

Wairarapa Daily Sitrep

Sitrep date:12/5/25

Service Levels

Service date: Friday 9 May

PM Dep Wgtn	Arrive Mast	Variance to Timetable	Reason	Action taken	Approx. patronage
1245	14.49	+24mins	Speed restrictions through Worksites caused delays		80
1625	18.15	+2mins		-	450
1730	19.16	+1min		-	200
1818	-	-	Bus replaced	As planned	25
2225	-	-	Bus replaced	As planned	25

PM Dep Mast	Arrive Wgtn	Variance to Timetable	Reason	Action taken	Approx. patronage
1538	-	-	Bus replaced	As planned	25

Service date: Monday 12 May

AM Dep Mast	Arrive Wgtn	Variance to Timetable	Reason	Action taken	Approx. patronage
0546	7.39	+9mins	Congestion on Hutt line. Wairarapa train had to hold position at signals to allow other Metro trains to pass	Check priority rules were followed correctly. Trains run to a timetable,	310
0620	8.09	-1min		-	365
0647	8.40	+9mins	Congestion on Hutt line. Wairarapa train had to hold position at signals to allow other Metro trains to pass	Check priority rules were followed correctly. - Trains run to a timetable. When trains run late or early to the schedule the rail control centre must prioritise trains at	260
1030	-	+12mins	Speed restrictions through Worksites caused delays		85

AM Dep Wgtn	Arrive Mast	Variance to Timetable	Reason	Action taken	Approx. patronage
0821	10.12	+11mins	Speed restrictions through Worksites caused delays		50

Wairarapa Daily Sitrep

WRL Train Manager staffing levels chart:

	Monday	Tuesday	Wednesday	Thursday	Friday	Sat	Sun
12-18 May	5	5	5	5	5	2	2
19-25 May	5	5	5	4	4	3	2

NB: A minimum of 6 Train Managers is needed each day to deliver every service. 5 Train Managers means 3:38pm and 6:18pm are bus replaced.

Customer comms summary:

- Metlink webpage with FAQ's outlining issues
- Updates posted to WRL Community Facebook Page
- In person meetings with Metlink Senior Managers and WRL community interest groups

Risks:

- Lack of on-time information for service alerts
- Unplanned staffing issues

Mitigations:

- Close relationship with Tranzdev
- Contingency built in to staffing roster
- Daily contact with Tranzdev
- Weekly formal meeting on this issue

Glossary

Worksites: Areas on the network where Kiwirail staff are working adjacent to the rail line. As a safety precaution trains must stop before the site. Once confirmation of the clear track has been given. Trains can continue their journey. This can take a few minutes.

Speed Restrictions: Train drivers are instructed to reduce speed on some parts of the track or the whole track if there is maintenance needed on the track. This is to ensure passengers and train crew safety.

Current Speed restrictions on Wairarapa Line:

- Inbound(to Wellington Station): 7 mins
- Outbound(from Wellington Station) : 9 mins

Congestion: When the Wairarapa train joins the Hutt Valley Line, it shares rail track with metro services that make more stops. If a Hutt Valley Line train is delayed, the Wairarapa service may be held up behind it. Agreed priority rules help manage this, and these rules are regularly reviewed.

Wairarapa Daily Sitrep

Wairarapa Daily Sitrep

Sitrep date:13/5/25

Service Levels

Service date: Monday 12 May

PM Dep Wgtn	Arrive Mast	Variance to Timetable	Reason	Action taken	Approx. patronage
1245	14.50	+25mins	Speed restrictions and Worksites	Working with Kiwirail to reduce time lost at worksites	80
1625	18.17	+4mins			450
1730	19.17	+12min	Congestion on the Hutt line and speed restrictions	Investigating time lost north of Upper Hutt	200
1818	-	-	Bus replaced	As planned	25

PM Dep Mast	Arrive Wgtn	Variance to Timetable	Reason	Action taken	Approx. patronage
1538	-	-	Bus replaced	As planned	25

Service date: Tuesday 13 May

AM Dep Mast	Arrive Wgtn	Variance to Timetable	Reason	Action taken	Approx. patronage
0546	7.35	+5mins	Congestion south of Waterloo	Check priority rules were followed correctly	310
0620	8.11	+1min		-	365
0647	8.40	+9mins	Congestion outside Wellington Station	Check priority rules were followed correctly	260
1030	-	+15mins			85

AM Dep Wgtn	Arrive Mast	Variance to Timetable	Reason	Action taken	Approx. patronage
0821	10.13	+12mins	Speed restrictions and worksites		50

WRL staffing levels chart:

	Monday	Tuesday	Wednesday	Thursday	Friday	Sat	Sun
12-18 May	5	5	5	5	5	2	2
19-25 May	5	5	5	4	4	3	2

NB: A minimum of 6 Train Managers is needed each day to deliver every service

Key:

Wairarapa Daily Sitrep

Full staff complement plus cover	No cover / exploring options	Not enough staff to run full service
----------------------------------	------------------------------	--------------------------------------

Customer comms summary:

- Metlink webpage with GAQ's outlining issues
- Updates posted to WRL Community Facebook Page
- In person meetings with Metlink Senior Managers and WRL community interest groups

Risks:

- Lack of on-time information for service alerts
- Unplanned staffing issues

Mitigations:

- Close relationship with Tranzdev
- Contingency built in to staffing roster
- Daily contact with Tranzdev
- Weekly formal meeting on this issue

Glossary

Worksites: Areas on the network where Kiwirail staff are working adjacent to the rail line. As a safety precaution trains must stop before the site. Once confirmation of the clear track has been given. Trains can continue their journey. This can take a few minutes.

Speed Restrictions: Train drivers are instructed to reduce speed on some parts of the track or the whole track if there is maintenance needed on the track. This is to ensure passengers and train crew safety.

Current Speed restrictions on Wairarapa Line:

- Inbound(to Wellington Station): 7 mins
- Outbound(from Wellington Station) : 9 mins

Congestion: When the Wairarapa train joins the Hutt Valley Line, it shares rail track with metro services that make more stops. If a Hutt Valley Line train is delayed, the Wairarapa service may be held up behind it. Agreed priority rules help manage this, and these rules are regularly reviewed.

Wairarapa Daily Sitrep

Sitrep date:14/5/25

Service Levels

Service date: Tuesday 13 May

PM Dep Wgtn	Arrive Mast	Variance to Timetable	Reason	Action taken	Approx. patronage
1245	14.40	+15mins	Speed restrictions and Worksites	Working with Kiwirail to reduce time lost at worksites	80
1625	18.18	+5mins			450
1730	19.22	+7min	Congestion on the Hutt line and speed restrictions	Investigating time lost north of Upper Hutt	200
1818	-	-	Bus replaced	As planned	25

PM Dep Mast	Arrive Wgtn	Variance to Timetable	Reason	Action taken	Approx. patronage
1538	-	-	Bus replaced	As planned	25

Service date: Wednesday 14 May

AM Dep Mast	Arrive Wgtn	Variance to Timetable	Reason	Action taken	Approx. patronage
0546	7.37	+7mins	Congestion south of Upper Hutt	Check priority rules were followed correctly	310
0620	8.14	+4min		-	365
0647	8.33	+3mins			260
1030	12.16	+6mins			85

AM Dep Wgtn	Arrive Mast	Variance to Timetable	Reason	Action taken	Approx. patronage
0821	10.16	+15mins	Speed restrictions and worksites		50

WRL staffing levels chart:

	Monday	Tuesday	Wednesday	Thursday	Friday	Sat	Sun
12-18 May	5	5	5	5	5	2	2
19-25 May	5	5	5	4	4	3	2

NB: A minimum of 6 Train Managers is needed each day to deliver every service

Key:

Wairarapa Daily Sitrep

Full staff complement plus cover	No cover / exploring options	Not enough staff to run full service
----------------------------------	------------------------------	--------------------------------------

Customer comms summary:

- Metlink webpage with GAQ's outlining issues
- Updates posted to WRL Community Facebook Page
- In person meetings with Metlink Senior Managers and WRL community interest groups

Risks:

- Lack of on-time information for service alerts
- Unplanned staffing issues

Mitigations:

- Close relationship with Tranzdev
- Contingency built in to staffing roster
- Daily contact with Tranzdev
- Weekly formal meeting on this issue

Glossary

Worksites: Areas on the network where Kiwirail staff are working adjacent to the rail line. As a safety precaution trains must stop before the site. Once confirmation of the clear track has been given. Trains can continue their journey. This can take a few minutes.

Speed Restrictions: Train drivers are instructed to reduce speed on some parts of the track or the whole track if there is maintenance needed on the track. This is to ensure passengers and train crew safety.

Current Speed restrictions on Wairarapa Line:

- Inbound(to Wellington Station): 7 mins
- Outbound(from Wellington Station): 9 mins

Congestion: When the Wairarapa train joins the Hutt Valley Line, it shares rail track with metro services that make more stops. If a Hutt Valley Line train is delayed, the Wairarapa service may be held up behind it. Agreed priority rules help manage this, and these rules are regularly reviewed.

Rusty Rails: "Rusty rail" conditions occur when new rail is installed - the new rail might have a rusty layer on the top (because it hasn't been used before) which can affect the electrical connectivity between the rails. Drivers are instructed to reduce speed over these areas until the track conditions are up to standard.

