

# Progress Update

## Wairarapa Line Recovery Plan

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**Date:** 11 April 2025  
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**Status** **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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Current situation:

- As of 11 April 2025, we are still averaging between five and seven available TMs per week.
- Of the 12 qualified people, we have two vacancies and five away ill or injured.

We are currently working on:

- A Rail Operator is currently working through conversion training for their licences with the training team from TDW and KiwiRail. They have completed a third of the required hours needed for their training and still need to complete training from KiwiRail in the tunnel.
- We have been running a refresher training for one of our staff members who was off long term, this is progressing well and has a return date in May.
- We are working with our relief Train Manager from Wellington on returning to run Wairarapa services
- Our new school is underway and trainees have completed the first part of their classroom training.

Update on communications:

- 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:
    - 3.38 pm – WAI – WELL
    - 6.18 pm – WELL – WAI
- We had a mechanical brake issue with 1603 (6:20AM departure from Masterton) on Thursday 10 April. Service Alerts were sent and station announcements made and we received very little feedback about communication online or through Resolve.

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 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. We are checking in with our staff regularly to ensure they are well.

### Estimated Availability (as of 2 April)

<b>Week Four</b>							
14 – 20 Apr	5	7	7	6	4 (Good Friday)	3	3
<b>Week Five</b>	2 FTE rostered day off			1 FTE training			
21 – 27 Apr	4 (Easter Monday)	5	5	5	3 (ANZAC day)	3	3
<b>Week Six</b>		1 FTE annual leave 1 FTE rostered day off	1 FTE annual leave 1 FTE rostered day off	1 FTE annual leave 1 FTE rostered day off			
28 Apr – 4 May	7	6	6*	7*	6*	2	2
<b>Week Seven</b>	1 TL available	2 FTE rostered day off 1 TL available	1 FTE rostered day off 1 TL available	1 TL available	1 FTE rostered day off 1 TL available	4 FTE rostered day off	4 FTE rostered day off
5 – 11 May	7*	6*	6*	7*	6*	3	3
	1 TL available	1 TL available	1 FTE rostered day off 1 TL available	1 TL available	1 FTE rostered day off 1 TL available		

\* Could have one more FTE pending sign-off

### 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
<b>Recruitment</b>	2 x new recruits for June TM School	We have four possible candidates from the last round we will progress through our process and have advertised for more candidates last 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	
<b>Training</b>	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	
<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

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

**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"><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
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

