

26 May 2025

Daran Ponter

Chair, Greater Wellington Regional Council

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Tēnā Koe Daran,

Thank you for your letter received 21 May regarding Wairarapa Line service delivery and staffing.

We appreciate the continued engagement from Greater Wellington and Metlink and welcome the opportunity to reaffirm our shared goal of restoring confidence in the network.

We note that many of the concerns outlined in your letter - including current staffing levels, recruitment timelines, and interim mitigations - have been addressed in our formal response dated 21 March. Our teams engage daily in situation report meetings with GWRC, providing weekly updates which [are published on the Metlink website](#). If there are further ways in which we can keep you informed, please let me know.

Here are the most recent updates :

- **Recruitment and training:** our new intake of Train Manager trainees is progressing well, with one expected to enter full service in June and a further two in September. Recent discussions regarding the return of a Wellington-based Train Manager to assist with Wairarapa services have concluded, with a week-on/week-off programme agreed.

- **Service recovery timeframe:** recruitment of further staff is in final stages, with training to begin in June. Combined with the above, this should support improved service stability from September onwards.
- **Additional mitigations:** as outlined in recent updates, we're actively managing unplanned absences through contingency rostering; implementing process improvements to prevent some issues impacting the Wairarapa Line recurring; and increasing communication to customers where disruptions do occur.

We are also working with your team on the terms of the contract extension and are hopeful that we can find ways to improve the experience of our customers while attending to the financial constraints that may have contributed to this issue.

We're happy to clarify any of the above if needed, but rest assured our focus is firmly on enacting the plan we've outlined and achieving the best possible outcome for passengers.

Nāku noa, nā



Tonia Haskell
Managing Director,
Transdev Wellington



Peter Lensink
Chief Operating Officer,
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