

Progress Update

Wairarapa Line Recovery Plan

Date:	24 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

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 early July,
- One in mid-August,
- Two in early September,
- And one in mid-October.

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

We want to acknowledge the hard work of our current Train Managers, many of whom are actively involved in 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.

Workshops are continuing to begin preparing locomotives and carriages at the yards. There is strong collaboration across Transdev, KiwiRail, and Hyundai Rotem. A test is planned for this Saturday to address operational issues and validate our assumptions. All parties agree that the changes being trialled are in the best interest of passengers. One key improvement from this is enabling passengers to board as soon as the train arrives at the platform, rather than waiting for the locomotive to be coupled. This also gives us earlier visibility of faults, so they can be addressed sooner.

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](#)

Transdev Wellington and Greater Wellington Regional Council remain committed to keeping customers informed of any service changes as early as possible.

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

Weekly Operational Review

- Reliable means that it ran as a Train

Monday 16th June	AM	5:46	Ran as train, 10 minutes and 48 seconds late Delay Reasons: Following HVL services from Taita, Passenger dwells, Speed restrictions	Working with KiwiRail on priority rules for Wairarapa services
		6:20	Ran as train, 3 minutes and 4 seconds late	Meets contractual KPI
		6:47	Ran as train, 5 minutes and 7 seconds late Delay Reasons: Bike loading and unloading, Driver timekeeping	Customer service provided to those travelling with bikes
	I/P	8:21	Ran as train, 14 minutes and 30 seconds late Delay Reasons: Speed restrictions, KiwiRail worksites, loading luggage	Following up with Kiwirail regarding impact of speed restrictions/worksites
		10:30	Ran as train, 11 minutes and 48 seconds late Delay Reasons: Bike loading and unloading, Speed restrictions, KiwiRail worksites	Following up with Kiwirail regarding impact of speed restrictions/worksites
		12:45	Ran as train, 15 minutes and 22 seconds late Delay Reasons: Speed restrictions, KiwiRail worksites, Passenger dwells	Following up with Kiwirail regarding impact of speed restrictions/worksites
		15:38	Pre-planned, bus replacement due to staff unavailability	Currently recruiting more staff
	PM	16:25	Pre-planned, train size reduction due to staff unavailability, 22 minutes and 9 seconds late Delay Reasons: Driver late to service in Wellington	Currently recruiting more staff
		17:30	Ran as a train, 1 minutes and 37 seconds late	Meets contractual KPI
		18:18	Pre-planned, bus replacement due to staff unavailability	Currently recruiting more staff
Tuesday 17th June	AM	5:46	Ran as a train, 4 minutes and 32 seconds late	Meets contractual KPI
		6:20	Ran as a train, 2 minutes and 54 seconds late	Meets contractual KPI
		6:47	Ran as a train, 2 minutes and 59 seconds late	Meets contractual KPI
	I/P	8:21	Ran as train, 15 minutes and 5 seconds late Delay Reasons: KiwiRail worksites and Speed restrictions	Following up with Kiwirail regarding impact of speed restrictions/worksites
		10:30	Ran as train, 9 minutes and 58 seconds late Delay Reasons: Passenger dwells and Speed Restrictions	Following up with Kiwirail regarding impact of speed restrictions
		12:45	Ran as train, 9 minutes and 14 seconds late Delay Reasons: KiwiRail worksites	Following up with Kiwirail regarding impact of speed restrictions/worksites
		15:38	Pre-planned, bus replacement due to staff unavailability	Currently recruiting more staff
	PM	16:25	Ran as train, 2 minute 33 seconds late	Meets contractual KPI
		17:30	Ran as train, 6 minutes and 1 second late Delay Reasons: Delay in Wellington Junction	Working with KiwiRail on priority rules for Wairarapa services
		18:18	Pre-planned, bus replacement due to staff unavailability	Currently recruiting more staff
Wednesday 18th June	AM	5:46	Ran as train, 7 minutes and 24 seconds late Delay Reasons: Passenger loading, speed restrictions, icy overhead	Ice plan was followed, working with KiwiRail on impact of speed restrictions
		6:20	Ran as train, 1 minute 52 seconds late	Meets contractual KPI
		6:47	Ran as train, 12 minutes and 12 seconds late Delay Reasons: Speed restrictions, worksites	Following up with Kiwirail regarding impact of speed restrictions/worksites

