

23 June 2023

File Ref: OIAPR-1274023063-2934

[REDACTED]
[REDACTED]

Tēnā koe [REDACTED]

Request for information 2023-141

I refer to your request for information dated 31 May 2023, which was received by Greater Wellington Regional Council (Greater Wellington) on 31 May 2023. You have requested the following:

“Can I get all correspondence between GW and KiwiRail - including board chair and CEO - from the last three months about the rack evaluation car and the issues caused by its delay to Wellington.”

Greater Wellington’s response follows:

Please refer to **Attachment 1** which includes all correspondence related to your request, dated 27 April 2023 – 3 May 2023.

We have withheld information in this attachment under section 7(2)(a) of the Local Government Official Information and Meetings Act 1987 (the Act), in order to protect the privacy of natural persons, including that of deceased natural persons.

We have considered whether the public interest in the requested information outweighs Greater Wellington’s need to withhold certain aspects of the requested information. As a result, we do not consider that the public interest outweighs Greater Wellington’s reason for withholding parts of the document under the grounds identified above.

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



Fiona Abbott

Kaiwhakahaere Matua Waka-ā-atea | Acting Group Manager Metlink

PROACTIVE RELEASE

From: [Jon Knight](#)
To: [Shaun Bullard](#); [Manjot Singh](#); [Britton Broun](#); [Anna Jaquiere](#); [Melissa Anderson](#); [Fiona Abbott](#); [David Mawson](#); [Barry Fryer](#); [Daniel Pou](#); [REDACTED]; [@transdevnz.co.nz](#); [REDACTED]; [REDACTED]
Cc: [TDW Boardroom Thorndon Quay](#); [REDACTED]
Subject: RE: Urgent - call to discuss compliance impact on the Wellington Metro Network
Date: Thursday, 27 April 2023 3:40:00 pm
Attachments: [Wellington Metro 27 April 23.pdf](#)

All: slide deck attached

R

Jon

-----Original Appointment-----

From: Shaun Bullard

Sent: Thursday, 27 April 2023 2:25 pm

To: Shaun Bullard; Shaun Bullard; Jon Knight; Manjot Singh; Britton Broun; Anna Jaquiere; Melissa Anderson; Fiona Abbott; David Mawson; Barry Fryer; Daniel Pou; [REDACTED]; [REDACTED]; [REDACTED]

Cc: TDW Boardroom Thorndon Quay; [REDACTED]

Subject: Urgent - call to discuss compliance impact on the Wellington Metro Network

When: Thursday, 27 April 2023 3:00 pm-4:00 pm (UTC+12:00) Auckland, Wellington.

Where: Microsoft Teams Meeting

Importance: High

Afternoon all,

In the last 24hours a significant network compliance issue involving the Track Evaluation Car has come to light which will likely impact the Wellington Metro Network.

Hopefully all of you are free at short notice. See you all shortly.

Microsoft Teams meeting

Join on your computer, mobile app or room device

[Click here to join the meeting](#)

Meeting ID: 422 247 031 143

Passcode: FMLVEq

[Download Teams](#) | [Join on the web](#)

Join with a video conferencing device

Video Conference ID: [REDACTED]

[Alternate VTC instructi](#)

[Learn More](#) | [Meeting options](#)

**GM Metros
WGTM METRO
As at 27 April 23**



RAIL PARTNERS UPDATE

IMPACT OF KR CODE EXEMPTION WELLINGTON METRO COMMENCING

01 MAY 2023



Auckland Rail Network Rebuild (RNR)

Situation

- Due to the unserviceability of the EM80 inspection vehicle KR need to nationally review the compliance status of the Metros and ML track assets
- Wellington Metro has been impacted
 - The metros inspection tolerance period expires on 30 April therefore; An Engineering Code exemption is required
- KR Engineering has endorsed the code exemption
 - Network Services is applying inspection mitigation and works plan accordingly

Impact on Customer:

- The application of blanket speed restriction across the Metro in 2 stages;
- Stage 1: NIMT @ 70 km/hr period Monday 01 May until Thursday 25 May
- Stage 2: Wairarapa Line @ 70km/hr Friday 06 May until Thursday 25 May
- Requirement to move to a reduced train timetable
 - crewing changes
 - Customer inconvenience



Auckland Rail Network Rebuild (RNR)

Communications – **CONTAINMENT OF THIS INFO WITHIN THIS GROUP ESSENTIAL**

- Comms to CE KR and stakeholders – JK
- Comms to Regulator being led by R Gould (KR)
- Comms to Minister being led by Britton B (KR)
- Joint comms GWRC and KR being led by Matt / Britton / Anna

Notes:

(i) external communications to Minister-Media-Customer needs to go out tomorrow in order to allow 'time' for tactical planning GWRC-METLINK-TDV level

(ii) The joint (GWRC-KR) comms team **MUST** be the only source sending the unified message outward after ELT KR and GWRC sign off on content.





QUESTIONS



From: [Britton Broun](#)
To: [Matthew O'Driscoll](#)
Cc: [Anna Jaquiere](#)
Subject: 2022304XX - KiwiRail GWRC PR - Temporary speed restrictions on Wellington Metro Network
Date: Thursday, 27 April 2023 4:03:33 pm
Attachments: [image001.png](#)
[2022304XX - KiwiRail GWRC PR - Temporary speed restrictions on Wellington Metro Network.docx](#)

Matt,

This is very draft – and not signed off within KiwiRail. Could you please add in your bits and send back to me?

Cheers,

Britton Broun | **Senior Government Relations Advisor**

DDI: [REDACTED] ([REDACTED]) or [REDACTED]
Level 4, Wellington Railway Station, Bunny Street, Wellington 6011 | PO Box 593,
Wellington 6140, New Zealand



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PROACTIVE RELEASE

Media Release

XX April 2023

Temporary speed restrictions on Wellington Metro Network

Trains along some major routes to and from Wellington will be running slower over the coming weeks.

