

9(2)(a) - Privacy

From: 9(2)(a) - Privacy
Sent: Friday, 28 April 2023 12:55 pm
To: 9(2)(a) - Privacy
Cc:
Subject: Wellington Metro Network - info for Ministers

Everyone,

Below is some information regarding issues on the Wellington Metro Network, which will result in service disruption from Monday, 1 May.

KiwiRail and Greater Wellington Regional Council are finalising a joint press release which will go out this afternoon. I'll send to you as FYI once finalised.

Background:

- As part of KiwiRail's engineering standards for the Wellington Metro Network, which is part of our Waka Kotahi-approved safety case – every four months the EM80 track evaluation car has to travel across and assess the Wellington network. The EM80 last inspected lines in Wellington in the 2-3 week of December 2022.
- The deadline for this latest inspection was the end of March on the Kapiti Line and early April on the Hutt Valley/Wairarapa Line (to Masterton), with a 28 day tolerance period. The 28 day tolerance period for the Kapiti Line ends on Monday, 1 May. The 28 day tolerance period for the Hutt Valley/Wairarapa Line ends on Sunday, 7 May. The Melling and Johnsonville Lines require EM80 inspection on 6 and 8 May respectively but these are slow speed lines anyway, so don't require additional speed restrictions.
- To avoid breaching our safety case, KiwiRail's engineers have advised a 70kmh speed restriction be put in place on Kapiti and Hutt Valley/Wairarapa lines from 1 and 7 May respectively. Commuter trains normally can travel up to 100km on the Wellington metro network, but there are few, if any, places where this can happen (given stops, track curves, etc).
- GWRC, Transdev Wellington and Waka Kotahi were advised of the situation and need for the speed restriction yesterday (27 April).
- The EM80 travels New Zealand inspecting track. The delay is due to a mechanical issue with the EM80 itself, with its wheels needing to be re-lathed.
- The 28 day tolerance period for part of the Auckland Metro Network is due on the 15 May. The EM80 is scheduled to undertake inspections in Auckland 8 – 12 May.

Worst case scenario:

- The EM80 will be repaired by the end of next week. It will have to stay in Auckland for its scheduled 8-12 May work. It was then scheduled to do some work in the Waikato. This will mean it will be in Wellington on 20 May and have completed track inspections by 25 May. We are looking at other options to bring this date forward.
- Due to flow on effects of disruption to services on the Kapiti Line, TransDev have advised all commuter trains will run on a Saturday time table initially, likely for the first week (1 - 7 May).
- Over the course of the week TransDev will review this and determine timetables for the following weeks.
- Greater Wellington Regional Council/Metlink are understandably disappointed by the delay in advising them of this issue and KiwiRail will be sending them a written apology.

Best case scenario:

- KiwiRail is working to get the wheel lathe work done today/tomorrow and the EM80 down to Wellington by Monday, 1 May. This is reliant on a number of factors, including Locomotive Engineer availability and EM80 operator availability.
- If successful, we would be able to complete assessment of the Wellington network over the week then get the EM80 back up to Auckland next weekend, in time for its scheduled work there.
- Due to flow on effects of disruption to services on the Kapiti Line, we expect all commuter trains will run on a Saturday timetable 1 - 7 May.
- Timetables for the following weeks should be able to return to normal.

EM80 procurement

- The Government has already committed funding to renew the EM80 (which is more than 40 years old) through the Rail Network Investment Programme, as it is specialist equipment for network management.
- KiwiRail intends to enter a contract this year for a bespoke new build, suited to the unique New Zealand railways, and our aim is for the new Track Evaluation Car (TEC) to arrive in late 2026.

Thanks,

9(2)(a) - Privacy Senior Government Relations Advisor

9(2)(a) - Privacy

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



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From: MediaEnquiries <MediaEnquiries@kiwirail.co.nz>
Sent: Friday, 28 April 2023 3:49 pm
To: MediaEnquiries
Subject: Joint press release: KiwiRail speed restrictions on Wellington's rail network during May
Attachments: 20230428 - KiwiRail Metlink PR - KiwiRail Speed restrictions on Wellingtons rail network during May.pdf

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

9(2)(a) - Privacy

From: 9(2)(a) - Privacy
Sent: Friday, 28 April 2023 5:56 pm
To: 9(2)(a) - Privacy
Cc:
Subject:

Everyone,

Just so you're aware, our Executive GM Paul Ashton has done an interview on this for One News tonight.

9(2)(a)

From: 9(2)(a) -
Sent: Friday, April 28, 2023 3:23 PM
To: 9(2)(a) - Privacy
Cc: 9(2)(a) - Privacy

Subject: KiwiRail Metlink PR - KiwiRail speed restrictions on Wellington's rail network during May

Everyone,

Apologies for the delay in getting this to you - this PR will be going out shortly.

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

9(2)(a) - Privacy

From: 9(2)(a) - Privacy
Sent: Saturday, 29 April 2023 2:56 pm
To: 9(2)(a) - Privacy
Cc:

Subject:

Everyone,

We will be sending this media update re Wellington Metro shortly.

