

Progress Update

Wairarapa Line Recovery Plan

Date: 20th August 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

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. Training remains the same at the moment, we are locking in dates for trainees to complete assessments for full sign offs, we have one scheduled for Friday the 22nd of August, if successful, this will start to build more resilience in the roster.

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 icy overhead lines and being stuck behind all-stopper Upper Hutt services and also by KiwiRail worksites. We are working with them on how we can improve the off-peak journey times through worksites.

Weekly Operational Review

- Reliable means that it ran as a Train

Date	Time	Delay time	Delays	Actions
11-Aug	5:47am	00:07:50	On time from Upper Hutt, running behind Hutt Valley services	Working with KiwiRail on priorities for Wairarapa services.
11-Aug	6:20am	00:05:04	Following all-stopping Wellington services	Working with KiwiRail on priorities

				for Wairarapa services.
11-Aug	6:47am	00:06:21	Departed Upper Hutt 2 min late passenger work then caught up and followed all-stopping service	Working with KiwiRail on priorities for Wairarapa services.
11-Aug	8:21am	00:17:44	Dog loose on tracks between Tait and Poma, LE reduce speed. Track warrant Featherston. Lost approximately 9 min though the three worksites	Working with KiwiRail on worksite delays.
11-Aug	10:30am		Overall lost 9 mins with worksites and speed restrictions. Interpeak BOL terminated at Upper Hutt.	Working with KiwiRail on worksite and speed restriction delays.
11-Aug	12:45pm	00:20:45	Waiting for BRT at UPPE, worksites	Working with KiwiRail on worksite delays.
11-Aug	3:38pm	00:14:20	Passenger dwells, door fault at UPPE - losing door light, following all-stopping service, worksites	Mechanical fault is fixed by depot, working with KiwiRail on worksite delays.
11-Aug	4:25pm	00:06:42	Waiting on signal at Upper Hutt, passenger dwells	Investigating signal delay
11-Aug	5:30pm	00:01:51	Meets contractual KPI	N/A
11-Aug	6:18pm	00:03:34	Meets contractual KPI	N/A
12-Aug	5:47am	00:06:59	Passenger dwells, following all-stopper service from WATE	Working with KiwiRail on priorities for Wairarapa services.
12-Aug	6:20am	00:03:40	Meets contractual KPI	N/A
12-Aug	6:47am	00:05:59	Passenger dwells	Multiple bikes on service and large number of passengers
12-Aug	8:21am	00:14:23	6 min late to Upper Hutt, lost another 7 min through worksite from Maymorn to Masterton	Working with KiwiRail on worksite delays.
12-Aug	10:30am	00:07:38	7:38 late into UPPE, worksites	Working with KiwiRail on worksite delays.
12-Aug	12:45pm	00:21:34	Waiting for bus replacement at Upper Hutt, worksites	Working with KiwiRail on worksite delays.
12-Aug	3:38pm	00:10:20	Worksites, congestion in WELL, passenger dwells	Working with KiwiRail on worksite delays.
12-Aug	4:25pm	00:03:28	Meets contractual KPI	N/A

