

8 November 2022

File Ref: OIAP-7-26337

Tēnā koe [REDACTED]

### Request for information 2022-201

I refer to your request for information dated 28 October 2022, which was received by Greater Wellington Regional Council (Greater Wellington) on 28 October 2022. You have requested the following:

*“Can you please send me a break down of the train figures that Stephen Heath was referring to in today's DominionPost.*

*As these figures have already been collated, I presume there will be no issues with this request.”*

### Greater Wellington's response follows:

The figures we believe you are referring to are from this Stuff article:

<https://www.stuff.co.nz/national/130294032/silence-then-sardines-diary-of-a-wellington-train-commuter>.

Please refer to the below table which presents the reliability of services on the rail network for the month of September and the Year to Date (1 July to 30 September 2022). This is the table Stephen Heath relied on for his response to the media query.

	Reliability	
	Sep-22	YTD
Hutt	95.5%	96.2%
Johnsonville	96.3%	95.0%
Kapiti	94.5%	92.1%
Wairarapa	99.2%	98.3%
Overall	95.5%	94.7%

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 required size, and stop at all stations timetabled for the service.

The reliability target is 99.5%. The table is green if the target is met; amber between 98.5% and 99.5%; and red if less than 98.5%.

Please also see **Attachment 1** which contains a Monthly Performance Report for September 2022 provided to Metlink by Transdev (the rail network operator). This gives a further breakdown of the reliability and punctuality of rail services for each line respectively.

More information on the reliability of our network is available on the Metlink website (<https://www.metlink.org.nz/news-and-updates/surveys-and-reports/performance-of-our-network/>).

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.

Please note that it is our policy to proactively release our responses to official information requests where possible. 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 | General Manager Metlink

### Hutt Valley Line

**Overall**  
Reliab: 95.5%  
Punct: 90.2%

**Peak**  
Reliab: 92.8%  
Punct: 82.8%

**Operator Only**  
Reliab: 98.5%  
Punct: 94.1%

174 reliability failures on the Hutt Valley Line

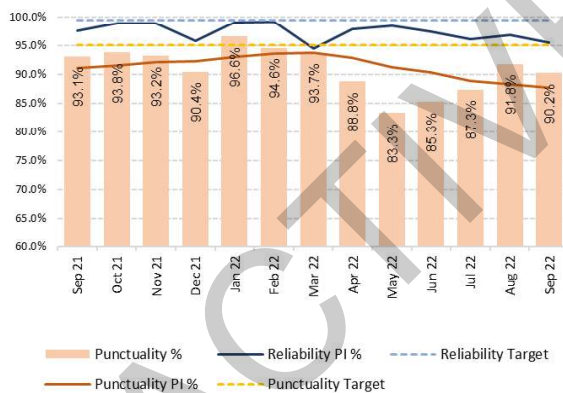
- 59 failures were attributed to Operator, and main causes were following
  - 40 mechanical issues and majority were reporting system defects.
  - 19 operational reasons included extremely slippery tracks at Ngauranga on 6<sup>th</sup> September, early departures, and data entry errors.
- 115 related to third party, mainly due to COVID staff shortage, passenger emergencies, and a vehicle accident where the vehicle crashed across both tracks.

371 punctuality failures on the Hutt Valley Line, and main delays were:

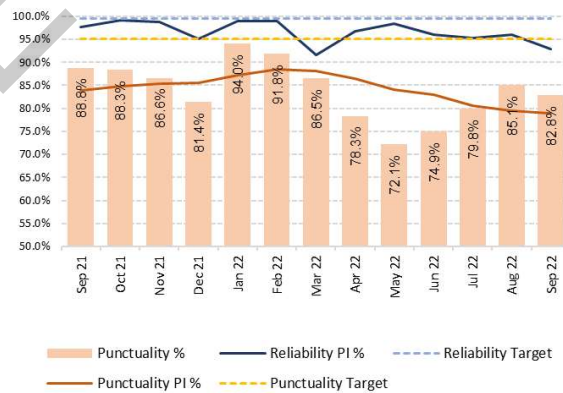
- 27% were unattributed, related to delays under sub-threshold.
- 12% were attributed to operational reasons, and the top three delay minutes causes were driver timekeeping, operations planning errors, and platform staff errors.
- 20% were attributed to passenger delays.
- 25% were attributed to Network. More than a third of these delays were speed restrictions (below TSR), and another third were WMUP related delays. The rest were mainly due to signals issues.
- 15% were attributed to third party mainly due to passenger emergencies and track closure on 23<sup>rd</sup> September.

56% of total delays were within 7 minutes; 39% between 7 and 15 minutes; 5% over 15 minutes.

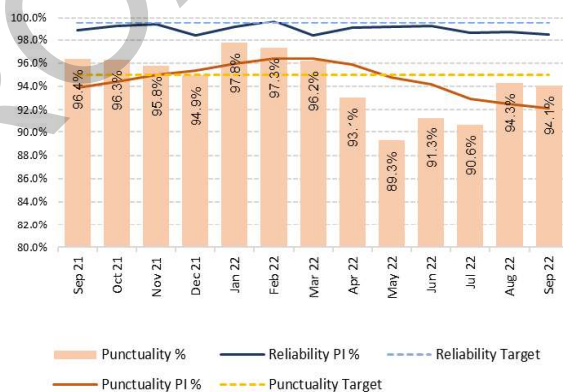
**Reliability and Punctuality by Month HVL**



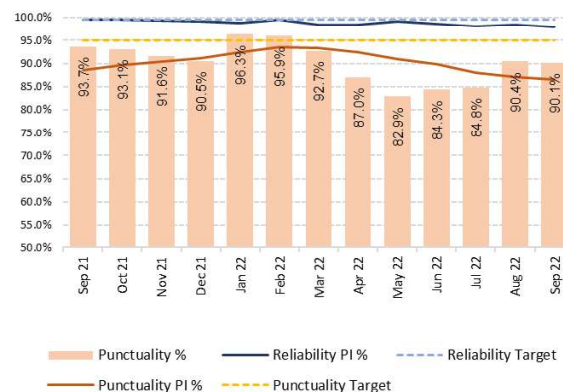
**Reliability and Punctuality by Month HVL Peak**



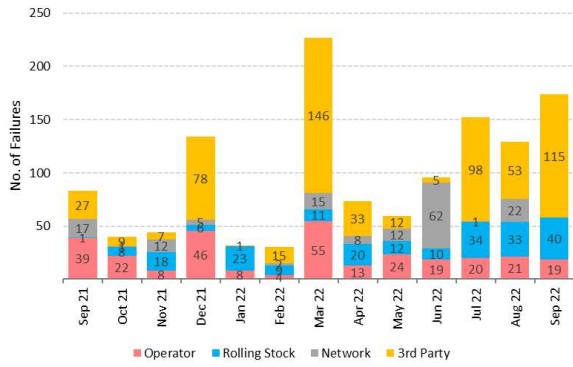
**Reliability and Punctuality by Month Operator Only - HVL**



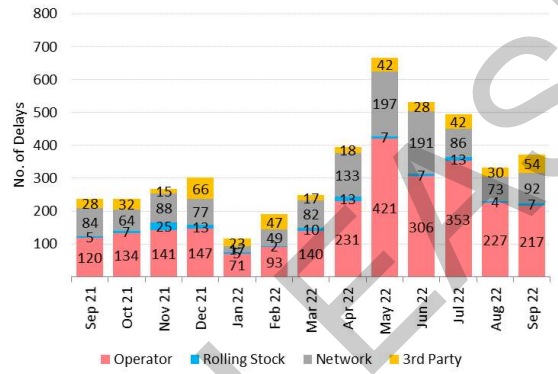
**Reliability and Punctuality by Month Operator Only - HVL Peak**