Wairarapa Line sitrep

Date completed: 15 May

Service levels

Service date: 14th May

PM Dep Wgtn	Arrive Mast	Variance to Timetable	Reason	Action taken	Approx. patronage
1245	14.38	+13mins	Speed restrictions and Worksites	Working with Kiwirail to reduce time lost at worksites	80
1625	18.15	+2mins	Good service		450
1730	19.38	+23min	Affected by a signal failure at Wellington		200
1818	-	-	Bus replaced	As planned	25

PM Dep Mast	Arrive Wgtn	Variance to Timetable	Reason	Action taken	Approx. patronage
1538	-	-	Bus replaced	As planned	25

Service date: 15 May

All three Peak services arrived within 5 minutes of the arrival time.

AM Dep Mast	Arrive Wgtn	Variance to Timetable	Reason	Action taken	Approx. patronage
0546	7.32	+2mins	Good service		310
0620	8.13	+3min	Good service		365
0647	8.34	+3mins	Good service		260
1030	12.15	+5mins	Good service		85

AM Dep Wgtn	Arrive Mast	Variance to Timetable	Reason	Action taken	Approx. patronage
0821	10.13	+12mins	Speed restrictions and worksites		50

WRL train manager staffing levels

A minimum of 6 Train Managers are needed each weekday to deliver a full train service. If Transdev have five Train Managers on duty that means the 3:38pm and 6:18pm train services are replaced by buses.

We want to provide a consistent service for customers. We have agreed to bus replace the 3:38pm and 6:18pm on weekdays until Transdev can give confidence in their ability to provide this staffing level on a consistent basis. This will give customers confidence in our ability to offer the full train service on a consistent basis.

	Monday	Tuesday	Wednesday	Thursday	Friday	Sat	Sun
12-18 May	5	5	5	5	5	2	2
19-25 May	5	5	5	4	4	3	2

Key	Full staff complement plus cover	No cover / exploring options	Not enough staff to run full service
-----	----------------------------------	------------------------------	--------------------------------------

Communications

Customer communication summary:

- Metlink webpage with FAQ's outlining issues
- Updates posted to WRL Community Facebook Page
- In person meetings with Metlink Senior Managers and WRL community interest groups

Risks:

- Lack of on-time information for service alerts
- Unplanned staffing issues

Mitigations:

- Close relationship with Transdev
- Contingency built in to staffing roster
- Daily contact with Transdev
- Weekly formal meeting on this issue

Upcoming Buses Replace Trains (BRT)

Further detailed information can be found on the Metlink website; <https://www.metlink.org.nz/news-and-updates/buses-replacing-trains/wairarapa-line>

Glossary

Worksites: Areas on the network where Kiwirail staff are working adjacent to the rail line. As a safety precaution trains must stop before the site. Once confirmation of the clear track has been given trains can continue their journey. This can take a few minutes.

Speed Restrictions: Train drivers are instructed to reduce speed on some parts of the track or the whole track if there is maintenance needed on the track. This is to ensure passengers and train crew safety.

Current Speed restrictions on Wairarapa Line:

- Inbound (to Wellington Station): 7 mins
- Outbound (from Wellington Station): 9 mins

Congestion: When the Wairarapa train joins the Hutt Valley Line, it shares rail track with metro services that make more stops. If a Hutt Valley Line train is delayed, the Wairarapa service may be held up behind it. Agreed priority rules help manage this, and these rules are regularly reviewed.

Rusty Rails: “Rusty rail” conditions occur when new rail is installed - the new rail might have a rusty layer on the top (because it hasn’t been used before) which can affect the electrical connectivity between the rails. Drivers are instructed to reduce speed over these areas until the track conditions are up to standard.

Wairarapa Line sitrep

Date completed: 16 May

Service levels

Service date: 15 May

On the 15 May there was a change to the yard process at Wellington Station and the new process was not communicated correctly to all staff, this resulted in the yard movement for the locomotive being missed, delaying the 16.25 service by 40mins.

PM Dep Wgtn	Arrive Mast	Variance to Timetable	Reason	Action taken	Approx. patronage
1245	14.41	+16mins	Speed restrictions and Worksites	Working with Kiwirail to reduce time lost at worksites	80
1625	18.56	+43mins			450
1730	19.30	+15mins	Affected by 16.25 service delays		200
1818	-	-	Bus replaced	As planned	25

PM Dep Mast	Arrive Wgtn	Variance to Timetable	Reason	Action taken	Approx. patronage
1538	-	-	Bus replaced	As planned	25

Service date: 16 May

All three Peak services arrived within 5 minutes of the arrival time.

AM Dep Mast	Arrive Wgtn	Variance to Timetable	Reason	Action taken	Approx. patronage
0546	7.33	+3mins	Good service		310
0620	8.10	+0min	Good service		365
0647	8.33	+2mins	Good service		260
1030	12.xx	+xmins	Good service		85

AM Dep Wgtn	Arrive Mast	Variance to Timetable	Reason	Action taken	Approx. patronage
0821	10.15	+14mins	Speed restrictions and worksites		50

WRL train manager staffing levels

A minimum of 6 Train Managers are needed each weekday to deliver a full train service. If Transdev have five Train Managers on duty that means the 3:38pm and 6:18pm train services are replaced by buses.

We want to provide a consistent service for customers. We have agreed to bus replace the 3:38pm and 6:18pm on weekdays until Transdev can give confidence in their ability to provide this staffing level on a consistent basis. This will give customers confidence in our ability to offer the full train service on a consistent basis.

	Monday	Tuesday	Wednesday	Thursday	Friday	Sat	Sun
12-18 May	5	5	5	5	5	2	2
19-25 May	5	5	5	5	5	3	2

Key	Full staff complement plus cover	No cover / exploring options	Not enough staff to run full service
-----	----------------------------------	------------------------------	--------------------------------------

Communications

Customer communication summary:

- Metlink webpage with FAQ's outlining issues
- Updates posted to WRL Community Facebook Page
- In person meetings with Metlink Senior Managers and WRL community interest groups

Risks:

- Lack of on-time information for service alerts
- Unplanned staffing issues

Mitigations:

- Close relationship with Transdev
- Contingency built in to staffing roster
- Daily contact with Transdev
- Weekly formal meeting on this issue

Upcoming Buses Replace Trains (BRT)

Further detailed information can be found on the Metlink website; <https://www.metlink.org.nz/news-and-updates/buses-replacing-trains/wairarapa-line>

Glossary

Worksites: Areas on the network where Kiwirail staff are working adjacent to the rail line. As a safety precaution trains must stop before the site. Once confirmation of the clear track has been given trains can continue their journey. This can take a few minutes.

Speed Restrictions: Train drivers are instructed to reduce speed on some parts of the track or the whole track if there is maintenance needed on the track. This is to ensure passengers and train crew safety.

Current Speed restrictions on Wairarapa Line:

- Inbound (to Wellington Station): 7 mins
- Outbound (from Wellington Station): 9 mins

Congestion: When the Wairarapa train joins the Hutt Valley Line, it shares rail track with metro services that make more stops. If a Hutt Valley Line train is delayed, the Wairarapa service may be held up behind it. Agreed priority rules help manage this, and these rules are regularly reviewed.

Rusty Rails: “Rusty rail” conditions occur when new rail is installed - the new rail might have a rusty layer on the top (because it hasn’t been used before) which can affect the electrical connectivity between the rails. Drivers are instructed to reduce speed over these areas until the track conditions are up to standard.

Wairarapa Line sitrep

Date completed: 19 May

Service levels

Service date: 16 May

PM Dep Wgtn	Arrive Mast	Variance to Timetable	Reason	Action taken	Approx. patronage
1245	14.42	+17mins	Speed restrictions and Worksites	Working with Kiwirail to reduce time lost at worksites	80
1625	18.17	+4mins			450
1730	19.17	+2mins			200
1818	-	-	Bus replaced	As planned	25

PM Dep Mast	Arrive Wgtn	Variance to Timetable	Reason	Action taken	Approx. patronage
1538	-	-	Bus replaced	As planned	25

Service date: 19 May

AM Dep Mast	Arrive Wgtn	Variance to Timetable	Reason	Action taken	Approx. patronage
0546	7.40	+10mins	Congestion south of Waterloo		310
0620	8.17	+7min	Congestion south of Upper Hutt		365
0647	8.38	+7mins			260
1030	12.17	+7mins			85

AM Dep Wgtn	Arrive Mast	Variance to Timetable	Reason	Action taken	Approx. patronage
0821	10.09	+8mins	Speed restrictions and worksites		50

WRL train manager staffing levels

A minimum of 6 Train Managers are needed each weekday to deliver a full train service. If Transdev have five Train Managers on duty that means the 3:38pm and 6:18pm train services are replaced by buses.

We want to provide a consistent service for customers. We have agreed to bus replace the 3:38pm and 6:18pm on weekdays until Transdev can give confidence in their ability to provide this staffing level on a consistent basis. This will give customers confidence in our ability to offer the full train service on a consistent basis.

