaboration across Transdev, KiwiRail, and Hyundai Rotem. Following the test, further work is now being undertaken to check if this plan will work in practise.

Weekday peak services remain our highest priority. The 3:38 pm Masterton–Wellington and 6:18 pm Wellington–Masterton services continue to be replaced by buses. The fares for these selected services are now refundable, and more information can be found [Here](#)

Planned maintenance work continues to affect interpeak services.

Weekly Operational Review

- Reliable means that it ran as a Train

Date	Time	Service	Delay	Delay reasons	Actions taken
30-Jun	5:46am	Train	00:03:28	Meets contractual KPI	N/A
30-Jun	6:20am	Train	00:05:04	Speed restrictions, waited for track warrant at CART due to first train in section	Working with Kiwirail on impact of speed restrictions
30-Jun	6:47am	Train	00:04:04	Meets contractual KPI	N/A
30-Jun	8:21am	Train	00:08:47	Speed restrictions, KiwiRail Worksite	Working with Kiwirail on impact of speed restrictions
30-Jun	10:30am	Train	00:15:42	Speed restrictions, KiwiRail Worksites, Trainee TM - longer dwells at stations	Working with Kiwirail on impact of speed restrictions
30-Jun	12:45pm	Train	00:12:41	Speed restrictions, KiwiRail Worksite	Working with Kiwirail on impact of speed restrictions
30-Jun	3:38pm	Bus		Planned replacement	
30-Jun	4:25pm	Train	00:10:21	Speed restrictions, Wheelchair and Bike unloading, Driver timekeeping	Working with Kiwirail on impact of speed restrictions
30-Jun	5:30pm	Train	00:06:20	Speed restrictions, Driver timekeeping	Working with Kiwirail on impact of speed restrictions
30-Jun	6:18pm	Bus		Planned replacement	
1-Jul	5:46am	Train	00:04:51	Meets contractual KPI	N/A
1-Jul	6:20am	Train	00:02:41	Meets contractual KPI	N/A
1-Jul	6:47am	Train	00:06:12	Lost 3'35" in WLG junction due to other services prioritised	Working with KiwiRail on priorities in Wellington junction
1-Jul	8:21am	Train	00:14:43	Speed restrictions, KiwiRail Worksites	Working with Kiwirail on impact of speed restrictions
1-Jul	10:30am	Train	00:08:47	Speed restrictions, KiwiRail Worksites	Working with Kiwirail on impact of speed restrictions
1-Jul	12:45pm	Train	00:20:12	Speed restrictions, KiwiRail Worksites	Working with Kiwirail on impact of speed restrictions
1-Jul	3:38pm	Bus		Planned replacement	
1-Jul	4:25pm	Train	00:10:02	Doors issues at Wellington and Featherston, Driver	Carriage has been inspected and released for service

				timekeeping, Speed restrictions	by maintenance depot
1-Jul	5:30pm	Train	00:12:50	Locomotive Engine late to Platform, Speed restrictions	Working with Kiwirail on impact of speed restrictions
1-Jul	6:18pm	Bus		Planned replacement	
2-Jul	5:46am	Train	00:06:42	Speed restrictions, Wellington congestion due to Icy Overhead on the KPL and HVL	Icy overheads had big impact across Wellington network, ice plan followed
2-Jul	6:20am	Train	00:30:47	Following HVL services which were impacted by the Icy Overhead	Icy overheads had big impact across Wellington network, ice plan followed
2-Jul	6:47am	Train	00:12:02	Wellington congestion due to Icy Overhead on the KPL and HVL, Speed restrictions	Icy overheads had big impact across Wellington network, ice plan followed
2-Jul	8:21am	Train	00:46:01	Crew arrived late from the 6:20 service, KiwiRail worksites, Speed restrictions	Icy overheads had big impact across Wellington network, ice plan followed
2-Jul	10:30am	Train	00:32:52	Train late from 8:21 service, KiwiRail worksites, Speed restrictions	Icy overheads had big impact across Wellington network, ice plan followed
2-Jul	12:45pm	Train	00:37:01	Late bus connection due to 10:30 and 12:45 services bus replaced between Wellington and Upper Hutt, sourcing transport for a hearing impaired passenger who intended to travel opposite direction at Maymorn, Speed restrictions	Customer service was provided and high standard followed by crew.
2-Jul	3:38pm	Bus		Planned replacement	
2-Jul	4:25pm	Train	00:10:20	Speed restrictions, Driver timekeeping	Working with Kiwirail on impact of speed restrictions
2-Jul	5:30pm	Train	00:01:35	Meets contractual KPI	N/A
2-Jul	6:18pm	Bus		Planned replacement	
3-Jul	5:46am	Train	00:07:45	Speed restrictions, Following late HVL service	Working with Kiwirail on impact of speed restrictions
3-Jul	6:20am	Train	00:00:19	Meets contractual KPI	N/A
3-Jul	6:47am	Train	00:02:12	Meets contractual KPI	N/A
3-Jul	8:21am	Train	00:16:53	Speed restrictions, KiwiRail worksites, waited in Wellington for the Capital Connection to arrive	Working with Kiwirail on impact of speed restrictions and priority