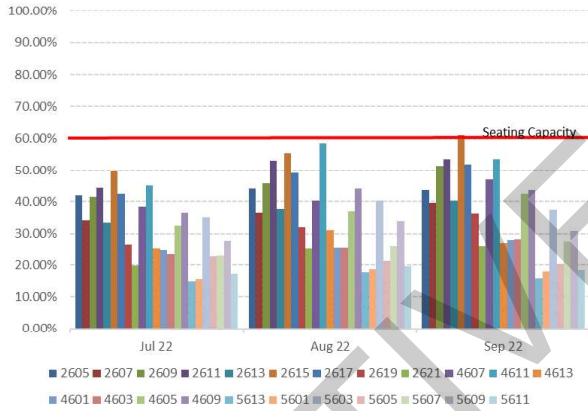
**Reliability Failures by Group Responsible  
HVL**



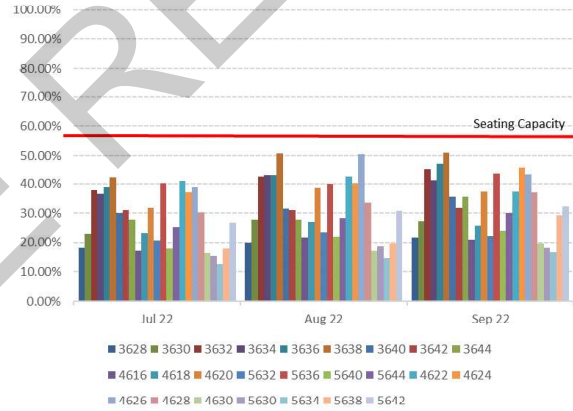
**Punctuality Failures by Group Responsible  
HVL**