From Monday, 1 May a blanket 70kmh speed restriction will be in place across much of the Wellington metro rail network, which will require all commuter services to operate on a Saturday timetable. This timetable will be in place for at least the next week. The speed restrictions are expected to be in place until late-May.

Buses will replace Melling Line trains between Petone and Melling.

KiwiRail General Manager Metros Jon Knight (spokesman TBC) said there has been a delay in undertaking a specific, required technical assessment across parts of the Wellington network.

“To comply with engineering standards, every four months we run a specialist track evaluation car across the Wellington network, which makes very exact measurements of the tracks. This is the kind of fine detailed work that cannot be done by our staff using hand-held equipment.

“Unfortunately, due to a mechanical failure with this machine we have been unable to undertake the necessary inspections that have come due on the Kāpiti, Hutt Valley and Wairarapa Lines. As a result, these lines will no longer be compliant and we need to put temporary speed restrictions in place to meet our regulatory requirements. It’s similar to the warrant of fitness on a car expiring.

“We are working as quickly as possible to repair the track evaluation car in Auckland and get it to Wellington to carry out the inspections – but at this stage we expect it will take more than three weeks. If we can remove the speed restrictions earlier, we will.”

“This situation will affect the number of commuter trains running on the lines – seeing less frequent trains. We acknowledge this will be hugely disruptive to many commuters and apologise for this unplanned inconvenience.”

GWRC ?????? says while only the Kapiti, Hutt Valley and Wairarapa Lines are affected by the speed restrictions, this impacts train staff and resourcing across the Wellington region.

“This is an unfortunate situation that is really going to impact on our customers.”

For the first week, at least, we need to move all services to a Saturday timetable, which will see services every 30 minutes during peak periods, and bus replacing Melling Line services.

“We’ll be reviewing this over the course of the week and keep customers informed of what timetables will look like.”

“Impact of buses????”

Capital Connection and Northern Explorer timetables are also expected to be affected.

There is only one track evaluation car in New Zealand. Assessments using the car are a requirement under the Wellington metro Safety Case, which is regulated by Waka Kotahi.

ENDS

For more information, please contact:

KiwiRail

Mediaenquiries@kiwirail.co.nz

04 498 2038

PROACTIVE RELEASE

28 April 2023

Samantha Gain
General Manager Metlink
Greater Wellington Regional Council
By email: samantha.gain@gwrc.govt.nz

Dear Samantha

Disruption to Wellington rail commuters

Following our discussions, I am writing to formally apologise for the short notice in advising Greater Wellington Regional Council of the need to impose speed restrictions on the Wellington Metro Network.

A Track Evaluation Car is required to assess the network

As you know, this situation is due to mechanical issues with our specialist Track Evaluation Car (TEC), which is required under our Safety Case to travel over and assess the Wellington network every four months. The car takes readings of track geometry and identifies irregularities at a greater level of detail than an in person assessment with hand-held devices. This informs our maintenance activities, so the network is performing as it is expected to. If these assessments cannot occur, then temporary speed restrictions must be in effect to maintain safe rail operations.

The TEC is required to be wheel lathed, which means it was not able to perform its duties. I have urgently prioritised its repair to occur today, so that the TEC can be relocated from Auckland to Wellington this weekend.

The best case scenario is that the TEC will then discharge its duties across the Wellington network next week. This will mean temporary speed restrictions will need to be in place from next Monday 1 May 2023 on the Kāpiti Line, which has a knock-on effect for the Upper Hutt/Wairarapa Line and wider metro network. The TEC is scheduled for similar work in Auckland from 8 May 2023, and this needs to occur to avoid a similar outcome happening there. The worst case scenario, if the TEC is unable to complete its assessments in Wellington next week, is that it won't be completed until 25 May 2023 at the latest. We are taking all steps to achieve the best case outcome, and if not possible, to get it to Wellington earlier.

Our mistake will impact commuters, and we accept responsibility for this

The speed restrictions will affect the train timetable, which means trains will run less frequently during this period. The fact is this delay in communicating the issue is unacceptable. I recognise the impact this has on your team and TransDev Wellington staff who have to urgently revise train timetables and staff resources over a compressed timeframe. I recognise the communications to commuters needs to occur which we will pursue jointly, and KiwiRail will take responsibility for the issue.

We should have communicated this sooner so it could be managed. I have instigated a review of our processes as this situation is not acceptable. The matter was escalated to leaders on Wednesday night,



and after work by our engineers on Thursday morning, we came to you as quickly as we could on Thursday afternoon.

KiwiRail will learn from this mistake

This issue should have been better managed. If leaders had been advised sooner, then the prioritisation of the repair and wheel lathing would have occurred.

I want to assure you that, since learning of the issue, we have taken all reasonable steps to expedite the matter and minimise the impact on Greater Wellington, TransDev, and most importantly to Wellington commuters. Further, we will be reviewing our internal processes to ensure this does not occur again.

We are also, as part of the Government's Rail Network Investment Programme, procuring new specialist plant. This will include a new TEC which will lift our service reliability, supported by process improvements as described above. The technical assessments through that market engagement has been positive, and we intend to contract an order later this year.

We know that the investment Greater Wellington and the Government is placing into the rail network is intended to benefit commuters, and we take our role seriously in achieving these outcomes. We want to support passenger growth, and we know disruptions do not help build confidence for the public.

Once again, please accept an apology on behalf of KiwiRail for this situation and my assurance that we are taking all steps to minimise the effect on Wellington commuters.

Yours sincerely

A handwritten signature in black ink, appearing to read "Siva Sivapakkiam".

