

27 October 2023

File Ref: OIAPR-1274023063-23774

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[REDACTED]

Tēnā koe [REDACTED]

### **Request for information 2023-252**

I refer to your request for information dated 29 September 2023, which was received by Greater Wellington Regional Council (Greater Wellington) on 29 September 2023. You have requested the following:

*“What is being done to address the atrocious service on the melling line? Can I have a list of all late services, cancelled services and bus replacements over the last 3 months. Today is a typical Friday and we are again subject to bus replacements!”*

### **Greater Wellington’s response follows:**

Please see the following attachments:

- **Attachment 1** outlines all late services on the Melling Line, for the period 3 July to 17 October 2023. Rail punctuality is determined by services arriving at key interchange stations and the final destination within five minutes of the scheduled time; ‘late’ services are therefore those that are five minutes or more behind schedule.
- **Attachment 2** outlines all cancelled and bus replaced services on the Melling Line since 10 July 2023.

BOL in these attachments refers to planned Blocks of Lines when the rail network cannot be fully used due to planned capital works and/or maintenance work.

Please see the below table which outlines the percentage of punctuality and reliability failures for the Melling service from July – 17 October 2023 in context of the total performance of the line.

Total Punctuality failures (%)	Total on-time performance (%)	Total reliability failures (%)	Total reliability failures excluding planned bus replacements for KiwiRail maintenance (%)
11.3%	88.7%	6.8%	3.1%

Greater Wellington contracts Transdev Wellington Limited to operate metropolitan rail services, including on the Melling Line. The service levels on the Melling Line have been impacted by recent staffing issues and a spike in sickness. Transdev has been focussing on recruitment with ongoing training schools, and the situation is generally improving.

Metlink is working closely with Transdev to address the impacted services and ensure the least disruption possible to users' journeys. Transdev is required to provide bus replacement services for planned and unplanned disruptions to train services. We acknowledge that Bus Replacing Train (BRT) services often take longer and are less convenient for users but are striving to improve the BRT experience and ensure they are reliable, comfortable, accessible, convenient, and safe.

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 Waka-ā-atea | Group Manager Metlink