

By email

27 February 2017

File Ref: OIAP-7-3039

Iain Palmer

fyi-request-5300-1f924c94@requests.fyi.org.nz

Dear Mr Palmer

Request for information OIA 2017-011

I refer to your request for information dated 29 January 2017, which was received by Greater Wellington Regional Council (GWRC) on 29 January 2017. You have requested the following information:

“What KPI have been used to measure the performance and reliability of the Wairarapa Connection Service over the last three years to 31st December 2016?

What have been the results of these KPI's?

What changes during this time period have been taken to improve the performance of the Wairarapa Connection, how have they been reflected in KPI results and where they successful?

What future changes are planned to improve the performance and reliability of the Wairarapa Connection?

Are there any changes to the KPI reporting following start of the the new contract, if so how long will the retired KPI be retained?”

GWRC's response follows.

1. KPI used to measure performance and reliability of the Wairarapa Connection Services over the last three years to 31st December 2016

Until the start of the new rail partnering contract in July 2016, the performance (punctuality) of Wairarapa Line services was being measured using the reported deviations from scheduled arrival times into Wellington Station and departure times out of Wellington Station. Any service arriving or departing Wellington Station under 5 minutes from the scheduled arrival or departure times was counted as on time.



The measure only applied to Wellington Station, and the punctuality target for the Wairarapa Line was 85% over that period. Under the previous rail contract, reliability was measured as the percentage of timetabled services that were actually delivered.

The new rail contract uses new measures for punctuality and reliability as outlined under question 5 below. Performance monitoring under the new contract now includes outer stations to measure punctuality and uses new criteria for measuring reliability.

2. KPI report for the Wairarapa Connection services over the last three years to 31st December 2016

Attached is the KPI report for the Wairarapa Connection services over the last three years to 31 December 2016.

3. Improvements made to performance of the Wairarapa Connection services

The following improvements have been made to enhance performance of the Wairarapa Connection services over the last three years:

Changes to locomotive types in July 2015

Locomotives running the Wairarapa Line services were changed from DC Class to DFB Class in July 2015. DFB Class locomotives could run a service 8 minutes faster than DC Class locomotives allowing the services to pick up time in certain sections.

Investment into track maintenance for a period between July 2015 and July 2017

There has been 2.8 million dollars of extra funding invested in network maintenance from July 2015 to July 2017. This investment has been to bring the decaying track condition back up to workable standard levels. The initial tranche of funding improved punctuality in March and April 2016, but this work has been ongoing.

20 November 2016 timetable change

A minor timetable change was put in place to solve some congestion issues down the Wairarapa line. Hutt Valley Line services were scheduled to go through Taita Station and Upper Hutt Station at the same time. Minor time changes have removed this issue. This has provided better performance for services running into Wellington.

4. Plans for improvement of the Wairarapa Connection services

Timetable change planned for September 2017

There is a network wide timetable change being planned for September 2017. This is expected to further resolve the issues regarding the congestion that happens once the Wairarapa Line services reach Upper Hutt.

Making SE and SW carriages compatible

There is an on-going work to make the SE and SW carriages compatible. This will allow the sets to be mixed and will improve flexibility for planning and delays so that if there is an issue with one carriage, the rail operator can use the other carriage to replace it. We are also continuing to work with Kiwi Rail to focus the activities on the most affected areas on the rail network where the works can improve performance of the service.

5. Changes to the KPI reporting following start of the new rail contract since 3 July 2016

Punctuality is now measured at origin, intermediate and destination stations where the old measurement was only monitoring arrivals and departures from Wellington Station. For the Wairarapa line the new measurement includes timings at Wellington Station, Waterloo Station, Upper Hutt Station, Featherston Station, and Masterton Station.

For a service to be measured as reliable there are three criteria that the service must meet. The service must:

- Leave no earlier than 30 seconds from origin and intermediate stations
- Meet the correct consist size (i.e. correct number of carriages)
- Stop at all scheduled stations.