		8:21	Ran as train, 11 minutes and 59 seconds late Delay Reasons: Mechanical issue, speed restriction, worksites	Mechanical issue has been resolved by maintenance depot, working with KiwiRail on impact of speed restrictions/worksites
		10:30	Ran as train, 6 minutes and 43 seconds late Delay Reasons: Bike loading, speed restrictions, worksites	Working with KiwiRail on impact of speed restrictions/worksites
		12:45	Ran as train, 9 minutes and 14 seconds late Delay Reasons: Driver timekeeping, speed restrictions, worksites	Working with KiwiRail on impact of speed restrictions/worksites
	I/P	15:38	Pre-planned, bus replacement due to staff unavailability	Currently recruiting more staff
		16:25	Ran as train, 2 minutes and 33 seconds late	Meets contractual KPI
	PM	17:30	Ran as train, 6 minutes and 1 second late Delay Reasons: Bike loading, speed restrictions, worksites	Working with KiwiRail on impact of speed restrictions/worksites
		18:18	Pre-planned, bus replacement due to staff unavailability	Currently recruiting more staff
Thursday 19th June	AM	5:46	Ran as train, 3 minutes and 4 seconds late	Meets contractual KPI
		6:20	Ran as train, 8 minute and 59 seconds late Delay Reasons: Speed restrictions	Working with KiwiRail on impact of speed restrictions
		6:47	Ran as train, 12 minutes and 12 seconds late Delay Reasons: Bike loading, speed restrictions, worksites	Working with KiwiRail on impact of speed restrictions/worksites
	I/P	8:21	Ran as train, 11 minutes and 59 seconds late Delay Reasons: Delay in Wellington junction, speed restriction, worksites	Working with KiwiRail on impact of speed restrictions/worksites
		10:30	Ran as train, 6 minutes and 43 seconds late Delay Reasons: Speed restrictions and worksites	Working with KiwiRail on impact of speed restrictions/worksites
		12:45	Ran as train, 16 minutes and 42 seconds late Delay Reasons: Speed restriction, worksites, driver timekeeping	Working with KiwiRail on impact of speed restrictions/worksites
		15:38	Pre-planned, bus replacement due to staff unavailability	Currently recruiting more staff
	PM	16:25	Ran as train, 8 minutes and 14 seconds late Delay Reasons: Speed restrictions	Working with KiwiRail on impact of speed restrictions
		17:30	Ran as train, 16 minutes late Delay Reasons: Speed restrictions	Working with KiwiRail on impact of speed restrictions/worksites
		18:18	Pre-planned, bus replacement due to staff unavailability	Currently recruiting more staff
Friday 20th June	AM	07:45	Ran as train, 2 minutes and 2 seconds late	Meets contractual KPI
		9:55	Ran as partial train, 10 minutes late Delay Reasons: Speed restrictions, partial bus replacement	To ensure customer satisfaction, train was held for the bus to arrive.
	PM	16:45	Ran as partial train, 38 seconds early	Meets contractual KPI
		18:55	Ran as train, 11 minutes and 1 second late Delay Reasons: Speed restrictions, partial bus replacement	To ensure customer satisfaction, train was held for the bus to arrive.
Saturday 21st June	AM	7:45	Ran as partial train, 5 minutes 13 seconds late Delay reasons: Signal issue, partial bus replacement	Followed up, KiwiRail have fixed signal issue.
		9:55	Ran as partial train, 8 minutes 17 seconds late Delay reasons: Signal issue, partial bus replacement	Followed up, KiwiRail have fixed signal issue.
	PM	16:45	Ran as partial train, 1 minute 6 seconds early	Meets contractual KPI

Sunday 22nd June		18:55	Ran as partial train, 16 minutes 11 seconds late Delay reasons: Signal issue, partial bus replacement	Followed up, KiwiRail have fixed signal issue.
	AM	7:45	Ran as partial train, 8 seconds late	Meets contractual KPI
		9:55	Ran as partial train, 11 minutes 10 seconds late Delay reasons: Signal issue, partial bus replacement	Followed up, KiwiRail have fixed signal issue.
		16:45	Ran as partial train, 43 seconds late	Meets contractual KPI
	PM	18:55	Ran as partial train, 11 minutes 02 seconds late Delay reasons: Speed restrictions, partial bus replacement	To ensure customer satisfaction, train was held for the bus to arrive.

Resourcing forward look

Estimated Availability as at 23/06

		Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
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	8	6	2	2
	Required	5	5	5	5	5	2	2
	Delta	3	1	3	3	1	0	0
7 - 13th July	Available	6	6	8	7	8	2	2
	Required	5	5	5	5	5	2	2
	Delta	1	1	3	2	3	0	0
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

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	Completed
	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	Signed off and now in the roster.	June	Completed
	Return 1 x Long Term Sick	As per estimate, TM has returned to full duties from 28.04.2025	April	Completed
	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 October	
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	Completed

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
-