Siva Sivapakkiam
Chief Operations Officer
KiwiRail



From: [Manjot Singh](#)
To: [Melissa Anderson](#); [Fiona Abbott](#); [David Mawson](#); [Barry Fryer](#); [Daniel Pou](#); [REDACTED]@transdevnz.co.nz; [REDACTED]; [Anna Jaquiere](#); [Britton Broun](#); [Shaun Bullard](#)
Subject: FW: KiwiRail Metlink PR - KiwiRail speed restrictions on Wellington's rail network during May
Date: Friday, 28 April 2023 4:04:45 pm

Hi all,

It is now safe to share this information widely within your teams.
Content in the email below must be used to form the bases of the comms to customers.
Please run it past Britton and Anna from KR comms team before officially publishing on Metlink.

Regards
Manjot

From: Britton Broun <Britton.Broun@kiwirail.co.nz>
Sent: Friday, 28 April 2023 3:24 pm
To: Andrew Norton <Andrew.Norton@kiwirail.co.nz>; Craig Rice <Craig.Rice@kiwirail.co.nz>; Jo Reeves <Jo.Reeves@kiwirail.co.nz>; Alastair Cumming <Alastair.Cumming@kiwirail.co.nz>; Angus Hodgson <Angus.Hodgson@kiwirail.co.nz>; Anna Jaquiere <Anna.Jaquiere@kiwirail.co.nz>; Britton Broun <Britton.Broun@kiwirail.co.nz>; Claire Hooper <Claire.Hooper@kiwirail.co.nz>; Dave Allard <Dave.Allard@kiwirail.co.nz>; David Gordon <David.Gordon@kiwirail.co.nz>; Diane Livingston <Diane.Livingston@kiwirail.co.nz>; Helen Rogers <Helen.Rogers@kiwirail.co.nz>; Jane Sherriff <Jane.Sherriff@kiwirail.co.nz>; Jenny Steele <Jenny.Steele@kiwirail.co.nz>; Nigel Wilson <Nigel.Wilson@kiwirail.co.nz>; Paul Ashton <Paul.Ashton@kiwirail.co.nz>; Peter Reidy <Peter.Reidy@kiwirail.co.nz>; Robert Gibbes <Robert.Gibbes@kiwirail.co.nz>; Scott Winton <Scott.Winton@kiwirail.co.nz>; Siva Sivapakkiam <Siva.Sivapakkiam@kiwirail.co.nz>; Stephen O'Keefe <Stephen.O'Keefe@kiwirail.co.nz>; Sue Allen <Sue.Allen@kiwirail.co.nz>; Sue Jensen <Sue.Jensen@kiwirail.co.nz>; Tanea Chapman <Tanea.Chapman@kiwirail.co.nz>; Rose Northcott <Rose.Northcott@kiwirail.co.nz>; David Warburton <David.Warburton@kiwirail.co.nz>; Walter Rushbrook <Walter.Rushbrook@kiwirail.co.nz>; Janet Skilton <Janet.Skilton@kiwirail.co.nz>; Theo Gerritsen <Theo.Gerritsen@kiwirail.co.nz>; Alan Piper <Alan.Piper@kiwirail.co.nz>; Anna Allen <Anna.Allen@kiwirail.co.nz>; Garry Collings <Garry.Collings@kiwirail.co.nz>; Lauren Whitehead <Lauren.Whitehead@kiwirail.co.nz>; Duncan Roy <Duncan.Roy@kiwirail.co.nz>; Terri O'Neill <Terri.O'Neill@kiwirail.co.nz>; Shaun Bullard <Shaun.Bullard@kiwirail.co.nz>; Manjot Singh <Manjot.Singh@kiwirail.co.nz>; Jon Knight <Jon.Knight@kiwirail.co.nz>
Subject: KiwiRail Metlink PR - KiwiRail speed restrictions on Wellington's rail network during May

Everyone,

This press release will be going out shortly. Thanks.

Media Release
28 April 2023

KiwiRail speed restrictions on Wellington's rail network during May

Trains to and from Wellington will be running more slowly in May due to vital KiwiRail track evaluation safety equipment being out of action.

From Monday 1 May, a 70km/h speed restriction will be in place. This will limit train speeds and frequency, requiring Metlink passenger services across Wellington to operate to a reduced timetable.

KiwiRail Chief Operations Officer Siva Sivapakkiam apologised for the impact of the delays.

“Passenger trains running across the Wellington region will be affected – limiting the number of services that can be run. This will be hugely disruptive to many and we apologise for this unplanned inconvenience and the late communication.”

“To comply with engineering standards, every four months we run a Track Evaluation Car across the Wellington network, which makes very exact measurements of the tracks – important for trains to operate safely. It is a highly specialised machine that inspects rail lines across the country, doing the kind of fine detailed work that cannot be done by our staff using hand-held equipment.

“Due to unforeseen technical issues with the Track Evaluation Car, we have been unable to undertake the necessary inspections due on the Kāpiti Line by the start of May. The machine also needs to assess the Hutt Valley and Wairarapa Lines by 7 May. As a result, these lines will no longer be compliant and we need to put temporary speed restrictions in place to meet our regulatory requirements. It’s similar to the warrant of fitness on a car expiring.

“We’ve been using this machine in Wellington three times a year, for many years, without disruption. We are working as quickly as possible to repair the Track Evaluation Car in Auckland and get it to Wellington to carry out the inspections. It could take up to three weeks to remove the speed restrictions, but if we can do it faster, we will.”

Metlink is moving to a reduced timetable from 1 May, with Wairarapa services running as normal. Shuttles will replace Melling Line trains between Melling and Petone. These timetables are expected to be in place for at least the next week. More details about the reduced services will be communicated by Metlink on its channels today.

Metlink General Manager Samantha Gain says the sudden news of this equipment failure and its impact, requiring a move to reduced timetables, will test the patience of Metlink passengers.

“Metlink and our operator Transdev are doing all we can to run as many services as possible under these unexpected speed restrictions. We’ll be reviewing the timetables and services over the course of the week and keeping customers informed through the Metlink website and app,” adds Ms Gain.