Rather than using a performance target, the performance monitoring arrangement under the new rail partnering contract uses an abatement scheme that applies to each service and charges a performance based deduction to the operator for the punctuality and reliability failures attributed to the operator. Therefore, in effect the new rail contract expects 100% of services to be reliable or punctual and charges the rail operator for each and every service that is late or unreliable to incentivise higher performance. Accordingly, the attached performance tables do not identify status of KPIs against targets for the new performance measures since July 2016.

Punctuality has been monitored using both old and new measures since July 2016 in order to retain the continuity and consistency of data and enable comparisons between the service performance during the same periods before and after July 2016.

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 Local Government Official Information and Meetings Act 1987.

Yours sincerely



Wayne Hastie
General Manager

Public Transport

Appendix 1. Performance of Wairarapa Connection services

A) Punctuality of Wairarapa Connection services between January 2014 and December 2016

Month	On Time Performance (old measure*)	KPI equals or greater than 85%	Month	On Time Performance (new measure**)
Jan-14	70.50%	No		
Feb-14	71.60%	No		
Mar-14	81.80%	No		
Apr-14	71.50%	No		
May-14	70.00%	No		
Jun-14	82.60%	No		
Jul-14	76.30%	No		
Aug-14	87.10%	Yes		
Sep-14	87.70%	Yes		
Oct-14	88.20%	Yes		
Nov-14	81.80%	No		
Dec-14	82.20%	No		
Jan-15	63.40%	No		
Feb-15	72.80%	No		
Mar-15	68.60%	No		
Apr-15	50.70%	No		
May-15	61.60%	No		
Jun-15	67.50%	No		
Jul-15	78.10%	No		
Aug-15	86.40%	Yes		
Sep-15	82.70%	No		
Oct-15	82.30%	No		
Nov-15	78.00%	No		
Dec-15	61.00%	No		
Jan-16	68.00%	No		
Feb-16	71.70%	No		
Mar-16	86.00%	Yes		
Apr-16	93.20%	Yes		
May-16	78.30%	No		
Jun-16	76.50%	No		
Jul-16	82.42%	No	Jul-16	70.54%
Aug-16	78.33%	No	Aug-16	71.04%
Sep-16	77.10%	No	Sep-16	57.80%
Oct-16	70.34%	No	Oct-16	52.40%
Nov-16	73.22%	No	Nov-16	49.10%
Dec-16	63.91%	No	Dec-16	41.70%

B) Reliability of Wairarapa Connection services between January 2014 and December 2016

Month	Old reliability measure	KPI equals or greater than 99.4%	Month	New reliability measure
Jan-14	100.00%	Yes		
Feb-14	100.00%	Yes		
Mar-14	100.00%	Yes		
Apr-14	100.00%	Yes		
May-14	100.00%	Yes		
Jun-14	99.60%	Yes		
Jul-14	100.00%	Yes		
Aug-14	99.20%	No		
Sep-14	99.60%	Yes		
Oct-14	100.00%	Yes		
Nov-14	100.00%	Yes		
Dec-14	100.00%	Yes		
Jan-15	100.00%	Yes		
Feb-15	99.80%	Yes		
Mar-15	100.00%	Yes		
Apr-15	100.00%	Yes		
May-15	93.80%	No		
Jun-15	100.00%	Yes		
Jul-15	100.00%	Yes		
Aug-15	99.60%	Yes		
Sep-15	99.60%	Yes		
Oct-15	100.00%	Yes		
Nov-15	100.00%	Yes		
Dec-15	99.20%	No		
Jan-16	100.00%	Yes		
Feb-16	99.20%	No		
Mar-16	100.00%	Yes		
Apr-16	100.00%	Yes		
May-16	100.00%	Yes		
Jun-16	100.00%	Yes		
Jul-16			Jul-16	89.17%
Aug-16			Aug-16	95.83%
Sep-16			Sep-16	99.20%
Oct-16			Oct-16	97.50%
Nov-16			Nov-16	89.30%
Dec-16			Dec-16	98.30%