	Monday	Tuesday	Wednesday	Thursday	Friday	Sat	Sun
12-18 May	5	5	5	5	5	2	2
19-25 May	5	5	5	5	5	3	2

Key	Full staff complement plus cover	No cover / exploring options	Not enough staff to run full service
-----	----------------------------------	------------------------------	--------------------------------------

Communications

Customer communication summary:

- Metlink webpage with FAQ's outlining issues
- Updates posted to WRL Community Facebook Page
- In person meetings with Metlink Senior Managers and WRL community interest groups

Risks:

- Lack of on-time information for service alerts
- Unplanned staffing issues

Mitigations:

- Close relationship with Transdev
- Contingency built in to staffing roster
- Daily contact with Transdev
- Weekly formal meeting on this issue

Upcoming Buses Replace Trains (BRT)

Further detailed information can be found on the Metlink website; <https://www.metlink.org.nz/news-and-updates/buses-replacing-trains/wairarapa-line>

Glossary

Worksites: Areas on the network where Kiwirail staff are working adjacent to the rail line. As a safety precaution trains must stop before the site. Once confirmation of the clear track has been given trains can continue their journey. This can take a few minutes.

Speed Restrictions: Train drivers are instructed to reduce speed on some parts of the track or the whole track if there is maintenance needed on the track. This is to ensure passengers and train crew safety.

Current Speed restrictions on Wairarapa Line:

- Inbound (to Wellington Station): 7 mins
- Outbound (from Wellington Station): 9 mins

Congestion: When the Wairarapa train joins the Hutt Valley Line, it shares rail track with metro services that make more stops. If a Hutt Valley Line train is delayed, the Wairarapa service may be held up behind it. Agreed priority rules help manage this, and these rules are regularly reviewed.

Rusty Rails: “Rusty rail” conditions occur when new rail is installed - the new rail might have a rusty layer on the top (because it hasn’t been used before) which can affect the electrical connectivity between the rails. Drivers are instructed to reduce speed over these areas until the track conditions are up to standard.

Wairarapa Line sitrep

Date completed: 20 May

Service levels

Service date: 19 May

PM Dep Wgtn	Arrive Mast	Variance to Timetable	Reason	Action taken	Approx. patronage
1245	14.38	+13mins	Speed restrictions and Worksites	Working with Kiwirail to reduce time lost at worksites	80
1625	18.21	+8mins			450
1730	19.43	+28mins	Mechanical fault on a carriage delayed departure from Wellington		200
1818	-	-	Bus replaced	As planned	25

PM Dep Mast	Arrive Wgtn	Variance to Timetable	Reason	Action taken	Approx. patronage
1538	-	-	Bus replaced	As planned	25

Service date: 20 May

6.47am was bus replaced. The Hutt Line was shut until 4am, this meant that the Locomotive couldn't get to Masterton in time. The Locomotive on the 8.21am service overheated and the service was cancelled at Upper Hutt

AM Dep Mast	Arrive Wgtn	Variance to Timetable	Reason	Action taken	Approx. patronage
0546	7.35	+5mins			310
0620	8.10	+0min			365
0647	-	-	Bus replaced as Loco was unavailable due to the emergency services incident the previous evening on the Hutt Line		260
1030	-	-	Bus replaced due to the Locomotive failure on the 8.21am service		85

AM Dep Wgtn	Arrive Mast	Variance to Timetable	Reason	Action taken	Approx. patronage
0821	-		Locomotive failure at Upper Hutt. Customers completed journey on a bus		50

WRL train manager staffing levels

A minimum of 6 Train Managers are needed each weekday to deliver a full train service. If Transdev have five Train Managers on duty that means the 3:38pm and 6:18pm train services are replaced by buses.

We want to provide a consistent service for customers. We have agreed to bus replace the 3:38pm and 6:18pm on weekdays until Transdev can give confidence in their ability to provide this staffing level on a consistent basis. This will give customers confidence in our ability to offer the full train service on a consistent basis.

	Monday	Tuesday	Wednesday	Thursday	Friday	Sat	Sun
12-18 May	5	5	5	5	5	2	2
19-25 May	5	5	5	5	5	3	2

Key	Full staff complement plus cover	No cover / exploring options	Not enough staff to run full service
-----	----------------------------------	------------------------------	--------------------------------------

Communications

Customer communication summary:

- Metlink webpage with FAQ's outlining issues
- Updates posted to WRL Community Facebook Page
- In person meetings with Metlink Senior Managers and WRL community interest groups

Risks:

- Lack of on-time information for service alerts
- Unplanned staffing issues

Mitigations:

- Close relationship with Transdev
- Contingency built in to staffing roster
- Daily contact with Transdev
- Weekly formal meeting on this issue

Upcoming Buses Replace Trains (BRT)

Further detailed information can be found on the Metlink website; <https://www.metlink.org.nz/news-and-updates/buses-replacing-trains/wairarapa-line>

Glossary

Worksites: Areas on the network where Kiwirail staff are working adjacent to the rail line. As a safety precaution trains must stop before the site. Once confirmation of the clear track has been given trains can continue their journey. This can take a few minutes.

Speed Restrictions: Train drivers are instructed to reduce speed on some parts of the track or the whole track if there is maintenance needed on the track. This is to ensure passengers and train crew safety.

Current Speed restrictions on Wairarapa Line:

- Inbound (to Wellington Station): 7 mins
- Outbound (from Wellington Station): 9 mins

Congestion: When the Wairarapa train joins the Hutt Valley Line, it shares rail track with metro services that make more stops. If a Hutt Valley Line train is delayed, the Wairarapa service may be held up behind it. Agreed priority rules help manage this, and these rules are regularly reviewed.

Rusty Rails: “Rusty rail” conditions occur when new rail is installed - the new rail might have a rusty layer on the top (because it hasn’t been used before) which can affect the electrical connectivity between the rails. Drivers are instructed to reduce speed over these areas until the track conditions are up to standard.

Wairarapa Line sitrep

Date completed: 21 May

Service levels

Service date: 20 May

PM Dep Wgtn	Arrive Mast	Variance to Timetable	Reason	Action taken	Approx. patronage
1245	15.04	+39mins	Late arrival of Locomotive to platform, the service was then held behind an all stopper and lost further time due to speed restrictions and worksites	Working with Kiwirail to ensure loco arrives on schedule	80
1625	18.19	+6mins			450
1730	19.43	+28mins	Mechanical issue with train meaning the consist had to be returned to the depot before departure		200
1818	-	-	Bus replaced	As planned	25

PM Dep Mast	Arrive Wgtn	Variance to Timetable	Reason	Action taken	Approx. patronage
1538	-	-	Bus replaced	As planned	25

Service date: 21 May

AM Dep Mast	Arrive Wgtn	Variance to Timetable	Reason	Action taken	Approx. patronage
0546	7.39	+9mins	Locomotive arrived late to Masterton, this then delayed the following services	Working with Kiwirail to ensure loco arrives on schedule	310
0620	8.23	+13min			365
0647	8.39	+8mins			260
1030	-	-			85

AM Dep Wgtn	Arrive Mast	Variance to Timetable	Reason	Action taken	Approx. patronage
0821	10.23	+22mins			50

WRL train manager staffing levels

A minimum of 6 Train Managers are needed each weekday to deliver a full train service. If Transdev have five Train Managers on duty that means the 3:38pm and 6:18pm train services are replaced by buses.

We want to provide a consistent service for customers. We have agreed to bus replace the 3:38pm and 6:18pm on weekdays until Transdev can give confidence in their ability to provide this staffing level on a consistent basis. This will give customers confidence in our ability to offer the full train service on a consistent basis.

	Monday	Tuesday	Wednesday	Thursday	Friday	Sat	Sun
19-25 May	6	6	6	6	6	2	2
26 May – 1 June	5	5	5	5	5	2	2

Key	Full staff complement plus cover	No cover / exploring options	Not enough staff to run full service
-----	----------------------------------	------------------------------	--------------------------------------

Communications

Customer communication summary:

- Metlink webpage with FAQ's outlining issues
- Updates posted to WRL Community Facebook Page
- In person meetings with Metlink Senior Managers and WRL community interest groups

Risks:

- Lack of on-time information for service alerts
- Unplanned staffing issues

Mitigations:

- Close relationship with Tranzdev
- Contingency built in to staffing roster
- Daily contact with Tranzdev
- Weekly formal meeting on this issue

Upcoming Buses Replace Trains (BRT)

Further detailed information can be found on the Metlink website; <https://www.metlink.org.nz/news-and-updates/buses-replacing-trains/wairarapa-line>

Glossary

Worksites: Areas on the network where Kiwirail staff are working adjacent to the rail line. As a safety precaution trains must stop before the site. Once confirmation of the clear track has been given trains can continue their journey. This can take a few minutes.

Speed Restrictions: Train drivers are instructed to reduce speed on some parts of the track or the whole track if there is maintenance needed on the track. This is to ensure passengers and train crew safety.

Current Speed restrictions on Wairarapa Line:

- Inbound (to Wellington Station): 7 mins
- Outbound (from Wellington Station): 9 mins

Congestion: When the Wairarapa train joins the Hutt Valley Line, it shares rail track with metro services that make more stops. If a Hutt Valley Line train is delayed, the Wairarapa service may be held up behind it. Agreed priority rules help manage this, and these rules are regularly reviewed.