Capital Connection and Northern Explorer timetables will also be affected.

There is only one Track Evaluation Car in New Zealand and it is used to assess rail lines across the country. Assessments using the car are a requirement under the Wellington metro Safety Case, which is regulated by Waka Kotahi.

ENDS

For more information, please contact:

KiwiRail

Mediaenquiries@kiwirail.co.nz

04 498 2038

Matthew O'Driscoll

Greater Wellington Te Pane Matua Taiao

Matthew.ODriscoll@gw.govt.nz

022 681 8441

PROACTIVE RELEASE

From: [Peter Reidy](#)
To: [Daran Ponter - Chair](#)
Cc: [Samantha Gain](#); [Nigel Corry](#); [Siva Sivapakkiam](#)
Subject: [WARNING: MESSAGE ENCRYPTED]TSR issues
Date: Friday, 28 April 2023 3:42:02 pm
Attachments: [image001.png](#)
[20230428 - KiwiRail letter to GWRC - Wellington commuter disruption.pdf](#)
[20230428 Daran Ponter GW.pdf](#)

Hi Daran

The temporary speed restriction issues were brought to my attention yesterday and I have tried to phone you regarding this today. Siva Sivapakkiam has been in contact with Samantha Gain today, including issuing the attached letter, but I wanted to pass on my apologies to you and an assurance that we are doing all we can to retrieve the situation.

This situation has not happened before and we are working to minimise the disruption for Wellingtonians. There are some clear process issues here which myself, Siva and our teams will be correcting to avoid a repeat. I want to give you an assurance to that effect – this has been the highest priority for Siva since the matter was escalated.

I know you have been a strident supporter for rail in your region, and our KiwiRail team appreciates the continued advocacy you have provided to support investment into the network and for your metropolitan services.

Please give me a call if you'd like to discuss the matter directly – [REDACTED].

Kind regards | Ngā mihi,

Peter Reidy | **Chief Executive**

MOB: + [REDACTED]

Millennium Building, 604 Great South Road, Ellerslie, Auckland | Private Bag 92138, Auckland 1142, New Zealand



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From: [Britton Broun](#)
To: [Matthew O'Driscoll](#)
Cc: [Anna Jaquiery](#)
Subject: KiwiRail - Wellington Metro Network Update - 29 April 2023
Date: Saturday, 29 April 2023 3:06:14 pm

Matt,

As mentioned, we'll be sending this update out to media around 3.15pm.

Please attribute to KiwiRail Chief Operations Officer Siva Sivapakkiam:

"KiwiRail is working hard to lift speed restrictions on the Wellington metro rail network in days, not weeks."

"Our mechanical teams re-lathed the wheels of our specialist Track Evaluation Car (TEC) last night and are now in the process of reattaching monitoring equipment to the wheels.

"This means the TEC can leave our Auckland workshop early tomorrow morning and travel down the North Island Main Trunk Line to Palmerston North by tomorrow (Sunday) night.

"On Monday evening we will begin track assessments on the Kāpiti Line as it travels from Palmerston North to Wellington, with infrastructure teams ready address any track issues found. We are focussed on repairing any track as quickly as possible, so are bringing in additional infrastructure teams from Palmerston North to support our Wellington crews.

"We are aiming to have completed assessments across the entire Wellington Metro Network by Friday night (5 May).

"Once the TEC assessments are complete, we will be able to lift the 70km/h blanket speed restriction on the Kāpiti Line and avoid the need to place blanket speed restrictions on any other lines in Wellington.

"Our TEC has been assessing the Wellington network three times a year for many years, without issue. KiwiRail works hard to maintain the national rail network, to support commuters and our freight customers, and we are committed to fixing this situation as soon as we can.

"I fully appreciate the disruption to normal commuter services people in Wellington will experience this week and apologise again for the inconvenience. If everything goes according to plan, we will have removed blanket speed restrictions by Friday night at the latest."

For more information and background to issues on the Wellington Metro Network, please see the joint KiwiRail/Metlink press release issued yesterday:

[KiwiRail speed restrictions on Wellington's rail network during May](#) | [KiwiRail](#)

Thanks,

Britton Broun | Senior Government Relations Advisor

DDI: [REDACTED] or [REDACTED]
Level4, Wellington Railway Station, Bunny Street, Wellington 6011 | PO Box 593,
Wellington 6140, New Zealand

<image001.png>

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PROACTIVE RELEASE

From: [Britton Broun](#)
To: [Matthew O'Driscoll](#)
Cc: [Anna Jaquiere](#)
Subject: RE: KiwiRail - Wellington Metro Network Update - 1 May 2023
Date: Monday, 1 May 2023 11:51:03 am
Attachments: [image001.png](#)

Matt – how about this (sections removed below). The bit about speed restrictions is factual – there is currently only one as of today – on the Kapiti Line.

From: Matthew O'Driscoll <Matthew.ODriscoll@gw.govt.nz>
Sent: Monday, May 1, 2023 11:46 AM
To: Britton Broun <Britton.Broun@kiwirail.co.nz>
Subject: RE: KiwiRail - Wellington Metro Network Update - 1 May 2023

CAUTION EXTERNAL EMAIL: Do not click links or open attachments unless you know the content is safe.

Hi Britton

If it hasn't already gone could you please have a look at strengthening two problematic parts in the release. I have marked these in red and pink:

Red:

- We've spent the last half week getting people re-rostered and, even if everything is fine come Wednesday, normal services will not be able to resume immediately.
- It'll take days again to get people re-rostered, technology updated and so on.
- We do not want to create unrealistic expectations with passengers for this week.

Pink:

- If you are going to talk to about speed restriction only limited to Kapiti you need to own the context around it for the whole of our network.
- Having one line out limits our ability for train/staff movement, still means we need to re-roster staff and still means we need a reduced timetable on all other lines.

