

17 June 2025

File Ref: OIAPR-1274023063-39557

By email: [REDACTED]

Tēnā koe [REDACTED]

Request for information 2025-167

I refer to your request for information dated 29 May 2025, which was received by Greater Wellington Regional Council (Greater Wellington) on 29 May 2025. You have requested the following:

“One could wait under the shelter of the sky (aka absolutely no shelter), or hope they have an umbrella or a raincoat at most.

Plenty of shelter across the street where the trains usually run and for northbound busses (or the odd occasion that busses replace just to petone then also southbound). However the bulk of southbound train replacements have no shelter to speak of.

I have let you know this in the past and got a negative response back. This is why I have included the councillors in the email chain, as I am concerned I will get a negative response back again.

I noted that there is meant to be bus replacements starting on Saturday (<https://www.metlink.org.nz/news-and-updates/projects-timeline/rail-updates>). This was announced 25 December 2024, however the notice for the weeks "planned maintenance" was only announced last Tuesday.

I'm a bit confused how your operators planned a blocked out period several months in advance, only to then have another "planned" period just before then with only a weeks notice. I wonder when your operator started planning this current outage, and whether they had the foresight at last Christmas to maybe combine the two "planned" periods and provide commuters with months of notice rather than days.

I kind of doubt these two planned periods had the same level of planning, and would like all documentation related to both planned replacement periods, showing the clear timeline of when your operators provided you with notice, and when you provided commuters with notice. Perhaps if there is any discussion as to why there are two very close planned periods with drastically different notice periods then that should be released as well.

"I would also like any documentation regarding any requirements for planned replacements, and any requirements for shelters. If there has been any discussion prior to and since my last email concerning these shelters then that should be included as well.

Thank you very much. Look forward to absolutely no reply until exactly 20 working days away, despite whether any information could be released without undue delay."

For what its worth, i chose to catch the local 83 bus into town, as it had a functioning shelter. There should never be a need for such a choice to use public transport!"

Greater Wellington's response follows:

We note our Contact Centre responded to your email above. The following parts of your query are responded to in this response under the Local Government Official Information and Meetings Act 1987 (the Act):

All documentation related to both planned replacement periods, showing the clear timeline of when your operators provided you with notice, and when you provided commuters with notice; and

I would also like any documentation regarding any requirements for planned replacements, and any requirements for shelters. If there has been any discussion prior to and since my last email concerning these shelters then that should be included as well.

Both replacement periods (Block of Line works)

KiwiRail as the owner of the New Zealand rail network is responsible for track management and maintenance. When KiwiRail plan works, they advise us when they intend to complete this Block of Line work.

We have access to a shared calendar with KiwiRail outlining planned maintenance work on the rail corridor. This schedule is updated daily by KiwiRail officers. We have provided a copy of the shared calendar here as **Attachment 1**.

The Track Possession Operational Group, which comprises representatives of KiwiRail, Greater Wellington, and Transdev, meets fortnightly to confirm KiwiRail's access requests for

maintenance on the rail network (Block of Lines). KiwiRail record the fortnightly meetings. We have attached copies of the minutes of two of the meetings which are relevant to your request as **Attachment 2**.

Please note, the names and titles for roles of staff who are not employees of agencies subject to the Act have been withheld under section 7(2)(a) of the Act in order to protect the privacy of natural persons, including that of deceased natural persons. When withholding information under this section, we are required to consider the public interest in this information. We have considered this and do not believe the public interest in this information outweighs our decision to withhold the information.

On 21 May 2025, Metlink created a page on its website to update passengers on the Wairarapa Rail Line disruptions. This page contains weekly updates on the situation. You can view that page here: <https://www.metlink.org.nz/news-and-updates/news/wairarapa-line-updates>.

On 28 May 2025, Metlink put out an alert regarding the planned work over the Kings Birthday Weekend on our website here: <https://www.metlink.org.nz/news-and-updates/news/kings-birthday-rail-closure-passengers-encouraged-to-plan-ahead-and-expect-delays>.

Requirements for planned replacements

Our Partnering Agreement with Transdev sets out the requirements for planned replacement services. You can find a representative version of the Partnering Agreement with Transdev on the Greater Wellington website here: <https://www.gw.govt.nz/transport/metlink-bus-train-and-ferry/public-transport-contracts/>.

In Schedule 3, you can find a section relating to Alternative transport and information about disruptions beginning on page 9: https://www.gw.govt.nz/assets/Documents/2024/04/3.-Schedules-3-19_compressed.pdf.

Requirements for BRT shelters

We have completed an internal search for all documentation related to requirements for Bus Replacing Train (BRT) shelters. Only one document was located relevant to your request for information. We have attached that as **Attachment 3**.

By way of explanation, when we look at installing a BRT shelter, we review patronage levels at the bus stop. If there are 200-300+ boardings a month at that bus stop then it is typically considered a candidate for a bus shelter. Other factors that can influence need for shelter include:

- Bus stop location (i.e. nearby community facilities/rest homes etc.)

- Whether or not the BRT stop is likely to be permanent or temporary
- Number of complaints attributed to a BRT bus stop
- Whether the BRT bus stop is northbound or southbound – usually southbound (citybound) bus stops receive more weight in requiring a shelter as that is where typically more passengers wait to board the bus.

In terms of provision of a shelter at southbound Petone station BRT bus stop, there has been an ongoing investigation into improvements for BRT bus stop infrastructure including the BRT service at Petone Station since 2021. The southbound BRT bus stop on Hutt Road is a candidate for a shelter. The issue there is the location for placement for both the southbound and northbound BRT bus stops. This project aims to investigate improvements for wider pedestrian and accessibility improvements at the station and associated bus stops. The project is currently on hold as we are reassessing priority works for all BRT bus stop locations across the region.

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 appropriate. 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