**Average AM Peak Load Factor  
HVL**



**Average PM Peak Load Factor  
HVL**



### Johnsonville Line

**Overall**  
Reliab: 96.3%  
Punct: 82.8%

**Peak**  
Reliab: 93.1%  
Punct: 55.8%

**Operator Only**  
Reliab: 99.5%  
Punct: 92.2%

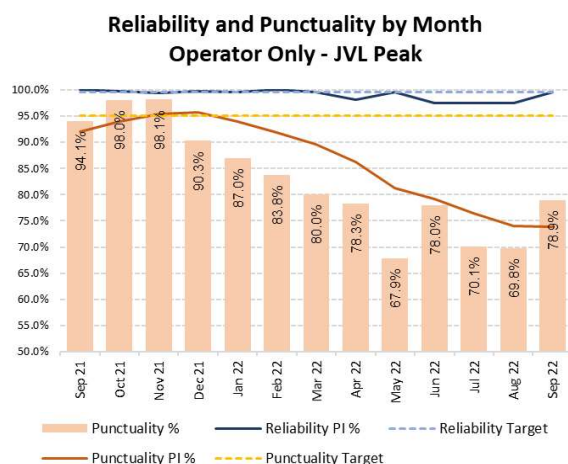
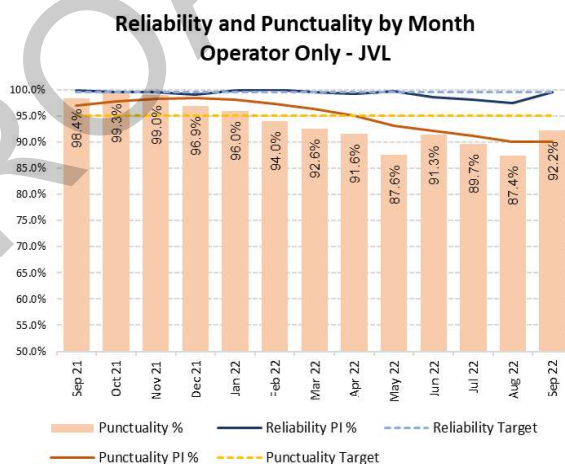
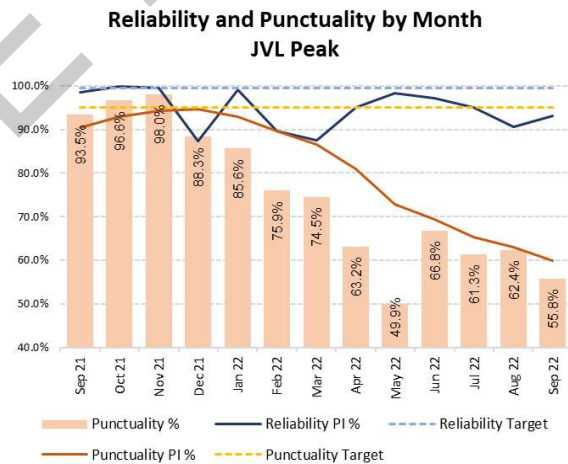
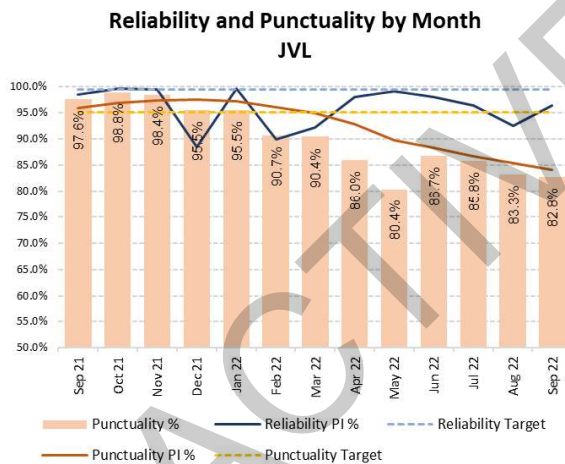
91 reliability failures on the Johnsonville Line

- 14 failures were attributed to Operator and main reasons were following
  - 9 mechanical issues were all reporting system defects.
  - 5 operational issues due to on board staff errors.
- 77 failures were attributed to third party, mainly related to targeted cancellations and bus replacements due to COVID and high sickness.

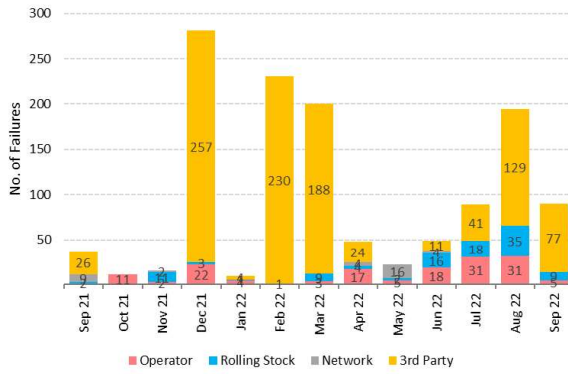
412 punctuality failures on the Johnsonville Line, and main delays were:

- 20% were unattributed, related to delays under sub-threshold.
- 10% were attributed to operational reasons, and top delay minutes causes were on board staff and driver timekeeping, and platform staff errors.
- 13% were attributed to passengers. These delays although improved, still remained higher than usual due to doors kept open while trains awaiting at the nearest stations for signals to turn green at crossings. Like previous few months, the hold-ups at crossings related to trains missed the time slot to cross as a result of extra TSRs on the line.
- 7% were attributed to Network mainly due to speed restrictions (below TSR) across the month.
- 47% were attributed to third party mainly due to slope stability speed restrictions.