Matt

From: Britton Broun <Britton.Broun@kiwirail.co.nz>
Sent: Monday, 1 May 2023 11:19 am
To: Matthew O'Driscoll <Matthew.ODriscoll@gw.govt.nz>
Cc: Anna Jaquiere <Anna.Jaquiere@kiwirail.co.nz>
Subject: KiwiRail - Wellington Metro Network Update - 1 May 2023

Matt,

We're looking at putting out this media update before midday.

It does not that we are keeping Metlink informed (our COO Siva has spoken to Samantha this morning, our EGM Paul has spoken to Transdev, and our Wellington Ops team have advised

Metlinks Ops team – re the plan to do Kapiti Line assessments tonight and tomorrow night).

Given the TSR could be lifted on Wednesday, I presume you would not be able to change schedules back to normal until Thursday at the earliest. That's why we're said expect to lifted the TSR "later this week" (not saying Wednesday or Friday).

Let me know if there are any issues.

It would be good to do another joint statement later in the week.

Please attribute to KiwiRail Chief Operations Officer Siva Sivapakkiam:

"KiwiRail's Track Evaluation Car has travelled down from Auckland and is currently in Palmerston North.

"Tonight (1 May) it will begin assessing one of the two tracks on the Kāpiti Line (between Wellington and Waikanae), with the aim for it to assess the other track tomorrow night (2 May)."

"KiwiRail infrastructure crews are ready to urgently repair any track issues that may be found.

"Later this week we should be able to lift the 70km/h speed restriction that was placed on the Kāpiti Line today.

"We are keeping Metlink informed of progress.

"At night, over the course of this week the Track Evaluation Car will be assessing the Hutt Valley/Wairarapa Line, Johnsonville Line and Melling Line, to avoid the need for blanket speed restrictions being applied on those lines. We expect the entire Wellington metro network to have been assessed by the end of Friday (5 May).

"Again, I apologise to the people of the Wellington region for this disruption. We are working as hard as we can to get the work done, so that services can return to normal as quickly as possible."

The Track Evaluation Car has to work at night when other trains are not running on the network. While the Kāpiti Line blanket speed restriction is in place the Capital Connection (Palmerston North – Wellington) is experiencing delays of about 15 - 20 minutes. The Northern Explorer (Auckland – Wellington scenic train) is expected to operate close to scheduled times, with delays of just 10 – 15 minutes predicted for its 10.5 hour journey.

Given freight trains can only travel up to 80km/h on the Wellington metro network, there is expected to be minimal impact to freight services travelling on the Kāpiti Line.

Cheers,

Britton Broun | Senior Government Relations Advisor

DDI: [REDACTED]

Level4, Wellington Railway Station, Bunny Street, Wellington 6011 | PO Box 593,
Wellington 6140, New Zealand



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PROACTIVE RELEASE

From: [Britton Broun](#)
To: [MediaEnquiries](#)
Subject: KiwiRail - Wellington Metro Network Update - 1 May 2023
Date: Monday, 1 May 2023 1:17:29 pm

Everyone – here is an update on the Wellington Metro Network.

Please attribute to KiwiRail Chief Operations Officer Siva Sivapakkiam:

“KiwiRail’s Track Evaluation Car has travelled down from Auckland and is currently in Palmerston North.

“Tonight (1 May) it will begin assessing one of the two tracks on the Kāpiti Line (between Wellington and Waikanae), with the aim for it to assess the other track tomorrow night (2 May).”

“KiwiRail infrastructure crews are ready to urgently repair any track issues that may be found.

“Later this week we should be able to lift the 70km/h speed restriction that was placed on the Kāpiti Line today.

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“I apologise again to the people of the Wellington region for this disruption. We are working as hard as we can to get the work done, so that services can return to normal as quickly as possible.”

The Track Evaluation Car has to work at night when other trains are not running on the network.

While the Kāpiti Line blanket speed restriction is in place the Capital Connection (Palmerston North – Wellington) is experiencing delays of about 15 - 20 minutes. The Northern Explorer (Auckland – Wellington scenic train) is expected to operate close to scheduled times, with delays of just 10 – 15 minutes predicted for its 10.5 hour journey.

Given freight trains can only travel up to 80km/h on the Wellington metro network, there is expected to be minimal impact to freight services travelling on the Kāpiti Line.

KiwiRail
Mediaenquiries@kiwirail.co.nz
04 498 2038

From: [MediaEnquiries](#)
To: [MediaEnquiries](#)
Subject: Press release: KiwiRail accepts independent review in Wellington metro disruptions
Date: Monday, 1 May 2023 5:47:45 pm
Attachments: [20230501 - KiwiRail PR - KiwiRail accepts independent review into Wellington metro disruptions.pdf](#)

Media Release

1 May 2023

KiwiRail accepts independent review into Wellington metro disruptions

KiwiRail will co-operate fully with the Government review into the Wellington commuter rail disruption, says KiwiRail Chair David McLean.

“Chief Executive Peter Reidy has discussed the issue with Minister of Transport Michael Wood and I have discussed it with Minister for State Owned Enterprises Duncan Webb.

“The Ministers have been very clear about the Government’s disappointment – reinforcing the views of Greater Wellington Regional Council and commuters across the Wellington region.”

Mr Reidy says KiwiRail has accepted full responsibility for the disruption.

“We are working to resolve the matter in days, not weeks, and to ensure this issue is not repeated.

“The disruptions are unacceptable.

“The track evaluation car has been repaired and we expect its assessments of the Kāpiti Line to be completed tomorrow night, so we can lift the speed restrictions later this week, and allow Wellington commuters to return to their regular travel schedules.

“We take safety extremely seriously at KiwiRail and the speed restrictions mean potential safety risks are being managed, but we know Wellingtonians want this situation resolved as soon as possible and to never happen again.