Rusty Rails: “Rusty rail” conditions occur when new rail is installed - the new rail might have a rusty layer on the top (because it hasn’t been used before) which can affect the electrical connectivity between the rails. Drivers are instructed to reduce speed over these areas until the track conditions are up to standard.

Wairarapa Line sitrep

Date completed: 22 May

Service levels

Service date: 21 May

PM Dep Wgtn	Arrive Mast	Variance to Timetable	Reason	Action taken	Approx. patronage
1245	14.38	+13mins	Speed restrictions and worksites	<ul style="list-style-type: none"> - Kiwirail reviewing number of worksites - Train control reviewing process for allowing trains through worksites - Kiwirail reviewing position of all worksites to reduce amount of lost time at each site 	80
1625	18.18	+5mins			450
1730	19.25	+10mins			200
1818	-	-	Bus replaced	As planned	25

PM Dep Mast	Arrive Wgtn	Variance to Timetable	Reason	Action taken	Approx. patronage
1538	-	-	Bus replaced	As planned	25

Service date: 22 May

AM Dep Mast	Arrive Wgtn	Variance to Timetable	Reason	Action taken	Approx. patronage
0546	7.37	+7mins	Congestion on the Hutt Line	Improving priorities to ensure smoother running for late trains	310
0620	8.10	+0min			365
0647	8.35	+4mins			260
1030	12.21	+11mins			85

AM Dep Wgtn	Arrive Mast	Variance to Timetable	Reason	Action taken	Approx. patronage
0821	10.20	+19mins	Speed restrictions and Worksites		50

WRL train manager staffing levels

A minimum of 6 Train Managers are needed each weekday to deliver a full train service. If Transdev have five Train Managers on duty that means the 3:38pm and 6:18pm train services are replaced by buses.

We want to provide a consistent service for customers. We have agreed to bus replace the 3:38pm and 6:18pm on weekdays until Transdev can give confidence in their ability to provide this staffing level on a consistent basis. This will give customers confidence in our ability to offer the full train service on a consistent basis.

	Monday	Tuesday	Wednesday	Thursday	Friday	Sat	Sun
19-25 May	6	6	6	6	6	2	2
26 May – 1 June	5	5	5	5	5	2	2

Key	Full staff complement plus cover to operate peak services	Can operate peak services/ no cover	Not enough staff to operate all peak services
-----	---	-------------------------------------	---

Communications

Customer communication summary:

- Metlink webpage with FAQ's outlining issues
- Updates posted to WRL Community Facebook Page
- In person meetings with Metlink Senior Managers and WRL community interest groups

Risks:

- Lack of on-time information for service alerts
- Unplanned staffing issues

Mitigations:

- Close relationship with Transdev
- Contingency built in to staffing roster
- Daily contact with Transdev
- Weekly formal meeting on this issue

Upcoming Buses Replace Trains (BRT)

Further detailed information can be found on the Metlink website; <https://www.metlink.org.nz/news-and-updates/buses-replacing-trains/wairarapa-line>

Glossary

Worksites: Areas on the network where Kiwirail staff are working adjacent to the rail line. As a safety precaution trains must stop before the site. Once confirmation of the clear track has been given trains can continue their journey. This can take a few minutes.

Speed Restrictions: Train drivers are instructed to reduce speed on some parts of the track or the whole track if there is maintenance needed on the track. This is to ensure passengers and train crew safety.

Current Speed restrictions on Wairarapa Line:

- Inbound (to Wellington Station): 7 mins
- Outbound (from Wellington Station): 9 mins

Congestion: When the Wairarapa train joins the Hutt Valley Line, it shares rail track with metro services that make more stops. If a Hutt Valley Line train is delayed, the Wairarapa service may be held up behind it. Agreed priority rules help manage this, and these rules are regularly reviewed.

Rusty Rails: “Rusty rail” conditions occur when new rail is installed - the new rail might have a rusty layer on the top (because it hasn’t been used before) which can affect the electrical connectivity between the rails. Drivers are instructed to reduce speed over these areas until the track conditions are up to standard.

Wairarapa Line sitrep

Date completed: 23 May

Service levels

Service date: 22 May

PM Dep Wgtn	Arrive Mast	Variance to Timetable	Reason	Action taken	Approx. patronage
1245	14.36	+11mins	Speed restrictions and worksites	<ul style="list-style-type: none"> - Kiwirail reviewing number of worksites - Train control reviewing process for allowing trains through worksites - Kiwirail reviewing position of all worksites to reduce amount of lost time at each site 	80
1625	18.17	+4mins			450
1730	19.21	+6mins			200
1818	-	-	Bus replaced	As planned	25

PM Dep Mast	Arrive Wgtn	Variance to Timetable	Reason	Action taken	Approx. patronage
1538	-	-	Bus replaced	As planned	25

Service date: 23 May

AM Dep Mast	Arrive Wgtn	Variance to Timetable	Reason	Action taken	Approx. patronage
0547	7.40	+10mins	Congestion on the Hutt Line	Improving priorities to ensure smoother running for late trains	310
0620	8.10	+0min			365
0649	8.34	+3mins			260
1039	12.29	+19mins	Speed restrictions and worksite		85

AM Dep Wgtn	Arrive Mast	Variance to Timetable	Reason	Action taken	Approx. patronage
0821	10.23	+22mins	Speed restrictions and Worksites		50

WRL train manager staffing levels

A minimum of 6 Train Managers are needed each weekday to deliver a full train service. If Transdev have five Train Managers on duty that means the 3:38pm and 6:18pm train services are replaced by buses.

We want to provide a consistent service for customers. We have agreed to bus replace the 3:38pm and 6:18pm on weekdays until Transdev can give confidence in their ability to provide this staffing level on a consistent basis. This will give customers confidence in our ability to offer the full train service on a consistent basis.

	Monday	Tuesday	Wednesday	Thursday	Friday	Sat	Sun
19-25 May	6	6	6	6	6	2	2
26 May – 1 June	5	5	5	5	5	2	2

Key	Full staff complement plus cover to operate peak services	Can operate peak services/ no cover	Not enough staff to operate all peak services
-----	---	-------------------------------------	---

Communications

Customer communication summary:

- Metlink webpage with FAQ's outlining issues
- Updates posted to WRL Community Facebook Page
- In person meetings with Metlink Senior Managers and WRL community interest groups

Risks:

- Lack of on-time information for service alerts
- Unplanned staffing issues

Mitigations:

- Close relationship with Transdev
- Contingency built in to staffing roster
- Daily contact with Transdev
- Weekly formal meeting on this issue

Upcoming Buses Replace Trains (BRT)

Further detailed information can be found on the Metlink website; <https://www.metlink.org.nz/news-and-updates/buses-replacing-trains/wairarapa-line>

Glossary

Worksites: Areas on the network where Kiwirail staff are working adjacent to the rail line. As a safety precaution trains must stop before the site. Once confirmation of the clear track has been given trains can continue their journey. This can take a few minutes.

Speed Restrictions: Train drivers are instructed to reduce speed on some parts of the track or the whole track if there is maintenance needed on the track. This is to ensure passengers and train crew safety.

Current Speed restrictions on Wairarapa Line:

- Inbound (to Wellington Station): 7 mins
- Outbound (from Wellington Station): 9 mins

Congestion: When the Wairarapa train joins the Hutt Valley Line, it shares rail track with metro services that make more stops. If a Hutt Valley Line train is delayed, the Wairarapa service may be held up behind it. Agreed priority rules help manage this, and these rules are regularly reviewed.

Rusty Rails: “Rusty rail” conditions occur when new rail is installed - the new rail might have a rusty layer on the top (because it hasn’t been used before) which can affect the electrical connectivity between the rails. Drivers are instructed to reduce speed over these areas until the track conditions are up to standard.

Wairarapa Line sitrep

Date completed: 26 May

Service levels

Service date: 23 May

PM Dep Wgtn	Arrive Mast	Variance to Timetable	Reason	Action taken	Approx. patronage
1246	1440	+15mins	Speed restrictions and worksites	<ul style="list-style-type: none"> - Kiwirail reviewing number of worksites - Train control reviewing process for allowing trains through worksites - Kiwirail reviewing position of all worksites to reduce amount of lost time at each site 	80
1625	1814	+1mins			450
1730	1919	+4mins			200
1818	-	-	Bus replaced	As planned	25

PM Dep Mast	Arrive Wgtn	Variance to Timetable	Reason	Action taken	Approx. patronage
1538	-	-	Bus replaced	As planned	25

Service date: 26 May

AM Dep Mast	Arrive Wgtn	Variance to Timetable	Reason	Action taken	Approx. patronage
0546	733	+3mins			310
0630	813	+3min	Departed 10 minutes late due to a Network Control error	TDW working through issue with the NCM	365
0658	846	+15mins	Departed 11 minutes late due to a previous Network Control error	TDW working through issue with the NCM	260
1116	1228 arrive UPPE	+52mins	Departed 46 mins late due to previous carriage fault and delay to the 821am from WELL. Delayed further by speed restrictions and worksites. Only ran to Upper Hutt as there is planned BOL on the HVL		85

AM Dep Wgtn	Arrive Mast	Variance to Timetable	Reason	Action taken	Approx. patronage
0859	1057	+56mins	Departed 38 minutes late due to a carriage fault which had to be taken to the yard to remove off the service, then delayed	<ul style="list-style-type: none"> - Kiwirail reviewing number of worksites - Train control reviewing process for allowing trains through worksites 	50

			further by speed restrictions and worksites	- Kiwirail reviewing position of all worksites to reduce amount of lost time at each site	
--	--	--	---	---	--

WRL train manager staffing levels

A minimum of 6 Train Managers are needed each weekday to deliver a full train service. If Transdev have five Train Managers on duty that means the 3:38pm and 6:18pm train services are replaced by buses.

