

## By email

9 June 2025

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Tēnā koe Peter

## Wairarapa Line – ongoing performance issues

Further to Greater Wellington Regional Council's (GWRC) correspondence of 20 May 2025 (attached), we feel it important to share with you directly what we – and many others – witness every weekday regarding the performance of the Wairarapa Line (WRL). Please find attached all Situation Reports from the WRL service since 12 May, when GWRC began daily monitoring and reporting of service performance.

The frequency of points failures and signal faults has become a near-daily occurrence. This is particularly concerning given the significant investment that has already been made in renewals and maintenance on this line. Despite these efforts, reliability appears to be deteriorating rather than improving.

In addition to infrastructure issues, there are repeated instances of locomotives arriving late for scheduled services, and worksite activities causing persistent delays. These operational shortcomings are compounding the frustration of commuters who rely on this service.

We have also received several queries from Wairarapa passengers asking why log trains appear to run to schedule while commuter services do not. We would appreciate your response on the truth of this matter and whether there are operational priorities or constraints contributing to this perception.

While we await your response to the 20 May letter, we wanted to ensure you were fully aware of the ongoing and systemic delays that have now become a defining feature of the WRL. The current situation is unsustainable and undermines public confidence in the rail network.

We look forward to your response and to understanding what immediate steps KiwiRail is taking to address these issues.

Ngā mihi



**Daran Ponter**  
Chair



**Adrienne Staples**  
Deputy Chair  
Councillor for Wairarapa Constituency

Copy: Rt Hon Winston Peters, Minister of Rail  
Hon Chris Bishop, Minister of Transport  
Mike Butterick, MP for Wairarapa  
Hon Kieran McAnulty, MP  
Celia Wade-Brown, MP  
Mayor Gary Caffell, Masterton District Council  
Mayor Ron Mark, Carterton District Council  
Mayor Martin Connelly, South Wairarapa District Council  
Kristina Perry, Chairperson, Kahungunu ki Wairarapa  
Jo Hayes, Co-Chair, Rangitāne o Wairarapa  
Jack Morris, Co-Chair, Rangitāne o Wairarapa  
Peter Lensink, Chief Operations Officer, Transdev Australia and New Zealand  
GWRC Councillors  
Nigel Corry, Chief Executive, GWRC

Encl: "Reliability of the Wairarapa Line", Letter from Daran Ponter (GW) to Peter Reidy (KiwiRail) and David Gordon (KiwiRail), 20 May 2025  
Daily Situation Reports (weekdays) 12 May – 5 June 2025