



27 May 2025

Daran Ponter, Chairperson Greater Wellington Regional Council
Nigel Corry, Chief Executive Greater Wellington Regional Council

Via email: daran.ponter@gw.govt.nz Nigel.Corry@gw.govt.nz

Dear Daran and Nigel

Wairarapa Train Problems

We know that the Wairarapa train service has been experiencing problems for some time. Many of those problems, such as the rail replacement work and the level crossing upgrades, are beyond anyone's capacity to avoid. We, however, are very concerned about the recent disruption caused by Transdev's failure to deliver the services they are contracted for.

We are not convinced by some of the explanations provided. For example, we are told that some problems are due to a lack of train managers. However, on many days the trains still operate, only very late. Presumably there are train managers, but they don't appear to start work on time! The continuing lateness, the frequent delays, and nonappearance of train services is both impacting seriously on Wairarapa commuters and in our confidence in the train service.

As a region we were looking forward to improved train services in a couple of years' time. But we are now wondering how a system that fails to deliver the current number of commuter services will cope with more.

We have serious misgivings about the GWRC management of the Transdev contract. Accordingly, we request that GWRC commission an independent review of the Transdev contract management arrangements so that we can all better understand how the problems got to their current magnitude. We would like to see what can be learnt in order to avoid similar problems in the future, either with this contract or with others.

When significant problems occur that affect council services to the public, it is usual for a review to take place afterwards and we would appreciate GWRC doing the same here.

Yours sincerely

Gary Caffell
Mayor (MDC)

Martin Connelly
Mayor (SWDC)