

14 March 2024

File Ref: OIAPR-1274023063-25530

[REDACTED]
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Tēnā koe [REDACTED]

Request for information 2024-021

I refer to your request for information dated 20 February 2024, which was received by Greater Wellington Regional Council (Greater Wellington) on 20 February 2024. You have requested the following:

“Any and all internal correspondence held by the Greater Wellington Regional Council including reports, briefings, emails, text messages, whatsapp messages or messages exchanged on any other electronic messaging platform regarding southbound delays on commuter rail services the Kapiti Line between 6:00AM and 9:00AM on 20 February 2024.

Please directly answer the following questions:

- *What was the extent of delays on the Kapiti Line running southbound between 6:00AM and 9:00AM on 20 February 2024?*
- *Why did an empty train run non-stop southbound through Porirua between 7:50AM and 8:10AM on 20 February 2024?*
- *Was there any public notification made regarding the extent of delays on the Kapiti Line running southbound between 6:00AM and 9:00AM on 20 February 2024, if so what was the notification, and did it accurately reflect the extent of the delays?*
- *What was the cause of delays on the Kapiti Line running southbound between 6:00AM and 9:00AM on 20 February 2024?*

Please provide no explanatory notes, contextual statements on "comms lines".

Greater Wellington's response follows:

Greater Wellington completed a content search with the keywords "Kapiti Line" and "KPL" for the date 20/02/2024 between hours of 6:00am – 9:00am, and another search including the word "delay" from 19/02/2024 - 20/02/2024 with no time range but we have recovered no content related to your request.

Please refer to **Attachment 1** which contains a copy of WhatsApp messages between our rail delivery team on the morning that this issue occurred.

What was the extent of delays on the Kapiti Line running southbound between 6:00AM and 9:00AM on 20 February 2024?

The 6:58am service experienced an issue with the opening and closing of doors at around 7:30am at Mana Station. The service terminated at Mana Station and passengers were advised to catch the next train, which was due to depart from Mana Station at 8:00am. This service was approximately 20 minutes late. There were subsequent delays on the Kāpiti Line until close to 9:30am. The issue related to a component failure of the passenger door system and the train was released back to service after repair on 21 February 2024.

Why did an empty train run non-stop southbound through Porirua between 7:50AM and 8:10AM on 20 February 2024?

The affected train unit which was empty, was moved to the depot in Wellington for maintenance and repairs to be carried out to remedy the issue outlined above.

Was there any public notification made regarding the extent of delays on the Kapiti Line running southbound between 6:00AM and 9:00AM on 20 February 2024, if so what was the notification, and did it accurately reflect the extent of the delays?

Three service alerts were sent to customers regarding the delays on the Kāpiti Line. These alerts were sent via App, email, website, and the RTI signs. The App and the email would have only sent alerts to registered users. These were sent to indicate the termination of the affected service at Mana Station, and of two further services that had been delayed. These alerts were also posted on the Metlink website and the RTI screens at the stations. The passenger announcement system was also used to keep passengers at the stations informed.

What was the cause of delays on the Kapiti Line running southbound between 6:00AM and 9:00AM on 20 February 2024?

A mechanical fault on the 6.58am Waikanae to Wellington service as outlined 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



Samantha Gain

Kaiwhakahaere Matua Waka-ā-atea | Group Manager Metlink