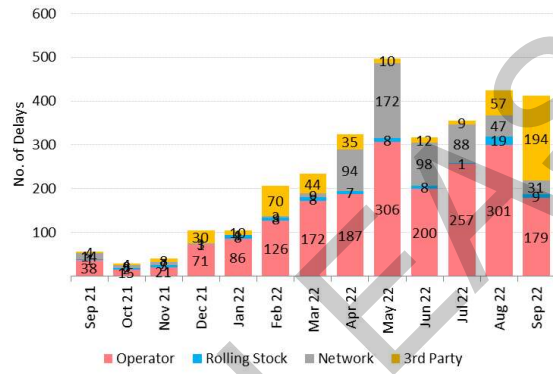
47% of total delays were within 7 minutes; 52% between 7 and 15 minutes; 2% over 15 minutes.



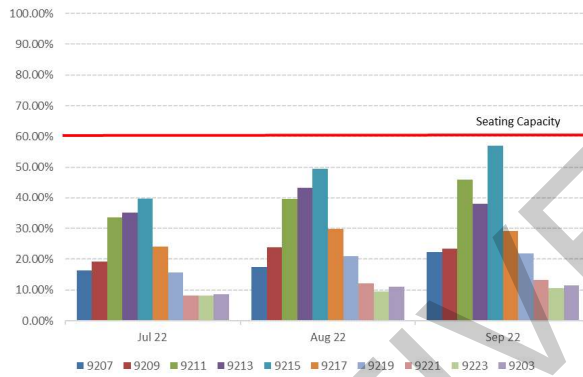
**Reliability Failures by Group Responsible  
JVL**



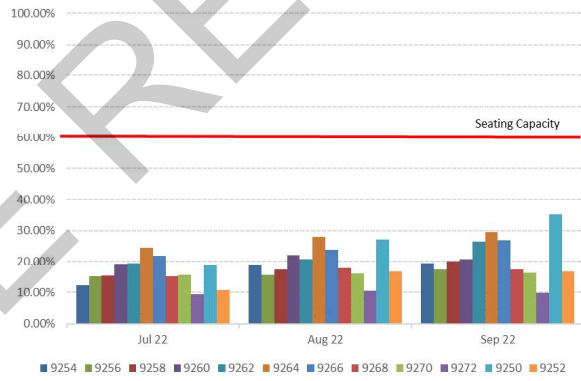
**Punctuality Failures by Group Responsible  
JVL**



**Average AM Peak Load Factor  
JVL**



**Average PM Peak Load Factor  
JVL**





### Kapiti Line

#### Overall

Reliab: 94.5%  
Punct: 43.1%

#### Peak

Reliab: 95.7%  
Punct: 52.2%

#### Operator Only

Reliab: 98.7%  
Punct: 77.3%

166 reliability failures on the Kapiti Line

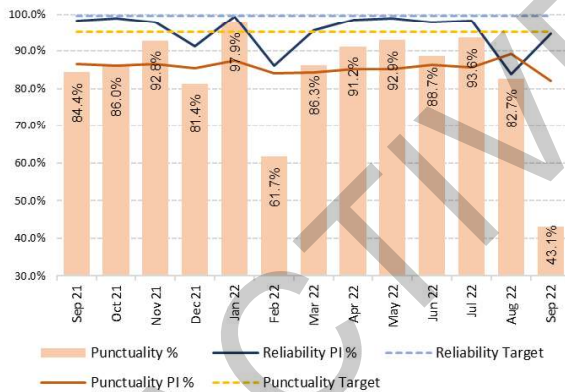
- 39 Operator failures mainly due to the following
  - 24 mechanical issues and majority of them related to reporting system defects.
  - 15 failures related to operational reasons, included platform staffing errors, planned BOL preparations, and on-board staff errors.
- 4 failures were attributed to Network and related to Network Control and infrastructure issues.
- 123 failures were attributed to third party, included a fatality at MacKays crossing on 2<sup>nd</sup> September, slip site, and targeted cancellations due to COVID and high sickness levels.