We want to provide a consistent service for customers. We have agreed to bus replace the 3:38pm and 6:18pm on weekdays until Transdev can give confidence in their ability to provide this staffing level on a consistent basis. This will give customers confidence in our ability to offer the full train service on a consistent basis.

	Monday	Tuesday	Wednesday	Thursday	Friday	Sat	Sun
19-25 May	6	6	6	6	6	2	2
26 May – 1 June	5	5	5	5	5	2	2

Key	Full staff complement plus cover to operate peak services	Can operate peak services/ no cover	Not enough staff to operate all peak services
-----	---	-------------------------------------	---

Communications

Customer communication summary:

- Metlink webpage with FAQ's outlining issues
- Updates posted to WRL Community Facebook Page
- In person meetings with Metlink Senior Managers and WRL community interest groups

Risks:

- Lack of on-time information for service alerts

- Unplanned staffing issues

Mitigations:

- Close relationship with Transdev
- Contingency built in to staffing roster
- Daily contact with Transdev
- Weekly formal meeting on this issue

Upcoming Buses Replace Trains (BRT)

Further detailed information can be found on the Metlink website; <https://www.metlink.org.nz/news-and-updates/buses-replacing-trains/wairarapa-line>

Glossary

Worksites: Areas on the network where Kiwirail staff are working adjacent to the rail line. As a safety precaution trains must stop before the site. Once confirmation of the clear track has been given trains can continue their journey. This can take a few minutes.

Speed Restrictions: Train drivers are instructed to reduce speed on some parts of the track or the whole track if there is maintenance needed on the track. This is to ensure passengers and train crew safety.

Current Speed restrictions on Wairarapa Line:

- Inbound (to Wellington Station): 7 mins
- Outbound (from Wellington Station): 9 mins

Congestion: When the Wairarapa train joins the Hutt Valley Line, it shares rail track with metro services that make more stops. If a Hutt Valley Line train is delayed, the Wairarapa service may be held up behind it. Agreed priority rules help manage this, and these rules are regularly reviewed.

Rusty Rails: “Rusty rail” conditions occur when new rail is installed - the new rail might have a rusty layer on the top (because it hasn’t been used before) which can affect the electrical connectivity between the rails. Drivers are instructed to reduce speed over these areas until the track conditions are up to standard.

Wairarapa Line sitrep

Date completed: 27 May

Service levels

Service date: 26 May

PM Dep Wgtn	Arrive Mast	Variance to Timetable	Reason	Action taken	Approx. patronage
1327 depart UPPE	1448	+23mins	Planned bus replacement between WELL and UPPE. Delayed further by Speed restrictions and worksites	<ul style="list-style-type: none"> - Kiwirail reviewing number of worksites - Train control reviewing process for allowing trains through worksites - Kiwirail reviewing position of all worksites to reduce amount of lost time at each site 	80
1625	1838	+25mins	Delayed 5 minutes at PETO due to signal issues impacting MELL services. Delayed further at CART following earlier SPAD by non metlink service		450
1730	1938	+23mins	Lost 18 mins between WELL and UPPE. Congestion with points issue at MELL and late HVL service with medical emergency		200
1818	-	-	Bus replaced	As planned	25

PM Dep Mast	Arrive Wgtn	Variance to Timetable	Reason	Action taken	Approx. patronage
1538	-	-	Bus replaced	As planned	25

Service date: 27 May

AM Dep Mast	Arrive Wgtn	Variance to Timetable	Reason	Action taken	Approx. patronage
0546	737	+7mins			310
0620	816	+6mins			365
0650	837	+6mins			260
1030	1145 arrive UPPE	+9mins	Speed restrictions and worksites. Only ran to Upper Hutt as there is planned BOL on the HVL		85

AM Dep Wgtn	Arrive Mast	Variance to Timetable	Reason	Action taken	Approx. patronage
0822	1015	+14mins	Speed restrictions and worksites	<ul style="list-style-type: none"> - Kiwirail reviewing number of worksites - Train control reviewing process for allowing trains through worksites 	50

				- Kiwirail reviewing position of all worksites to reduce amount of lost time at each site	
--	--	--	--	---	--

WRL train manager staffing levels

A minimum of 6 Train Managers are needed each weekday to deliver a full train service. If Transdev have five Train Managers on duty that means the 3:38pm and 6:18pm train services are replaced by buses.

We want to provide a consistent service for customers. We have agreed to bus replace the 3:38pm and 6:18pm on weekdays until Transdev can give confidence in their ability to provide this staffing level on a consistent basis. This will give customers confidence in our ability to offer the full train service on a consistent basis.

	Monday	Tuesday	Wednesday	Thursday	Friday	Sat	Sun
19-25 May	6	6	6	6	6	2	2
26 May – 1 June	5	5	5	5	5	2	2

Key	Full staff complement plus cover to operate peak services	Can operate peak services/ no cover	Not enough staff to operate all peak services
-----	---	-------------------------------------	---

Communications

Customer communication summary:

- Metlink webpage with FAQ's outlining issues
- Updates posted to WRL Community Facebook Page
- In person meetings with Metlink Senior Managers and WRL community interest groups

Risks:

- Lack of on-time information for service alerts

- Unplanned staffing issues

Mitigations:

- Close relationship with Transdev
- Contingency built in to staffing roster
- Daily contact with Transdev
- Weekly formal meeting on this issue

Upcoming Buses Replace Trains (BRT)

Further detailed information can be found on the Metlink website; <https://www.metlink.org.nz/news-and-updates/buses-replacing-trains/wairarapa-line>

Glossary

Worksites: Areas on the network where Kiwirail staff are working adjacent to the rail line. As a safety precaution trains must stop before the site. Once confirmation of the clear track has been given trains can continue their journey. This can take a few minutes.

Speed Restrictions: Train drivers are instructed to reduce speed on some parts of the track or the whole track if there is maintenance needed on the track. This is to ensure passengers and train crew safety.

Current Speed restrictions on Wairarapa Line:

- Inbound (to Wellington Station): 7 mins
- Outbound (from Wellington Station): 9 mins

Congestion: When the Wairarapa train joins the Hutt Valley Line, it shares rail track with metro services that make more stops. If a Hutt Valley Line train is delayed, the Wairarapa service may be held up behind it. Agreed priority rules help manage this, and these rules are regularly reviewed.

Rusty Rails: “Rusty rail” conditions occur when new rail is installed - the new rail might have a rusty layer on the top (because it hasn’t been used before) which can affect the electrical connectivity between the rails. Drivers are instructed to reduce speed over these areas until the track conditions are up to standard.

Wairarapa Line sitrep

Date completed: 28 May

Service levels

Service date: 27 May

PM Dep Wgtn	Arrive Mast	Variance to Timetable	Reason	Action taken	Approx. patronage
1327 depart UPPE	1502	+37mins	Planned bus replacement between WELL and UPPE. Signal fault at UPPE. Had to SWA between UPPE and FEAT causing a 16 min delay. Delayed further by Speed restrictions and worksites	<ul style="list-style-type: none"> - Kiwirail reviewing number of worksites - Train control reviewing process for allowing trains through worksites - Kiwirail reviewing position of all worksites to reduce amount of lost time at each site 	80
1625	1820	+7mins			450
1733	1927	+12mins	Departed late due to loco issue, following EMU to Upper Hutt		200
1818	-	-	Bus replaced	As planned	25

PM Dep Mast	Arrive Wgtn	Variance to Timetable	Reason	Action taken	Approx. patronage
1538	-	-	Bus replaced	As planned	25

Service date: 28 May

AM Dep Mast	Arrive Wgtn	Variance to Timetable	Reason	Action taken	Approx. patronage
0546	737	+7mins	Following behind a Taita service which was delayed due to a points issue		310
0620	813	+3mins			365
0649	835	+4mins			260
1030	1139 arrive UPPE	+3mins	Planned bus replacement between UPPE and WELL		85

AM Dep Wgtn	Arrive Mast	Variance to Timetable	Reason	Action taken	Approx. patronage
0821	1007	+6mins	Speed restrictions and worksites	<ul style="list-style-type: none"> - Kiwirail reviewing number of worksites - Train control reviewing process for allowing trains through worksites - Kiwirail reviewing position of all worksites to reduce 	50

				amount of lost time at each site	
--	--	--	--	----------------------------------	--

WRL train manager staffing levels

A minimum of 6 Train Managers are needed each weekday to deliver a full train service. If Transdev have five Train Managers on duty that means the 3:38pm and 6:18pm train services are replaced by buses.

