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Dear Mr Palmer

Request for information 2016-002

I refer to your request for information received by Greater Wellington Regional Council (GWRC) on 4 January 2016. You have requested the following information:

“A) What improvements are being elevated to improve performance and frequency [on the Wairarapa line]?”

“B) What improvements are being elevated to improve frequency of services during the weekend [on the Wairarapa Line]?”

GWRC’s response is as follows:

A) Undertakings to improve performance and frequency of services on Wairarapa Line

There have been a number of initiatives introduced on the Wairarapa Line over the last six months to help improve performance. In July 2015 new locomotives with more power and better reliability were introduced; these have significantly improved performance. Also, an extra \$2.29 million has been budgeted for the Wairarapa Line over the period from July 2015 to June 2016. A number of operational changes have also been made which increased, on average, performance from a low of around 50% of trains arriving on time in April 2015 to 88% by the end of October 2015.

Work on the line has continued since October, including a significant amount of maintenance work undertaken over the Christmas period last year. This has had an impact on performance while the work was underway, particularly in the last two weeks of December 2015 and the first two weeks of January. However we expect a long term positive outcome as a result of the works carried out so far. Once the speed restrictions, imposed by heat restrictions and track settling after the Christmas line works have been reduced, we anticipate improved performance, especially in the peak periods.

Work on improving the Wairarapa Line is also ongoing within Tranzmetro/ KiwiRail. A review of the initial improvements is currently underway and Greater Wellington Regional Council is expecting a report with further proposals for improvements in early 2016.



With regards to the frequency of services, we do monitor passenger levels and demand on the services and at the moment the passenger loading information indicates that a sufficient number of services are being provided to meet the demand.

B) Improvements to frequency of weekend services on Wairarapa Line

We do regularly monitor passenger levels and demand on all services including services operating during weekends, and at the moment the passenger loading information indicates that provision of additional services is not justified.

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.

Yours sincerely



Wayne Hastie
General Manager
Public Transport