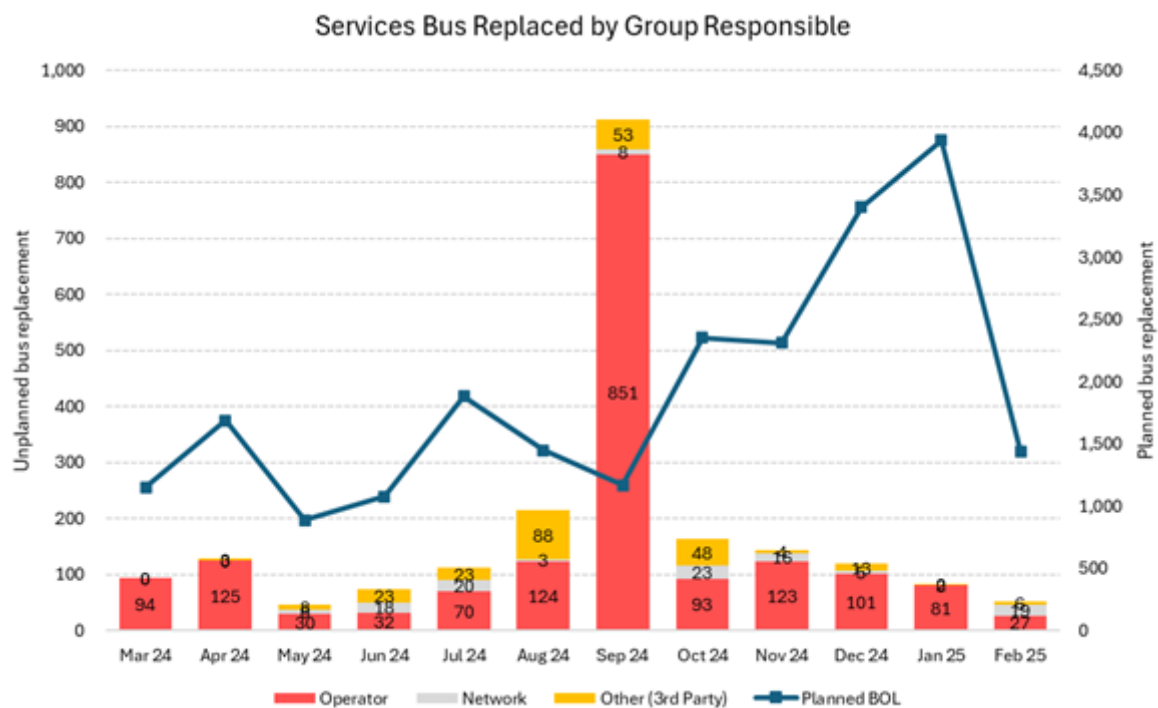
## Refresher Training and Compliance

- 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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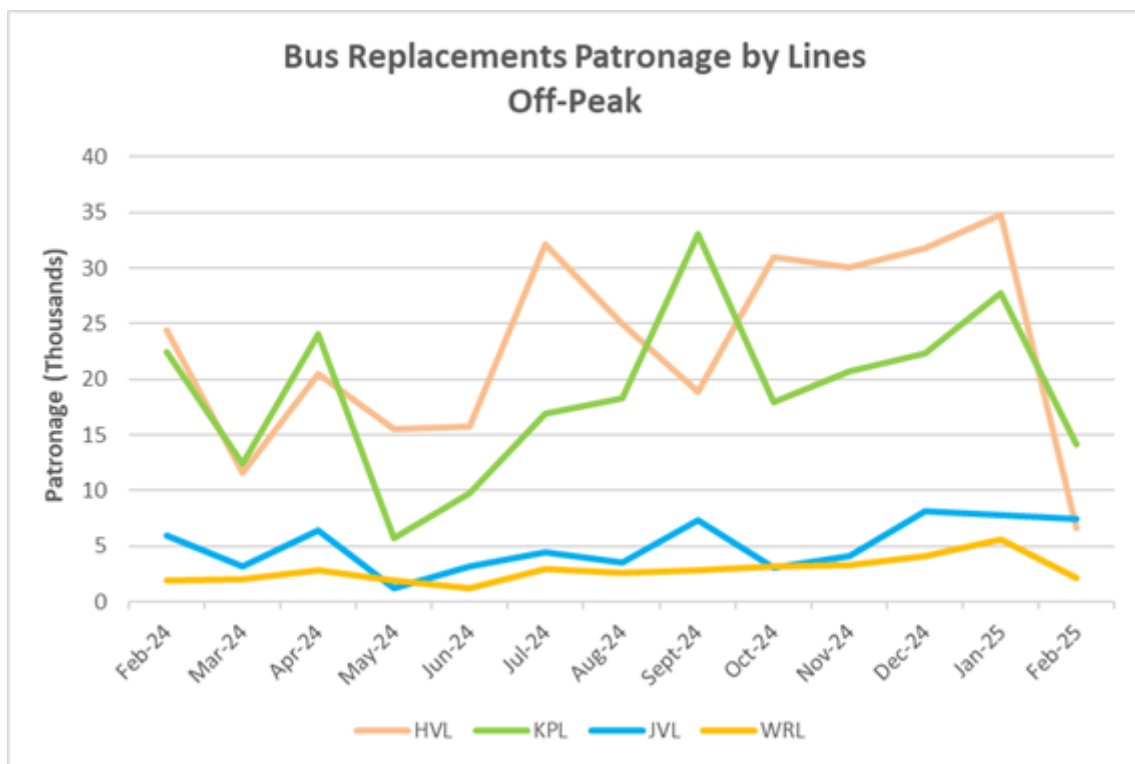
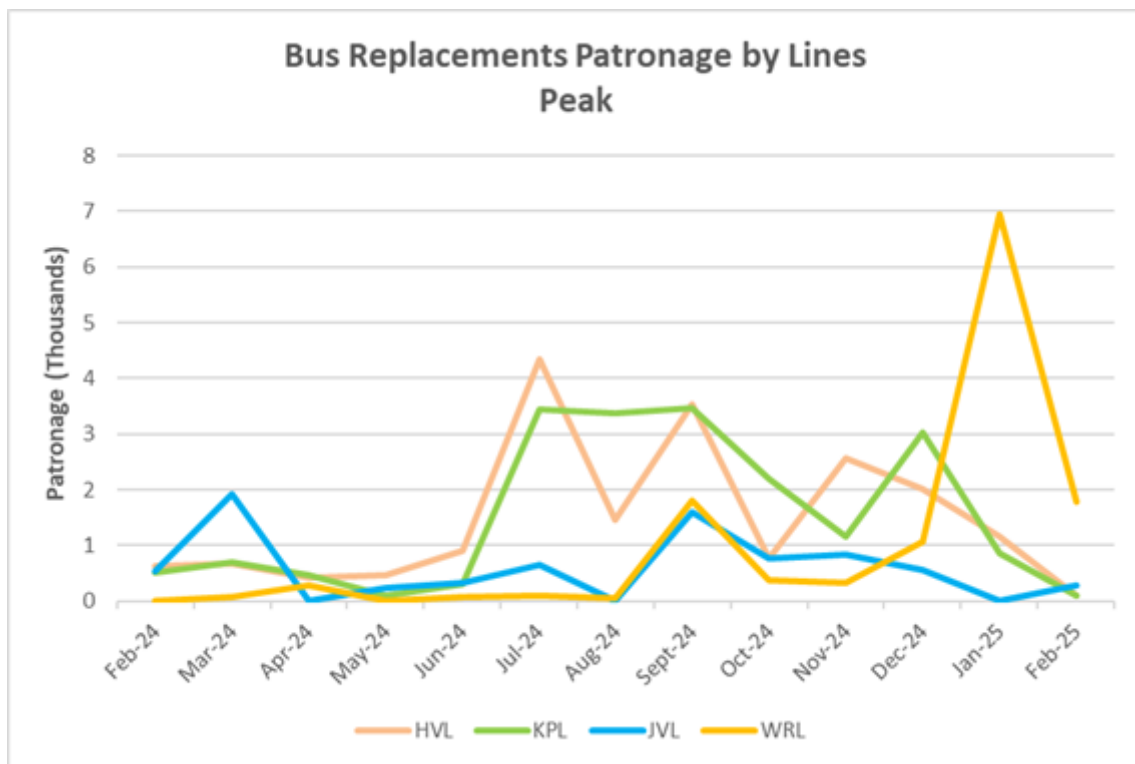


## Appendix A

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



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



Combined