We want to provide a consistent service for customers. We have agreed to bus replace the 3:38pm and 6:18pm on weekdays until Transdev can give confidence in their ability to provide this staffing level on a consistent basis. This will give customers confidence in our ability to offer the full train service on a consistent basis.

	Monday	Tuesday	Wednesday	Thursday	Friday	Sat	Sun
26 May –1 June	5	5	5	5	5	2	2
2 – 8 June	2 (Public Holiday)	6	6	6	6	2	2
9 – 15 June	6	6	6	7	6	2	2
16 – 22 June	7	7	7	7	7	2	2

Key	Full staff complement plus cover to operate peak services	Can operate peak services/ no cover	Not enough staff to operate all peak services
-----	---	-------------------------------------	---

Communications

Customer communication summary:

- Metlink webpage with FAQ's outlining issues
- Updates posted to WRL Community Facebook Page
- In person meetings with Metlink Senior Managers and WRL community interest groups

Risks:

- Lack of on-time information for service alerts
- Unplanned staffing issues

Mitigations:

- Close relationship with Transdev
- Contingency built in to staffing roster
- Daily contact with Tranzdev
- Weekly formal meeting on this issue

Upcoming Buses Replace Trains (BRT)

Further detailed information can be found on the Metlink website; <https://www.metlink.org.nz/news-and-updates/buses-replacing-trains/wairarapa-line>

Glossary

Worksites: Areas on the network where Kiwirail staff are working adjacent to the rail line. As a safety precaution trains must stop before the site. Once confirmation of the clear track has been given trains can continue their journey. This can take a few minutes.

Speed Restrictions: Train drivers are instructed to reduce speed on some parts of the track or the whole track if there is maintenance needed on the track. This is to ensure passengers and train crew safety.

Current Speed restrictions on Wairarapa Line:

- Inbound (to Wellington Station): 7 mins
- Outbound (from Wellington Station): 9 mins

Congestion: When the Wairarapa train joins the Hutt Valley Line, it shares rail track with metro services that make more stops. If a Hutt Valley Line train is delayed, the Wairarapa service may be held up behind it. Agreed priority rules help manage this, and these rules are regularly reviewed.

Rusty Rails: “Rusty rail” conditions occur when new rail is installed - the new rail might have a rusty layer on the top (because it hasn’t been used before) which can affect the electrical connectivity between the rails. Drivers are instructed to reduce speed over these areas until the track conditions are up to standard.

SWA: Stands for Safe Working Authority. It’s used to authorise rail movements that are not permitted under the normal system of safe working. For example, if the signal is out leaving Upper Hutt platform there is no way of knowing if it is safe to proceed and if the next section is clear. They need permission to pass to prevent conflicting movements.

The SWA is a form that the train control has to fill in with the driver so that can give authority to proceed into that next section. A SWA can also be used for setting back to a platform and wrong line running.

SPAD: There are two types of SPADs. SPAD A and SPAD B. It stands for Signal Passed At Danger.

- **SPAD A:** A category "A" SPAD is a SPAD where a stop signal indication was displayed correctly, in sufficient time for the train to be stopped safely at the signal and then was passed.
- **SPAD B and signal reversions:** Is where the signal reverted and the train could not stop in time. Often a SPAD B is not known immediately until an investigation has taken place so often SPAD is just used in the immediate instance.

Wairarapa Line sitrep

Date completed: 29 May

Service levels

Service date: 28 May

PM Dep Wgtn	Arrive Mast	Variance to Timetable	Reason	Action taken	Approx. patronage
1356 depart UPPE	1509	+44mins	Planned bus replacement between WELL and UPPE. Train departed Upper Hutt 37 minutes late as Transit forgot to stop at WATE. Passengers from WATE travelled on a normal metro service and train waited for them.	-Transdev is currently following up with Transit	80
1625	1815	+2mins			450
1730	1920	+5mins			200
1818	-	-	Bus replaced	As planned	25

PM Dep Mast	Arrive Wgtn	Variance to Timetable	Reason	Action taken	Approx. patronage
1538	-	-	Bus replaced	As planned	25

Service date: 29 May

AM Dep Mast	Arrive Wgtn	Variance to Timetable	Reason	Action taken	Approx. patronage
0546	733	+3mins	Following behind a Taita service which was delayed due to a points issue		310
0620	810	+0mins			365
0649	837	+6mins			260
1030	1217 arrive UPPE	+41mins	Planned bus replacement between UPPE and WELL. Delayed due to a signals issue and had to SWA between FEAT and UPPE		85

AM Dep Wgtn	Arrive Mast	Variance to Timetable	Reason	Action taken	Approx. patronage
0822	1012	+11mins	Speed restrictions and worksites	<ul style="list-style-type: none"> - Kiwirail reviewing number of worksites - Train control reviewing process for allowing trains through worksites 	50

				- Kiwirail reviewing position of all worksites to reduce amount of lost time at each site	
--	--	--	--	---	--

WRL train manager staffing levels

A minimum of 6 Train Managers are needed each weekday to deliver a full train service. If Transdev have five Train Managers on duty that means the 3:38pm and 6:18pm train services are replaced by buses.

We want to provide a consistent service for customers. We have agreed to bus replace the 3:38pm and 6:18pm on weekdays until Transdev can give confidence in their ability to provide this staffing level on a consistent basis. This will give customers confidence in our ability to offer the full train service on a consistent basis.

	Monday	Tuesday	Wednesday	Thursday	Friday	Sat	Sun
26 May –1 June	5	5	5	5	5	2	2
2 – 8 June	2 (Public Holiday)	6	6	6	6	2	2
9 – 15 June	6	6	6	7	6	2	2
16 – 22 June	7	7	7	7	7	2	2

Key	Full staff complement plus cover to operate peak services	Can operate peak services/ no cover	Not enough staff to operate all peak services
-----	---	-------------------------------------	---

Communications

Customer communication summary:

- Metlink webpage with FAQ's outlining issues
- Updates posted to WRL Community Facebook Page
- In person meetings with Metlink Senior Managers and WRL community interest groups

Risks:

- Lack of on-time information for service alerts
- Unplanned staffing issues

Mitigations:

- Close relationship with Transdev
- Contingency built in to staffing roster
- Daily contact with Tranzdev
- Weekly formal meeting on this issue

Upcoming Buses Replace Trains (BRT)

Further detailed information can be found on the Metlink website; <https://www.metlink.org.nz/news-and-updates/buses-replacing-trains/wairarapa-line>

Glossary

Worksites: Areas on the network where Kiwirail staff are working adjacent to the rail line. As a safety precaution trains must stop before the site. Once confirmation of the clear track has been given trains can continue their journey. This can take a few minutes.

Speed Restrictions: Train drivers are instructed to reduce speed on some parts of the track or the whole track if there is maintenance needed on the track. This is to ensure passengers and train crew safety.

Current Speed restrictions on Wairarapa Line:

- Inbound (to Wellington Station): 7 mins
- Outbound (from Wellington Station): 9 mins

Congestion: When the Wairarapa train joins the Hutt Valley Line, it shares rail track with metro services that make more stops. If a Hutt Valley Line train is delayed, the Wairarapa service may be held up behind it. Agreed priority rules help manage this, and these rules are regularly reviewed.

Rusty Rails: “Rusty rail” conditions occur when new rail is installed - the new rail might have a rusty layer on the top (because it hasn’t been used before) which can affect the electrical connectivity between the rails. Drivers are instructed to reduce speed over these areas until the track conditions are up to standard.

SWA: Stands for Safe Working Authority. It’s used to authorise rail movements that are not permitted under the normal system of safe working. For example, if the signal is out leaving Upper Hutt platform there is no way of knowing if it is safe to proceed and if the next section is clear. They need permission to pass to prevent conflicting movements.

The SWA is a form that the train control has to fill in with the driver so that can give authority to proceed into that next section. A SWA can also be used for setting back to a platform and wrong line running.

SPAD: There are two types of SPADs. SPAD A and SPAD B. It stands for Signal Passed At Danger.

- **SPAD A:** A category "A" SPAD is a SPAD where a stop signal indication was displayed correctly, in sufficient time for the train to be stopped safely at the signal and then was passed.
- **SPAD B and signal reversions:** Is where the signal reverted and the train could not stop in time. Often a SPAD B is not known immediately until an investigation has taken place so often SPAD is just used in the immediate instance.

Wairarapa Line sitrep

Date completed: 30 May

Service levels

Service date: 29 May

PM Dep Wgtn	Arrive Mast	Variance to Timetable	Reason	Action taken	Approx. patronage
1341 depart UPPE	1458	+33mins	Planned bus replacement between WELL and UPPE. Departed UPPE 22 minutes late due to late running bus replacements. Delayed further by speed restrictions and worksites	- Kiwirail reviewing number of worksites - Train control reviewing process for allowing trains through worksites - Kiwirail reviewing position of all worksites to reduce amount of lost time at each site	80
1625	1814	+1mins			450
1730	1942	+27mins	Lost 30mins in between WELL and UPPE due to being stuck behind the 1713pm Upper Hutt service at WATE waiting for an ambulance		200
1818	-	-	Bus replaced	As planned	25

PM Dep Mast	Arrive Wgtn	Variance to Timetable	Reason	Action taken	Approx. patronage
1538	-	-	Bus replaced	As planned	25

Service date: 30 May

AM Dep Mast	Arrive Wgtn	Variance to Timetable	Reason	Action taken	Approx. patronage
0546	736	+6mins			310
0620	810	+0mins			365
0651	840	+9mins	Left MAST 4 minutes late due new Train Manager training		260
1030	1212	+2mins			85

AM Dep Wgtn	Arrive Mast	Variance to Timetable	Reason	Action taken	Approx. patronage
0821	1003	+2mins			50

WRL train manager staffing levels

A minimum of 6 Train Managers are needed each weekday to deliver a full train service. If Transdev have five Train Managers on duty that means the 3:38pm and 6:18pm train services are replaced by buses.

