

14 February 2024

File Ref: OIAPR-1274023063-24933

By email: [REDACTED]

Tēnā koe [REDACTED]

Request for information 2024-004

I refer to your request for information dated 16 January 2024, which was received by Greater Wellington Regional Council (Greater Wellington) on 16 January 2024. You have requested the following:

“As an official information request, can you please provide the below information for the period 1 January 2023 to 31 December 2023:

- *the daily scheduled departure time for the first morning train from Masterton to Wellington.*
- *the daily actual departure time of the above train from Masterton.*
- *the daily scheduled arrival time of the above train in Featherston. If not available, can you provide the departure time from Featherston.*
- *the daily arrival time of the above train in Featherston. If not available, can you provide the departure time.*
- *the daily scheduled arrival time of the above train in Wellington.*
- *the daily actual arrival time of the above train in Wellington.*

Can you provide me a copy of any report, email memo or other formal communication send within Metlink discussing the timeliness or reliability of the Wairarapa train service. If available can you provide me with a copy of any policy, standard, service level agreement or similar document that sets the expectation of timeliness and reliability of passenger trains. I request this information to:

- *compare the accuracy of your information with my own observations.*
- *investigate the reliability of the Wairarapa commuter train.”*

On 31 January, you clarified *“Can you provide me a copy of any report, email memo or other formal communication send within Metlink discussing the timeliness or reliability of the Wairarapa train*

service” to “I want to know if the constantly delays in the Wairarapa line has been brought to the attention of the management team and what has been discussed or agreed on this. If it will be easier to reduce the number of communications, can you restrict the emails only to those to and from members of the top 3 tiers of the organization?”

Greater Wellington’s response follows:

Please see **Attachment 1** which contains the information requested on scheduled and actual arrival times at Masterton, Featherston and Wellington Station from 4 January 2023 – 22 December 2023.

The 5.47am service did not run from 1 January – 3 January 2023 and 23 December – 31 December 2023. Any of the fields in **Attachment 1** which are blank are the result of signal failures.

We are therefore refusing the part of your request relating to services from 1 January – 3 January 2023 and 23 December – 31 December 2023 and any services which had a signal failure under section 17(g) of the Local Government Official Information and Meetings Act 1987 (the Act) as the information requested is not held by the local authority and the person dealing with the request has no grounds for believing that the information is either—

- (i) held by another local authority or a department or Minister of the Crown or organisation; or
- (ii)** connected more closely with the functions of another local authority, or a department or Minister of the Crown or organisation.

I want to know if the constantly delays in the Wairarapa line has been brought to the attention of the management team and what has been discussed or agreed on this. If it will be easier to reduce the number of communications, can you restrict the emails only to those to and from members of the top 3 tiers of the organization?

Performance of the network is reported on to our Transport Committee monthly and outlines the reliability and punctuality of each service. These reports then become publicly available on the Metlink website: <https://www.metlink.org.nz/news-and-updates/surveys-and-reports/performance-of-our-network/>.

For more information on what was discussed during the presentation of these reports, the minutes for Transport Committee meetings are available through this link: <https://www.gw.govt.nz/your-region/events-and-meetings/?start=0&date-range=custom-range&from-date=01%2F01%2F2023&to-date=31%2F12%2F2023&topics%5B%5D=transport-committee>

An internal systems search using the terms “Wairarapa Rail”, “Wairarapa Service”, “Punctuality” and “Reliability” for Metlink’s Group Manager and Senior Managers returned no further relevant items to your request.

If available can you provide me with a copy of any policy, standard, service level agreement or similar document that sets the expectation of timeliness and reliability of passenger trains.

Please refer to Schedule 3 of our Partnering Contract which outlines service level agreements and performance indicators with rail operators. These are publicly available on the Metlink website: <https://www.metlink.org.nz/about/legal/contracts-for-rail-and-buses/>.

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.

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