

1 May 2025

File Ref: OIAPR-1274023063-38180

By email: [REDACTED]

Tēnā koe [REDACTED]

Request for information 2025-117

I refer to your request for information dated 3 April 2025, which was received by Greater Wellington Regional Council (Greater Wellington) on 3 April 2025. You have requested the following:

“Can you please supply me with the following information about the Wairarapa commuter train operation:

- 1. Service specifications?*
- 2. The names and type (e.g. CCO Ltd Liability Company etc) of entities who are accountable to the GWRC for the performance of the operation?*
- 3. The entities and roles of the organisations and people that lie along the chain of accountability?*
- 4. Copies of or access to performance and/or accountability reports for the 12 months ending today?*
- 5. Copies of any special reports that include any forward-looking service risks and related elimination or mitigation actions?”*

Greater Wellington’s response follows:

Service specifications

Service specifications are set out in the Partnering Agreement with Transdev. Greater Wellington has a copy of the Partnering Agreement (the contract) with our rail operator, Transdev, available online at: <https://www.gw.govt.nz/transport/metlink-bus-train-and-ferry/public-transport-contracts/>.

The passenger service specifications are laid out in Schedule 3 of the contract and vehicle service specifications are laid in Schedule 4.

Customer service standards are laid out in Annexure 2 of the contract.

The names and type of entities who are accountable to the GWRC for the performance of the operation

Transdev is the operator contracted to run passenger services on our rail network. Transdev is accountable to Greater Wellington for the performance of the passenger services on the rail network through the contract.

The entities and roles of the organisations and people that lie along the chain of accountability

We emailed you on 11 April 2025 and 28 April 2025 to ask you to clarify this part of your request. As we received no response from you, we have interpreted this question as the groups involved in delivering rail services.

KiwiRail own and is responsible for maintaining the rail tracks and platforms on our network. Greater Wellington is the owner of the vehicles and other assets required for the operation of rail services. Transdev is the operator of these services in the Wellington Region.

Copies of or access to performance and/or accountability reports for the 12 months ending 03 April 2025

Monthly performance reports are available on the Metlink website at: <https://www.metlink.org.nz/about-us/performance-of-our-network>.

In this link, you can scroll down and click on the Metlink monthly performance reports which include the last 12 months. The punctuality and reliability measures contained in these reports are our primary accountability measures for operators to meet. These are defined for the rail network as follows:

Rail reliability

The rail reliability measure shows the percentage of scheduled services that depart from the origin and key stations no earlier than 30 seconds before the scheduled time, meet the consist size for the scheduled service, and stop at all stations timetabled for the service.

Rail punctuality

The rail punctuality measure records the percentage of services arriving at key interchange stations and final destination within five minutes of the scheduled time.

The monthly performance report for April 2025 has not yet been created, therefore, we refuse to provide this information under section 17(d) of the Local Government Official Information and Meetings Act 1987 (the Act) in that the information requested is or will soon be publicly available. A copy of this report will provide the information including the date range up to 3 April 2025 as requested. This should become available at the start of May 2025.

Copies of any special reports that include any forward-looking service risks and related elimination or mitigation actions

Please refer to the Wairarapa Line recovery plan from Transdev that has been proactively release on the Metlink website at:

<https://www.metlink.org.nz/news-and-updates/news/wairarapa-line-train-reliability>.

If you have any concerns with the decision(s) referred to in this letter, you have the right to request an investigation and review by the Ombudsman under section 27(3) of the Act.

Please note that it is our policy to proactively release our responses to official information requests where appropriate. Our response to your request will be published shortly on Greater Wellington's website with your personal information removed.

Nāku iti noa, nā



Samantha Gain

Kaiwhakahaere Matua Waka-ā-atea | Group Manager Metlink