We want to provide a consistent service for customers. We have agreed to bus replace the 3:38pm and 6:18pm on weekdays until Transdev can give confidence in their ability to provide this staffing level on a consistent basis. This will give customers confidence in our ability to offer the full train service on a consistent basis.

	Monday	Tuesday	Wednesday	Thursday	Friday	Sat	Sun
26 May –1 June	5	5	5	5	5	2	2
2 – 8 June	2 (Public Holiday)	6	6	6	6	2	2
9 – 15 June	6	6	6	7	6	2	2
16 – 22 June	7	7	7	7	7	2	2

Key	Full staff complement plus cover to operate peak services	Can operate peak services/ no cover	Not enough staff to operate all peak services
-----	---	-------------------------------------	---

Communications

Customer communication summary:

- Metlink webpage with FAQ's outlining issues
- Updates posted to WRL Community Facebook Page
- In person meetings with Metlink Senior Managers and WRL community interest groups

Risks:

- Lack of on-time information for service alerts
- Unplanned staffing issues

Mitigations:

- Close relationship with Transdev
- Contingency built in to staffing roster
- Daily contact with Transdev
- Weekly formal meeting on this issue

Upcoming Buses Replace Trains (BRT)

Further detailed information can be found on the Metlink website; <https://www.metlink.org.nz/news-and-updates/buses-replacing-trains/wairarapa-line>

Glossary

Worksites: Areas on the network where Kiwirail staff are working adjacent to the rail line. As a safety precaution trains must stop before the site. Once confirmation of the clear track has been given trains can continue their journey. This can take a few minutes.

Speed Restrictions: Train drivers are instructed to reduce speed on some parts of the track or the whole track if there is maintenance needed on the track. This is to ensure passengers and train crew safety.

Current Speed restrictions on Wairarapa Line:

- Inbound (to Wellington Station): 7 mins
- Outbound (from Wellington Station): 9 mins

Congestion: When the Wairarapa train joins the Hutt Valley Line, it shares rail track with metro services that make more stops. If a Hutt Valley Line train is delayed, the Wairarapa service may be held up behind it. Agreed priority rules help manage this, and these rules are regularly reviewed.

Rusty Rails: “Rusty rail” conditions occur when new rail is installed - the new rail might have a rusty layer on the top (because it hasn’t been used before) which can affect the electrical connectivity between the rails. Drivers are instructed to reduce speed over these areas until the track conditions are up to standard.

SWA: Stands for Safe Working Authority. It’s used to authorise rail movements that are not permitted under the normal system of safe working. For example, if the signal is out leaving Upper Hutt platform there is no way of knowing if it is safe to proceed and if the next section is clear. They need permission to pass to prevent conflicting movements.

The SWA is a form that the train control has to fill in with the driver so that can give authority to proceed into that next section. A SWA can also be used for setting back to a platform and wrong line running.

SPAD: There are two types of SPADs. SPAD A and SPAD B. It stands for Signal Passed At Danger.

- **SPAD A:** A category "A" SPAD is a SPAD where a stop signal indication was displayed correctly, in sufficient time for the train to be stopped safely at the signal and then was passed.

- **SPAD B and signal reversions:** Is where the signal reverted and the train could not stop in time. Often a SPAD B is not known immediately until an investigation has taken place so often SPAD is just used in the immediate instance.

Wairarapa Line sitrep

Date completed: 3 June

Service levels

Service date: 30 May

PM Dep Wgtn	Arrive Mast	Variance to Timetable	Reason	Action taken	Approx. patronage
1245	1432	+7mins		- Kiwirail reviewing number of worksites - Train control reviewing process for allowing trains through worksites - Kiwirail reviewing position of all worksites to reduce amount of lost time at each site	80
1625	1819	+6mins			450
1730	1916	+1mins			200
1818	-	-	Bus replaced	As planned	25

PM Dep Mast	Arrive Wgtn	Variance to Timetable	Reason	Action taken	Approx. patronage
1538	-	-	Bus replaced	As planned	25

Service date: 3 June

AM Dep Mast	Arrive Wgtn	Variance to Timetable	Reason	Action taken	Approx. patronage
0546	0830	+60mins	All 3 services affected by: - Rusty rail conditions near Carterton - Signals fault near Silverstream - Points fault at Taita		310
0620	0839	+29mins			365
0651	0913	+42mins			260
1030	12xx	+54mins			85

AM Dep Wgtn	Arrive Mast	Variance to Timetable	Reason	Action taken	Approx. patronage
0821	1109	+68mins	Impacted by the continuing network issues detailed above		50

WRL train manager staffing levels

A minimum of 6 Train Managers are needed each weekday to deliver a full train service. If Transdev have five Train Managers on duty that means the 3:38pm and 6:18pm train services are replaced by buses.

We want to provide a consistent service for customers. We have agreed to bus replace the 3:38pm and 6:18pm on weekdays until Transdev can give confidence in their ability to provide this staffing level on a consistent basis. This will give customers confidence in our ability to offer the full train service on a consistent basis.

	Monday	Tuesday	Wednesday	Thursday	Friday	Sat	Sun
26 May –1 June	5	5	5	5	5	2	2
2 – 8 June	2 (Public Holiday)	6	6	6	6	2	2
9 – 15 June	6	6	6	7	6	2	2
16 – 22 June	7	7	7	7	7	2	2

Key	Full staff complement plus cover to operate peak services	Can operate peak services/ no cover	Not enough staff to operate all peak services
-----	---	-------------------------------------	---

Communications

Customer communication summary:

- Metlink webpage with FAQ's outlining issues
- Updates posted to WRL Community Facebook Page
- In person meetings with Metlink Senior Managers and WRL community interest groups

Risks:

- Lack of on-time information for service alerts
- Unplanned staffing issues

Mitigations:

- Close relationship with Transdev
- Contingency built in to staffing roster
- Daily contact with Transdev
- Weekly formal meeting on this issue

Upcoming Buses Replace Trains (BRT)

Further detailed information can be found on the Metlink website; <https://www.metlink.org.nz/news-and-updates/buses-replacing-trains/wairarapa-line>

Glossary

Worksites: Areas on the network where Kiwirail staff are working adjacent to the rail line. As a safety precaution trains must stop before the site. Once confirmation of the clear track has been given trains can continue their journey. This can take a few minutes.

Speed Restrictions: Train drivers are instructed to reduce speed on some parts of the track or the whole track if there is maintenance needed on the track. This is to ensure passengers and train crew safety.

Current Speed restrictions on Wairarapa Line:

- Inbound (to Wellington Station): 7 mins
- Outbound (from Wellington Station): 9 mins

Congestion: When the Wairarapa train joins the Hutt Valley Line, it shares rail track with metro services that make more stops. If a Hutt Valley Line train is delayed, the Wairarapa service may be held up behind it. Agreed priority rules help manage this, and these rules are regularly reviewed.

Rusty Rails: “Rusty rail” conditions occur when new rail is installed - the new rail might have a rusty layer on the top (because it hasn’t been used before) which can affect the electrical connectivity between the rails. Drivers are instructed to reduce speed over these areas until the track conditions are up to standard.

SWA: Stands for Safe Working Authority. It’s used to authorise rail movements that are not permitted under the normal system of safe working. For example, if the signal is out leaving Upper Hutt platform there is no way of knowing if it is safe to proceed and if the next section is clear. They need permission to pass to prevent conflicting movements.

The SWA is a form that the train control has to fill in with the driver so that can give authority to proceed into that next section. A SWA can also be used for setting back to a platform and wrong line running.

SPAD: There are two types of SPADs. SPAD A and SPAD B. It stands for Signal Passed At Danger.

- **SPAD A:** A category "A" SPAD is a SPAD where a stop signal indication was displayed correctly, in sufficient time for the train to be stopped safely at the signal and then was passed.

- **SPAD B and signal reversions:** Is where the signal reverted and the train could not stop in time. Often a SPAD B is not known immediately until an investigation has taken place so often SPAD is just used in the immediate instance.