“The KiwiRail team shares that view, and we will learn from this mistake.”

ENDS

For more information, please contact:

KiwiRail

Mediaenquiries@kiwirail.co.nz

04 498 2038

From: [Simon Kilroy](#)
To: [MediaEnquiries](#)
Subject: Picture of Track Evaluation Car
Date: Tuesday, 2 May 2023 4:13:11 pm
Attachments: [image001.png](#)
[Image.jpeg](#)

Should you need it, here is a picture of the Track Evaluation Car in Wellington today.

Ngā mihi

Simon Kilroy | **Senior Communications Advisor**

██████████ (██████████) | ██████████

Wellington Railway Station, Bunny Street, Wellington 6011 | PO Box 593, Wellington 6140, New Zealand



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PROACTIVE RELEASE



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KiwiRail

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KiwiRail

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From: MediaEnquiries <MediaEnquiries@kiwirail.co.nz>
Sent: Tuesday, 2 May 2023 3:52 pm
To: MediaEnquiries
Subject: Press release: KiwiRail committed to not repeating Wellington disruptions
Attachments: 20230502 - KiwiRail PR - KiwiRail committed to not repeating Wellington disruptions.pdf

Media Release

2 May 2023

KiwiRail committed to not repeating Wellington disruptions

KiwiRail is investigating a series of failures that resulted in a specialist track machine being unable to assess the Wellington rail network in time – causing major disruption for commuters across the city.

KiwiRail Chief Executive Peter Reidy says a combination of factors led to the Wellington disruption, including a mechanical fault with the Track Evaluation Car and scheduling problems.

“Again, we apologise to the people of the Wellington region, and we are working as quickly as possible to fix this situation.

“When leaders learned of the issue last week, we immediately launched a recovery programme to minimise what we recognise is an unacceptable level of disruption for Wellington commuters. Urgent priority was given to repairing our Track Evaluation Car (TEC) and getting it down from Auckland.

“We expect it to complete work on the Kāpiti Line tonight (2 May), allowing the blanket speed restriction to be lifted and for commuter services to return to normal on Thursday (4 May) morning.

“I do want to thank my team, whose hard work over recent days has managed to reduce the disruption in Wellington from a worst-case scenario of lasting for weeks to a matter of days.”

“We take full responsibility for what has happened. We are commissioning an external review to understand how we ended up in this situation and ensure that it is never repeated.”

KiwiRail’s and the separate Government review, announced yesterday, will look into this in detail. However, we currently understand:

- The Track Evaluation Car (TEC) needed repair work for it to operate, which was scheduled in early May. This was after the compliance period ended for the Kāpiti Line on 30 April.
- TEC’s operating schedule, going back at least to mid-March, had it scheduled to assess the Wellington metro network in May - also outside of the Kāpiti Line compliance period. The fact that the implications of this were not recognised in March appears to be a critical systems failure, which will be a focus of our review.
- The issue with the TEC not being available to assess the Kāpiti Line within the compliance period was only raised with KiwiRail’s senior managers on Wednesday evening (26 April).
- After our engineers looked at options to stay within our safe operating licence (imposing a 70km/h speed restriction), we contacted Metlink/Transdev Wellington on Thursday (27 April) about the situation.

Mr Reidy says there are a number of elements that need to be aligned to ensure effective scheduling of our TEC - including maintenance, operations and rostering.

“The TEC has worked in Wellington three times a year for decades without issue but a combination of a mechanical fault and maintenance/operational schedule issues has resulted in major disruptions to passengers.

“There have been obvious system failures within KiwiRail and we will be making changes.”

KiwiRail has gone to market for a replacement TEC, given the current one is 41 years old, and expect to enter a contract later this year. The new TEC will require less maintenance, have less downtime, and will therefore achieve higher productivity rates. Given this, KiwiRail has concluded one new TEC will be able to meet work requirements on rail lines across New Zealand - allied with good schedule management.

ENDS

For more information, please contact:

KiwiRail

Mediaenquiries@kiwirail.co.nz

04 498 2038

PROACTIVE RELEASE

From: [Jenny Steele](#)
To: [Daran Ponter - Chair](#)
Cc: [Samantha Gain](#); [Nigel Corry](#); [David mclean](#); [Peter Reidy](#); [Helen Rogers](#); [Angus Hodgson](#)
Subject: Wellington Rail Network issues - letter from David McLean, Chairman, KiwiRail
Date: Wednesday, 3 May 2023 11:36:05 am
Attachments: [image001.png](#)
[20230503 Letter - Re Wellington Rail Network Issues.pdf](#)

Dear Daran

On behalf of our chairman, David McLean, I attach a letter re the Wellington Rail Network issues.

Kind regards | Ngā mihi,

Jenny Steele | **Executive Assistant to Peter Reidy, Chief Executive**

MOB: [REDACTED]

Millennium Building, 604 Great South Road, Ellerslie, Auckland | Private Bag 92138, Auckland 1142, New Zealand



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3 May 2023

Daran Ponter
Chair, Greater Wellington Regional Council
Wellington
By email: daran.ponter@gw.govt.nz

Dear Daran

RE: WELLINGTON RAIL NETWORK ISSUES

Thank you for your letter dated 2 May 2023.

We are taking these issues very seriously and wish to meet with you at the Chair and Chief Executive levels next week, alongside David Gordon and Samantha Gain. In the meantime, as you indicate, the matters raised in your letter require a written response.

Going forward, we would prefer a working relationship based on direct conversations rather than letter exchanges. Accordingly I have not copied this response to the others on your circulation list.

Disruption to Wellington commuters

The status is that temporary speed restrictions are likely to be lifted on the Kāpiti Line this afternoon, enabling Metlink to return to regular train schedules tomorrow. The track evaluation car completed its work on the Kāpiti Line last night and the relevant data reviews are occurring now. We have provided your team with an update to this effect, and will confirm and announce the temporary speed restrictions once able.