12-Aug	5:30pm	00:05:58	Passenger dwells	Providing customer service to passengers.
12-Aug	6:18pm	00:05:15	Waiting on signal in WELL Junction	Working with KiwiRail on priorities for Wairarapa services.
13-Aug	5:47am	00:03:15	Meets contractual KPI	N/A
13-Aug	6:20am	00:03:01	Meets contractual KPI	N/A
13-Aug	6:47am	00:12:18	Passenger dwells	Providing customer service to passengers.
13-Aug	8:21am	00:20:54	Passenger dwells, worksites	Working with KiwiRail on worksite delays.
13-Aug	10:30am	00:09:22	9:22 late into UPPE, worksites	Working with KiwiRail on worksite delays.
13-Aug	12:45pm	00:21:41	8:32 late from UPPE, worksites, signal fault north of FEAT	Working with KiwiRail on worksite delays.
13-Aug	3:38pm	00:13:28	Worksites, door fault at RENA, held out of UPPE for EMU, red signals approaching WELL	Working with KiwiRail on worksite delays.
13-Aug	4:25pm	00:02:29	Meets contractual KPI	N/A
13-Aug	5:30pm	00:15:20	ICONIS signal fault at Taita, following all-stopper to Upper Hutt, wheelchair loading at FEAT	Following up with KiwiRail on signal fault, and priorities for Wairarapa services.
13-Aug	6:18pm	00:05:12	Congestion in WELL	Working with KiwiRail on priorities for Wairarapa services.
14-Aug	5:47am	00:17:31	Held out of Upper Hutt 2 min due to ice delays to 2608 then 9 min lost due to following ice affected units. Lost another 3 min at Well due to congestion.	Followed plan for icy conditions.
14-Aug	6:20am	00:09:30	Passenger dwell, lost 4 min at Wellington due to congestion	Working with KiwiRail on priorities for Wairarapa services.
14-Aug	6:47am	00:09:37	Wheel chair Upper Hutt. Wellington junction, 10kph over Sutherland crossing reported.	Working with KiwiRail on priorities for Wairarapa services and speed restriction delays.
14-Aug	8:21am	00:19:43	Late depart due to late arrival of 1603, worksites plus speed restrictions.	Working with KiwiRail on worksite and speed restriction delays.

14-Aug	10:30am	00:08:53	Worksite delays	Working with KiwiRail on worksite delays.
14-Aug	12:45pm	00:21:17	Waiting for bus replacement, worksites	Working with KiwiRail on worksite delays.
14-Aug	3:38pm	00:07:31	Passenger dwells, worksite	Working with KiwiRail on worksite delays.
14-Aug	4:25pm	00:02:12	Meets contractual KPI	N/A
14-Aug	5:30pm	00:08:15	Passenger dwells	Providing customer service
14-Aug	6:18pm	00:02:10	Meets contractual KPI	N/A
15-Aug	5:47am	00:10:27	Congestion at Wellington, near miss incident on Hutt Valley service	
15-Aug	6:20am	00:04:53	Meets contractual KPI	N/A
15-Aug	6:47am	00:13:45	Passenger work, waiting for track warrant, wheelchair passenger and passenger work, congestion Wellington.	Working with KiwiRail on worksite delays.
15-Aug	8:21am	00:17:55	Speed restrictions and worksites	Working with KiwiRail on worksite and speed restriction delays.
15-Aug	10:30am	00:14:06	Passenger dwells, worksites	Working with KiwiRail on worksite delays.
15-Aug	12:45pm	00:20:08	Passenger dwells, worksites	Working with KiwiRail on worksite delays.
15-Aug	3:38pm	00:12:14	Speed restrictions, work sites, passenger dwell and Wheel chair passenger	Working with KiwiRail on worksite and speed restriction delays.
15-Aug	4:25pm	00:09:45	Passenger dwell, speed restrictions, freight service departing early - delay in arrival to Petone	Working with KiwiRail on Wairarapa priorities and speed restriction delays.
15-Aug	5:30pm	00:08:23	Passenger dwell, speeds	Working with KiwiRail on speed restriction delays.
15-Aug	6:18pm	00:02:18	Meets contractual KPI	N/A
15-Aug	8:14pm	00:01:33	Meets contractual KPI	N/A
15-Aug	10:25pm	00:10:02	Delay in loco shunt movement in Wellington	Investigating issue with KiwiRail.
16-Aug	07:45am	Bus replaced		
16-Aug	09:55am	Bus replaced		
16-Aug	4:45pm	Bus replaced		
16-Aug	6:55pm	Bus replaced		

17-Aug	07:45am	Bus replaced		
17-Aug	09:55am	Bus replaced		
17-Aug	4:45pm	Bus replaced		
17-Aug	6:55pm	Bus replaced		

Resourcing forward look

Estimated Availability as at 20/08

18 Aug 24 Aug	Available	6	6	6	6	6	4	4
	Required	6	6	6	6	6	2	2
	Delta	0	0	0	0	0	2	2
25 Aug 31 Aug	Available	8	8	7	8	8	4	3
	Required	6	6	6	6	6	2	2
	Delta	2	2	1	2	2	2	1
1 Sep - 7 Sep	Available	7	7	7	6	8	4	4
	Required	6	6	6	6	6	2	2
	Delta	1	1	1	0	2	2	2

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