3-Jul	10:30am	Train	00:04:38	Meets contractual KPI	N/A
3-Jul	12:45pm	Train	00:12:25	Speed restrictions, KiwiRail worksites	Working with Kiwirail on impact of speed restrictions
3-Jul	3:38pm	Bus		Planned replacement	
3-Jul	4:25pm	Train	00:02:06	Meets contractual KPI	N/A
3-Jul	5:30pm	Train	00:06:18	Speed restrictions	Working with Kiwirail on impact of speed restrictions
3-Jul	6:18pm	Bus		Planned replacement	
4-Jul	5:46am	Train	00:05:45	Speed restrictions	Working with Kiwirail on impact of speed restrictions
4-Jul	6:20am	Train	00:03:43	Meets contractual KPI	N/A
4-Jul	6:47am	Train	00:02:47	Meets contractual KPI	N/A
4-Jul	8:21am	Train	00:20:35	Speed restrictions, KiwiRail worksites, Waited for the Capital Connection to arrive before receiving departure signal in Wellington	Working with Kiwirail on impact of speed restrictions and priority
4-Jul	10:30am	Train	00:18:46	Train formed by 8:21 service, KiwiRail worksites	Working with Kiwirail on impact of speed restrictions
4-Jul	12:45pm	Train	00:12:42	Speed restrictions, KiwiRail worksites, Driver timekeeping	Working with Kiwirail on impact of speed restrictions
4-Jul	3:38pm	Bus		Planned replacement	
4-Jul	4:25pm	Train	00:04:58	Meets contractual KPI	N/A
4-Jul	5:30pm	Train		Locomotive Engine (DFB7307) lost amps and stalled north of Ngauranga. Additional locomotive engine was sent to continue the journey from Petone.	Waiting for more info from KiwiRail on locomotive, not currently in service. Relief plan for stalled loco was followed.
4-Jul	6:18pm	Bus		Planned maintenance	
4-Jul	8:14pm	Bus		Planned maintenance	
4-Jul	10:25pm	Bus		Planned maintenance	
5-Jul	7:45am	Train	00:01:26	Meets contractual KPI	N/A
5-Jul	9:55am	Train	00:21:54	Locomotive Engine late to platform as single locomotive on the consist and there was a Trespasser in the Wellington Depot which delayed movements, Speed restrictions	Working with Kiwirail on impact of speed restrictions
5-Jul	4:45pm	Train	00:03:19	Meets contractual KPI	N/A

5-Jul	6:55pm	Train	00:18:34	Rail Operator late to complete shunting movements, Speed restrictions	Working with rail operators on priority of Wairarapa services
6-Jul	7:45am	Train	-00:00:10	Meets contractual KPI	N/A
6-Jul	9:55am	Train	00:06:44	Speed restrictions	N/A
6-Jul	4:45pm	Train	00:02:17	Meets contractual KPI	N/A
6-Jul	6:55pm	Train	00:14:00	Speed restrictions, late paperwork (work order) received to allow the service to depart	New paperwork process being followed, plan in place to prevent from reoccurring

Resourcing forward look

Estimated Availability as at 08/07

		Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
14 - 20th July	Available	9	9	9	8	7	2	2
	Required	5	5	5	5	5	2	2
	Delta	4	4	4	3	2	0	0
21 - 27th July	Available	6	7	7	7	6	2	2
	Required	5	5	5	5	5	2	2
	Delta	1	2	2	2	1	0	0
28 July- 3 Aug	Available	7	7	7	8	7	2	2
	Required	5	5	5	5	5	2	2
	Delta	2	2	2	3	2	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

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