KiwiRail has taken full responsibility for the error and, after the mistakes were escalated to senior management, a risk of weeks-long disruption was managed down to days. As we have since stated in several fora, we own the mistake and accept that we let commuters down with this error. We sincerely apologise for, and are not shying away from, the impact our error has had on Wellingtonians.

We have released core facts regarding the scheduling failure as a matter of open transparency, and we have commissioned our own external review into the issues, which will be bolstered by the Government's review of the matter.

In advance of any review findings, we are amending our forward scheduling of the EM80 to ensure it retains the expected schedule contingency so that unforeseen issues can be managed without compromising compliance periods. Any further actions to be taken by us will await and be determined by the findings of the review(s). We will continue to keep your team updated throughout this process.



Funding the Wellington network

Although not germane to the EM80 issue, I am pleased that you have raised in your letter the wider issue of the maintenance of the Wellington network and I look forward to discussing this further.

KiwiRail appreciates the role of Greater Wellington and central government in funding rail network services in the Wellington region. The Government is a substantial funder, through the Rail Network Investment Programme (RNIP), Wellington Metro Upgrade Programme (WMUP) and the New Zealand Upgrade Programme (NZUP).

The recent Lower North Island Integrated Rail Mobility (LNIRIM) initiative, which KiwiRail publicly supported, includes funding necessary to build improvements into the network to support Greater Wellington's initial scheduling intentions for the new rolling stock.

Just as we did for the introduction of the Matangi Electric Multiple Units (EMUs), which was extremely successful, we will work with you to ensure the new trains can operate appropriately on the network. The Government has already funded some elements through NZUP, and we understand Budget 2023 network funding will be delivered through the RNIP. I can assure you that KiwiRail places a high priority on a resilient and reliable national rail network. The two metropolitan areas are the highest volume sections of line and therefore attain highest priority in terms of investment and associated labour, plant, and planning time.

KiwiRail, through the Wellington Network Access Agreement (WNAA), delivers annual maintenance and network activities for your region through Network Management Plans (NMP). KiwiRail prioritises this work according to the funding provided for it. Greater Wellington funds a share commensurate with its use of the network and the Government, through the Waka Kotahi funding assistance rate (FAR), funds 51 percent of this.

In recent years, the Wellington rail network has not received from Greater Wellington the full extent of funding required to maintain and renew the assets. We appreciate that Greater Wellington can have budget constraints, but these constraints have led to an unfunded backlog of work. A failure to fund the required maintenance leads to a build-up of legacy infrastructure issues which will become increasingly serious over time.

KiwiRail has been open in public Regional Transport Committee (RTC) sessions in both Auckland and Wellington that these affordability constraints indicate the policy settings may need to change. Our management teams have discussed this at our Joint Governance group meetings and with transport agencies.

At present, Wellington's NMP is being under-invested in during 2022/23 and is forecast to again be under-funded for 2023/24 by Greater Wellington. I am somewhat surprised that your letter raises slope stability and signals as a point of fragility in the network. KiwiRail has sought funding from Greater Wellington for your share of these costs, but this has not been provided. We are more than willing to discuss the need to satisfactorily fund the Wellington metropolitan network maintenance, renewals and improvements. Our offer is to continue to jointly advocate for a funding solution to deliver full services.



Management of risk

KiwiRail manages the rail network within the funding available. The Government has supported us to deliver a major programme of catch-up renewals through the RNIP which will lift the national network to resilience and reliability.

The Wellington network is among the busiest in the country, meaning it requires more maintenance and renewal than other parts of the network. Under the existing funding model (and unless and until it changes), Greater Wellington, as the Wellington network's primary user, is responsible for funding its share of these costs.

KiwiRail will always manage the network in the interests of the public's and our staff's safety. If maintenance and renewal cannot occur due to funding constraints, then we must impose safety mitigations like temporary speed restrictions.

We are committed to working collaboratively with you to ensure we achieve our joint objectives for the Wellington rail network. We believe we can best solve these issues working together. I look forward to discussing this further, with a view to reaching an agreed outcome in the best interests of Wellington commuters.

Yours sincerely

A handwritten signature in blue ink that reads "David McLean".

David McLean

Chair

Copied. Nigel Corry, Chief Executive, Greater Wellington Regional Council
Samantha Gain, General Manager Metlink, Greater Wellington Regional Council
Peter Reidy, Chief Executive, KiwiRail
David Gordon, Chief Capital Planning Asset Development Officer, KiwiRail



From: [Britton Broun](#)
To: [Tony Frost](#); [Sam Jaffe](#); [Elizabeth Mitchell](#); [Amanda Wilson](#); [Jack Loader](#); [Claire Szabo](#); [Katy Greco-Ainslie](#)
Cc: [Michael Moore](#); [Daniel Madley](#); [Albie Murray](#); [N Graham](#); kuseo@transport.govt.nz; [Angus Hodgson](#); [OCU](#); [Nigel Wilson](#); [Anna Jaquiere](#); [Matthew O'Driscoll](#); [Simon Kilroy](#)
Subject: RE: KiwiRail - Wellington Metro Network Update - 3 April 2023 - going in 30 minutes
Date: Wednesday, 3 May 2023 2:01:04 pm

Tony/Sam – Unlike blanket speed restrictions, localised temporary speed restrictions are a standard arrangement and are typically unnoticed by commuters. They will not impact the regular train schedule, meaning tomorrow's schedule will see trains arriving and departing per the standard weekday timetable. Train schedules allow for TSRs.

Track maintenance inspections regularly find small faults/wear and tear that is remedied during the usual, ongoing maintenance cycles. Localised TSRs are put in place – they usually cover very small sections of track – until the maintenance work is done. So at any one time there will be a number of small TSRs across a rail network, with them coming off once repaired and new ones going as other issues are discovered. Essentially they just require trains to slow down for short periods of time on their journeys.