Wairarapa Line sitrep

Date completed: 4 June

Service levels

Service date: 3 June

PM Dep Wgtn	Arrive Mast	Variance to Timetable	Reason	Action taken	Approx. patronage
1245	1442	+17mins	Worksites, speed restrictions and delays following signals and points fault on the Hutt Line	- Kiwirail reviewing number of worksites - Train control reviewing process for allowing trains through worksites - Kiwirail reviewing position of all worksites to reduce amount of lost time at each site	80
1625	1818	+5mins			450
1730	1940	+25mins	Delayed departure due to late arrival of loco, a carriage fault and a late warrant from train control		200
1818	-	-	Bus replaced	As planned	25

PM Dep Mast	Arrive Wgtn	Variance to Timetable	Reason	Action taken	Approx. patronage
1538	-	-	Bus replaced	As planned	25

Service date: 4 June

AM Dep Mast	Arrive Wgtn	Variance to Timetable	Reason	Action taken	Approx. patronage
0546	0735	+5mins	All 3 services affected by: - Signals fault near Silverstream - Points fault at Taita		310
0620	0815	+5mins			365
0649	0839	+8mins			260
1030	12xx	+13mins	Speed restrictions and worksites and impacted due to signals fault at Featherston		85

AM Dep Wgtn	Arrive Mast	Variance to Timetable	Reason	Action taken	Approx. patronage
0823	1020	+19mins	Worksites and speed restrictions		50

WRL train manager staffing levels

A minimum of 6 Train Managers are needed each weekday to deliver a full train service. If Transdev have five Train Managers on duty that means the 3:38pm and 6:18pm train services are replaced by buses.

We want to provide a consistent service for customers. We have agreed to bus replace the 3:38pm and 6:18pm on weekdays until Transdev can give confidence in their ability to provide this staffing level on a consistent basis. This will give customers confidence in our ability to offer the full train service on a consistent basis.

	Monday	Tuesday	Wednesday	Thursday	Friday	Sat	Sun
26 May –1 June	5	5	5	5	5	2	2
2 – 8 June	2 (Public Holiday)	6	6	6	6	2	2
9 – 15 June	6	6	6	7	6	2	2
16 – 22 June	7	7	7	7	7	2	2

Key	Full staff complement plus cover to operate peak services	Can operate peak services/ no cover	Not enough staff to operate all peak services
-----	---	-------------------------------------	---

Communications

Customer communication summary:

- Metlink webpage with FAQ's outlining issues
- Updates posted to WRL Community Facebook Page
- In person meetings with Metlink Senior Managers and WRL community interest groups

Risks:

- Lack of on-time information for service alerts
- Unplanned staffing issues

Mitigations:

- Close relationship with Transdev
- Contingency built in to staffing roster
- Daily contact with Tranzdev
- Weekly formal meeting on this issue

Upcoming Buses Replace Trains (BRT)

Further detailed information can be found on the Metlink website; <https://www.metlink.org.nz/news-and-updates/buses-replacing-trains/wairarapa-line>

Glossary

Worksites: Areas on the network where Kiwirail staff are working adjacent to the rail line. As a safety precaution trains must stop before the site. Once confirmation of the clear track has been given trains can continue their journey. This can take a few minutes.

Speed Restrictions: Train drivers are instructed to reduce speed on some parts of the track or the whole track if there is maintenance needed on the track. This is to ensure passengers and train crew safety.

Current Speed restrictions on Wairarapa Line:

- Inbound (to Wellington Station): 7 mins
- Outbound (from Wellington Station): 9 mins

Congestion: When the Wairarapa train joins the Hutt Valley Line, it shares rail track with metro services that make more stops. If a Hutt Valley Line train is delayed, the Wairarapa service may be held up behind it. Agreed priority rules help manage this, and these rules are regularly reviewed.

Rusty Rails: “Rusty rail” conditions occur when new rail is installed - the new rail might have a rusty layer on the top (because it hasn’t been used before) which can affect the electrical connectivity between the rails. Drivers are instructed to reduce speed over these areas until the track conditions are up to standard.

SWA: Stands for Safe Working Authority. It’s used to authorise rail movements that are not permitted under the normal system of safe working. For example, if the signal is out leaving Upper Hutt platform there is no way of knowing if it is safe to proceed and if the next section is clear. They need permission to pass to prevent conflicting movements.

The SWA is a form that the train control has to fill in with the driver so that can give authority to proceed into that next section. A SWA can also be used for setting back to a platform and wrong line running.

SPAD: There are two types of SPADs. SPAD A and SPAD B. It stands for Signal Passed At Danger.

- **SPAD A:** A category "A" SPAD is a SPAD where a stop signal indication was displayed correctly, in sufficient time for the train to be stopped safely at the signal and then was passed.

- **SPAD B and signal reversions:** Is where the signal reverted and the train could not stop in time. Often a SPAD B is not known immediately until an investigation has taken place so often SPAD is just used in the immediate instance.

Wairarapa Line sitrep

Date completed: 5 June

Service levels

Service date: 4 June

PM Dep Wgtn	Arrive Mast	Variance to Timetable	Reason	Action taken	Approx. patronage
1245	1456	+31mins	Delay due to an accident delaying the bus replacement plus worksites, speed restrictions	- Kiwirail reviewing number of worksites - Train control reviewing process for allowing trains through worksites - Kiwirail reviewing position of all worksites to reduce amount of lost time at each site	80
1625	1824	+11mins	Affected by mechanical fault on the Hutt Line		450
1730	1918	+3mins			200
1818	-	-	Bus replaced	As planned	25

PM Dep Mast	Arrive Wgtn	Variance to Timetable	Reason	Action taken	Approx. patronage
1538	-	-	Bus replaced	As planned	25

Service date: 5 June

AM Dep Mast	Arrive Wgtn	Variance to Timetable	Reason	Action taken	Approx. patronage
0546	0742	+12mins	Lost time south of Waterloo in the approach to wellington station	Priority rules have been changed to allow a smoother run once the train reaches the Hut Valley	310
0620	0813	+3mins			365
0649	0839	+8mins	Lost time south of Waterloo in the approach to wellington station		260
1030	1136	+0mins	Arrived on time at Upper Hutt – planned bus replacement to wellington		85

AM Dep Wgtn	Arrive Mast	Variance to Timetable	Reason	Action taken	Approx. patronage
0821	1013	+12mins	Worksites and speed restrictions		50

WRL train manager staffing levels

A minimum of 6 Train Managers are needed each weekday to deliver a full train service. If Transdev have five Train Managers on duty that means the 3:38pm and 6:18pm train services are replaced by buses.

We want to provide a consistent service for customers. We have agreed to bus replace the 3:38pm and 6:18pm on weekdays until Transdev can give confidence in their ability to provide this staffing level on a consistent basis. This will give customers confidence in our ability to offer the full train service on a consistent basis.

	Monday	Tuesday	Wednesday	Thursday	Friday	Sat	Sun
26 May –1 June	5	5	5	5	5	2	2
2 – 8 June	2 (Public Holiday)	6	6	6	6	2	2
9 – 15 June	6	6	6	7	6	2	2
16 – 22 June	7	7	7	7	7	2	2

Key	Full staff complement plus cover to operate peak services	Can operate peak services/ no cover	Not enough staff to operate all peak services
-----	---	-------------------------------------	---

Communications

Customer communication summary:

- Metlink webpage with FAQ's outlining issues
- Updates posted to WRL Community Facebook Page
- In person meetings with Metlink Senior Managers and WRL community interest groups

Risks:

- Lack of on-time information for service alerts
- Unplanned staffing issues

Mitigations:

- Close relationship with Transdev
- Contingency built in to staffing roster
- Daily contact with Tranzdev
- Weekly formal meeting on this issue

Upcoming Buses Replace Trains (BRT)

Further detailed information can be found on the Metlink website; <https://www.metlink.org.nz/news-and-updates/buses-replacing-trains/wairarapa-line>

Glossary

Worksites: Areas on the network where Kiwirail staff are working adjacent to the rail line. As a safety precaution trains must stop before the site. Once confirmation of the clear track has been given trains can continue their journey. This can take a few minutes.

Speed Restrictions: Train drivers are instructed to reduce speed on some parts of the track or the whole track if there is maintenance needed on the track. This is to ensure passengers and train crew safety.

Current Speed restrictions on Wairarapa Line:

- Inbound (to Wellington Station): 7 mins
- Outbound (from Wellington Station): 9 mins

Congestion: When the Wairarapa train joins the Hutt Valley Line, it shares rail track with metro services that make more stops. If a Hutt Valley Line train is delayed, the Wairarapa service may be held up behind it. Agreed priority rules help manage this, and these rules are regularly reviewed.

Rusty Rails: “Rusty rail” conditions occur when new rail is installed - the new rail might have a rusty layer on the top (because it hasn’t been used before) which can affect the electrical connectivity between the rails. Drivers are instructed to reduce speed over these areas until the track conditions are up to standard.

SWA: Stands for Safe Working Authority. It’s used to authorise rail movements that are not permitted under the normal system of safe working. For example, if the signal is out leaving Upper Hutt platform there is no way of knowing if it is safe to proceed and if the next section is clear. They need permission to pass to prevent conflicting movements.

The SWA is a form that the train control has to fill in with the driver so that can give authority to proceed into that next section. A SWA can also be used for setting back to a platform and wrong line running.

SPAD: There are two types of SPADs. SPAD A and SPAD B. It stands for Signal Passed At Danger.

- **SPAD A:** A category "A" SPAD is a SPAD where a stop signal indication was displayed correctly, in sufficient time for the train to be stopped safely at the signal and then was passed.

- **SPAD B and signal reversions:** Is where the signal reverted and the train could not stop in time. Often a SPAD B is not known immediately until an investigation has taken place so often SPAD is just used in the immediate instance.