1,701 punctuality failures on the Kapiti Line, and main delays were:

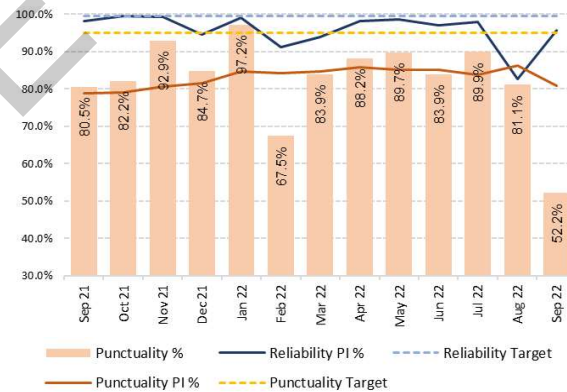
- 33% were unattributed, related to delays under sub-threshold.
- 2% were attributed to operational reasons, and top delay minutes causes were connections to bus replacements and driver timekeeping.
- 5% were attributed to passengers.
- 9% were attributed to Network mainly due to speed restrictions (below TSR) and WMUP.
- 51% were attributed to third party, and majority of these delays were due to slope stability.

38% of total delays were within 7 minutes; 57% between 7 and 15 minutes; 5% over 15 minutes.

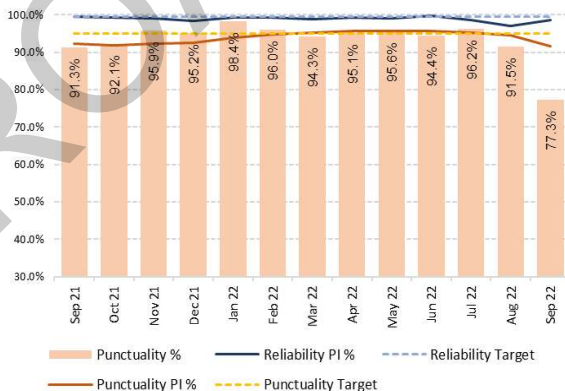
Reliability and Punctuality by Month  
KPL



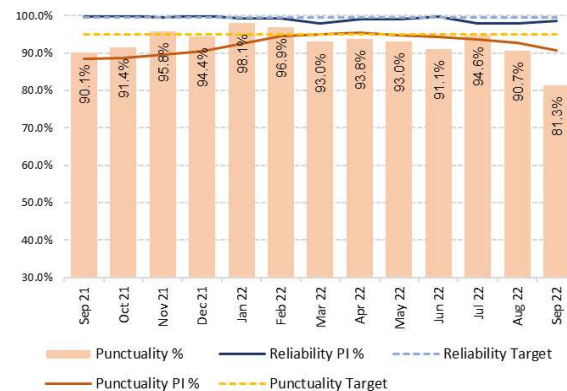
Reliability and Punctuality by Month  
KPL Peak



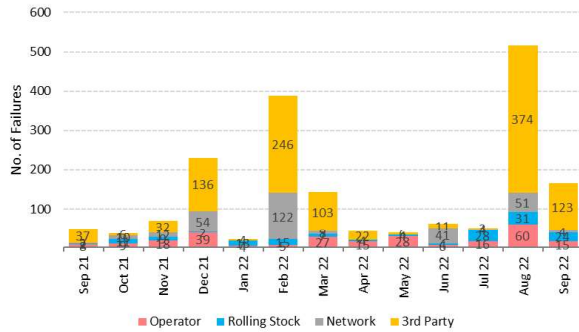
Reliability and Punctuality by Month  
Operator Only - KPL



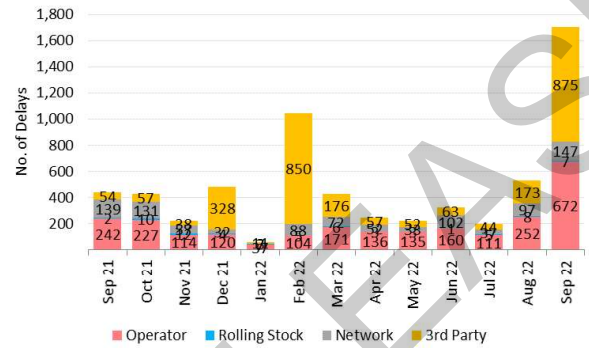
Reliability and Punctuality by Month  
Operator Only - KPL Peak