We haven't mentioned it because it is normal practice.

From: Tony Frost <Tony.Frost@parliament.govt.nz>
Sent: Wednesday, May 3, 2023 1:44 PM
To: Britton Broun <Britton.Broun@kiwirail.co.nz>; Sam Jaffe <Samuel.Jaffe@parliament.govt.nz>; Elizabeth Mitchell <Elizabeth.Mitchell@parliament.govt.nz>; Amanda Wilson <amanda.wilson@parliament.govt.nz>; Jack Loader <jack.loader@parliament.govt.nz>; Claire Szabo <Claire.Szabo@parliament.govt.nz>; Katy Greco-Ainslie <Katy.Greco-Ainslie@parliament.govt.nz>
Cc: Michael Moore <Michael.Moore@treasury.govt.nz>; Daniel Madley <Daniel.Madley@treasury.govt.nz>; Albie Murray <albie.murray@treasury.govt.nz>; N Graham <N.Graham@transport.govt.nz>; kuseo@transport.govt.nz; Angus Hodgson <Angus.Hodgson@kiwirail.co.nz>; OCU <OCU@kiwirail.co.nz>; Nigel Wilson <Nigel.Wilson@kiwirail.co.nz>; Anna Jaquiere <Anna.Jaquiere@kiwirail.co.nz>; Matthew O'Driscoll <Matthew.ODriscoll@gw.govt.nz>; Simon Kilroy <Simon.Kilroy@kiwirail.co.nz>
Subject: RE: KiwiRail - Wellington Metro Network Update - 3 April 2023 - going in 30 minutes

CAUTION EXTERNAL EMAIL: Do not click links or open attachments unless you know the content is safe.

Hi Britton

The release implies that Metlink will resume normal services tomorrow. Can you confirm this is the case?

Do you think the release should include some information on the 'few very localized temporary speed restrictions' and the impact they will have on the Kapiti line? Eg will they affect timetables or lengths of trips?

Ngā mihi

Tony Frost (he/him) | Private Secretary (Transport)
tony.frost@parliament.govt.nz | M: [REDACTED]

Office of Hon Michael Wood

Minister of Immigration | Minister of Transport | Minister for Workplace Relations and Safety

Minister for Auckland | Associate Minister of Finance

Private Bag 18041 | Parliament Buildings | Wellington 6160 | New Zealand
Office Phone: +64 4 817 8731 Email: michael.wood@parliament.govt.nz

From: Britton Broun [<mailto:Britton.Broun@kiwirail.co.nz>]

Sent: Wednesday, 3 May 2023 1:22 PM

To: Sam Jaffe <Samuel.Jaffe@parliament.govt.nz>; Elizabeth Mitchell <Elizabeth.Mitchell@parliament.govt.nz>; Tony Frost <Tony.Frost@parliament.govt.nz>; Amanda Wilson <Amanda.Wilson@parliament.govt.nz>; Jack Loader <Jack.Loader@parliament.govt.nz>; Claire Szabo <Claire.Szabo@parliament.govt.nz>; Katy Greco-Ainslie <Katy.Greco-Ainslie@parliament.govt.nz>
Cc: Michael Moore <Michael.Moore@treasury.govt.nz>; Daniel Madley <Daniel.Madley@treasury.govt.nz>; Albie Murray <albie.murray@treasury.govt.nz>; N Graham <N.Graham@transport.govt.nz>; kuseo@transport.govt.nz; Angus Hodgson <Angus.Hodgson@kiwirail.co.nz>; OCU <OCU@kiwirail.co.nz>; Nigel Wilson <Nigel.Wilson@kiwirail.co.nz>; Anna Jaquier <Anna.Jaquier@kiwirail.co.nz>; Matthew O'Driscoll <Matthew.ODriscoll@gw.govt.nz>; Simon Kilroy <Simon.Kilroy@kiwirail.co.nz>
Subject: KiwiRail - Wellington Metro Network Update - 3 April 2023 - going in 30 minutes

Everyone,

This media update will be going out in about 30 minutes.

Please note: there will be a few very localized temporary speed restrictions, where repair work needs to be done on the Kapiti Line. These will have very minimal impact on services and will not affect normal weekday timetables.

Please attribute to KiwiRail Chief Executive Peter Reidy:

"KiwiRail's Track Evaluation Car has completed its assessment of the Kāpiti Line and we have now lifted the 70km/h blanket speed restriction. This will allow Metlink to return commuters services across Wellington to their normal weekday timetable tomorrow morning.

"I apologise to the people of the Wellington region again for the disruption over the last three days. We are making changes in KiwiRail to make sure this situation is never repeated.

"I would like to reiterate thanks to my staff, whose hard work has seen what could have been weeks of disruption resolved in a few days. I'd also like to thank Metlink and Transdev Wellington

for their professionalism and close collaboration. This situation has put their staff under significant pressure and I really appreciate how responsive they have been.”

Over the next few nights the Track Evaluation Car will be assessing the Hutt Valley/Wairarapa Line, the Johnsonville Line and the Melling Line.

KiwiRail

Mediaenquiries@kiwirail.co.nz

04 498 2038

PROACTIVE RELEASE

From: [MediaEnquiries](#)
To: [MediaEnquiries](#)
Subject: KiwiRail - Wellington Metro Network Update
Date: Wednesday, 3 May 2023 2:13:12 pm

Please attribute to KiwiRail Chief Executive Peter Reidy:

“KiwiRail’s Track Evaluation Car has completed its assessment of the Kāpiti Line and we have now lifted the blanket 70km/h speed restriction. This will allow Metlink to return commuters services across Wellington to their normal weekday timetable tomorrow morning.

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PROACTIVE RELEASE