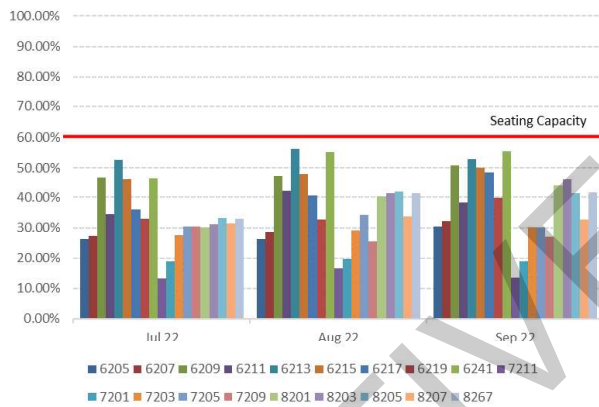
**Reliability Failures by Group Responsible**  
KPL



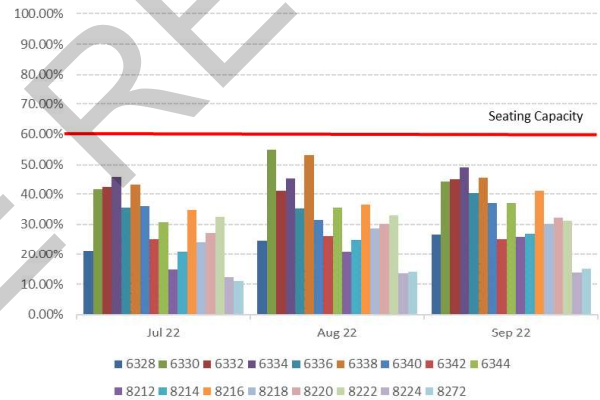
**Punctuality Failures by Group Responsible**  
KPL



**Average AM Peak Load Factor**  
KPL



**Average PM Peak Load Factor**  
KPL





### Wairarapa Line

#### Overall

Reliab: 99.2%

Punct: 47.2%

#### Peak

Reliab: 98.4%

Punct: 21.1%

#### Operator Only

Reliab: 100%

Punct: 78.6%

2 reliability failures on the Wairarapa Line

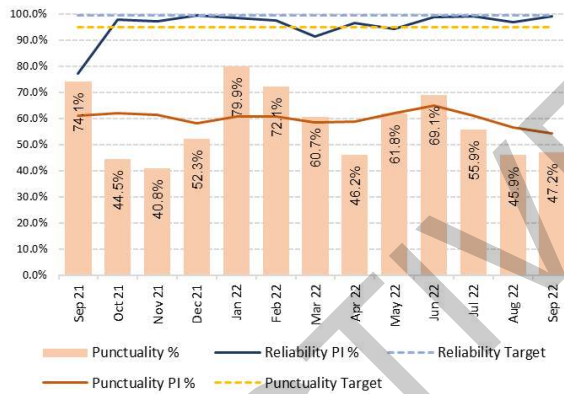
- Both were attributed to COVID and high sickness level.

135 punctuality failures on the Wairarapa Line, and main delays were:

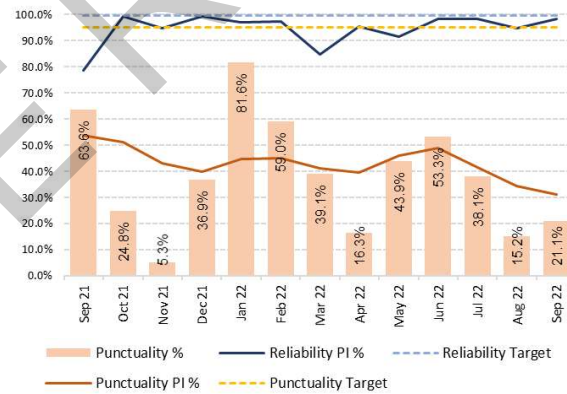
- 12% were unattributed, related to delays under sub-threshold.
- 6% were attributed to operational reasons mainly due to locomotive driver timekeeping.
- 23% were attributed to passenger delays.
- 56% were attributed to Network mainly due to WMUP.

14% of total delays were within 7 minutes; 45% between 7 and 15 minutes; 41% over 15 minutes.

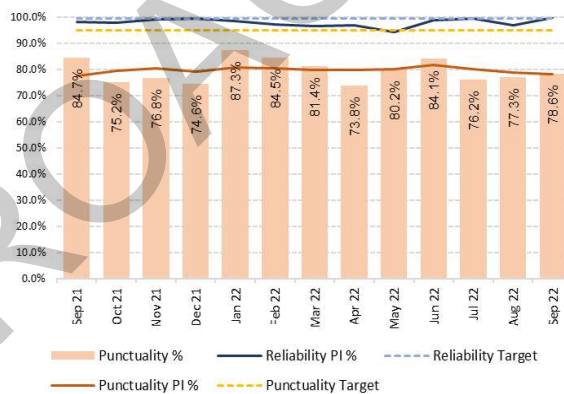
Reliability and Punctuality by Month  
WRL



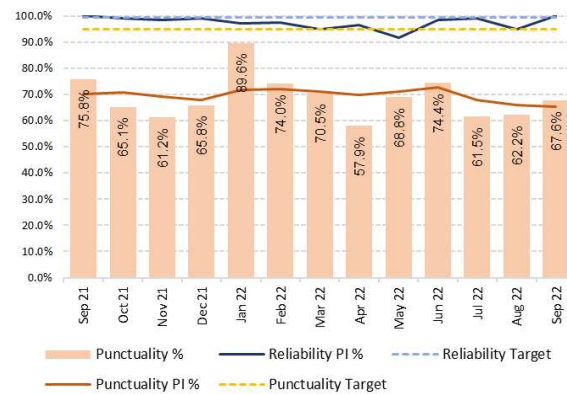
Reliability and Punctuality by Month  
WRL Peak



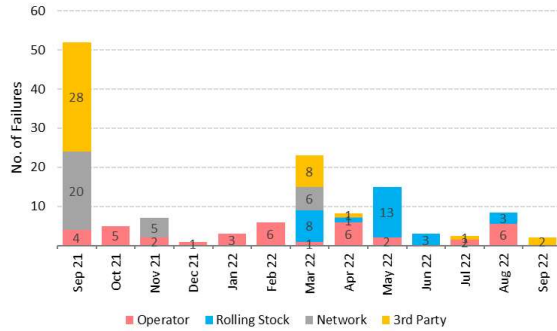
Reliability and Punctuality by Month  
Operator Only - WRL



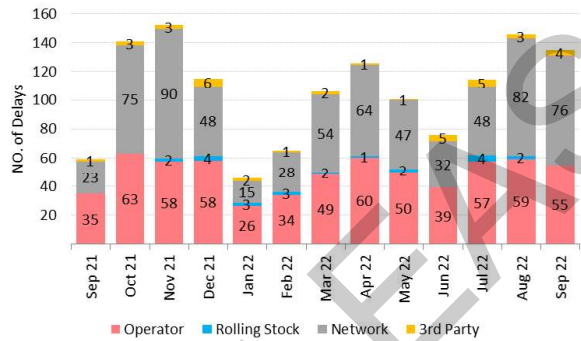
Reliability and Punctuality by Month  
Operator Only - WRL Peak



**Reliability Failures by Group Responsible WRL**



**Punctuality Failures by Group Responsible WRL**



**Average AM Peak Load Factor WRL**



**Average PM Peak Load Factor WRL**