█ – as mentioned, it would be great if you could please pass this on to the Transport Minister.

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,

9(2)(a) - Privacy Senior Government Relations Advisor

9(2)(a) - Privacy

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

<image001.png>

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9(2)(a) - Privacy

From: 9(2)(a) - Privacy
Sent: Monday, 1 May 2023 11:10 am
To: 9(2)(a) - Privacy
Subject: [WARNING: MESSAGE ENCRYPTED]FW: Read-out: Meeting with Minister of Transport
Attachments: 20230428 - KiwiRail letter to GWRC - Wellington commuter disruption.pdf; 20230428 Daran Ponter GW.pdf

Kia ora

FYI – we provided the following update to shareholding Ministers’ offices.

We are speaking with Metlink this morning about the timeframe as we will want to be aligned on public communications in terms of KiwiRail lifting TSRs and regular services occurring. The specific point made in the weekend that Metlink would need a week to resume regular programming will be discussed.

Hei konā

9(2)(a) - Privacy Group Manager – Government Policy and Funding (Acting)

9(2)(a) - Privacy

From: 9(2)(a) - Privacy
Sent: Monday, 1 May 2023 10:31 am
To: 9(2)(a) - Privacy

Cc: 9(2)(a) - Privacy

Subject: Read-out: Meeting with Minister of Transport

Kia ora 9(2)(a) - Privacy

Dave Gordon and I attended a meeting with the Minister of Transport this morning (request was for in-person representation and Peter could not be there in time, however he has spoken with the Minister directly). The Minister relayed the dissatisfaction of himself, shareholding Ministers, and the Prime Minister at the issues relating to the Track Evaluation Car, and advised shareholding Ministers will be in contact with the Chair; on behalf of Wellington commuters. He sought an explanation for what happened, an update on the procurement of the replacement vehicle and the sufficiency of one unit, and what we are doing to bring the Wellington schedule back to normal programming.

As you know, we are working to retrieve the situation as quickly as possible: days, not weeks.

1. What happened?

- a. The metropolitan networks must be evaluated every four months. The TEC measures the geometry of the track to identify any misalignment, effectively fine-tuning our information so we know where to put our maintenance efforts with a quality of information that is higher than in-person assessment because the weight of the TEC demonstrates how the line performs under a passing unit.
- b. EM80 has discharged its duties without ever falling outside of a compliance period.
- c. This was a scheduling error, and that is unacceptable.
- d. The matter was escalated within KiwiRail on Wednesday evening, and leaders immediately took action to prioritise the key steps to get it repaired and working in Wellington, and informing Metlink on Thursday after engineers had assessed.

- e. The Minister of Transport's office was advised informally at that time, when information was developing, and all three Ministers offices were advised Friday prior to the announcement.
- f. We have taken responsibility and formally apologised (refer the attached within similar messages from the CE to the GWRC Chair).

2. When will it be resolved?

- a. Days, not weeks.
- b. EM80 arrived in Palmerston North last night after urgent re-profiling of wheels and fitting of equipment in Auckland.
- c. EM80 will run down the south line from Palmerston North to Wellington tonight (after commuter services are finished), and will then run up the line tomorrow night. As this is the only line currently outside of its compliance period, this is expected to result in lifted TSRs within days.
- d. Our aim is Wednesday, and we will be notifying Metlink of this ambition today so their rostering arrangements can return to regular services.
- e. EM80 will complete its work in Wellington this week, then return to Auckland for scheduled evaluations next week. We have given AT and the Mayor of Auckland an assurance that their scheduled run will occur within the compliance period.

3. Is one TEC enough?

- a. Yes, EM80 has operated on the national rail network for 41 years without incident.
- b. The lesson here is that KiwiRail's scheduling was not sufficient, and we are strengthening our internal systems to ensure this does not occur again.
- c. We normally allow grace periods as if any unscheduled maintenance is required, that should not result in compliance periods being exceeded. Our focus will be on correcting our scheduling systems.
- d. We have one operator, and that limitation will be addressed by recruiting a second operator.
- e. The RNIP is funding a new TEC, and the business casing reinforced the fact that one TEC is sufficient for New Zealand.
- f. We have gone to market with our specifications to procure a new TEC, and tender evaluations are underway. We will enter a contract later this year.
- g. Our aim is to accept a new TEC into service in 2026/27, supported by a new Automatic Track Inspection System (ATIS) which will be installed on metropolitan rolling stock a new, added layer of inspection systems alongside the new TEC.

4. Next steps.

- a. We will be reviewing the systemic error that led to this scheduling problem, and learning from the mistake to ensure this does not occur again.
- b. While it has not happened before, the fact that it has happened here is being taken very seriously by the Chair, Chief Executive and responsible executives.

Hon Michael Wood advised shareholding Ministers will be in touch with the Chair. David McLean is aware of this.

We sincerely apologise for the situation.

Thank you.

Hei konā

9(2)(a) - Privacy Group Manager – Government Policy and Funding (Acting)

M: +9(2)(a) -

Level 1, Wellington Railway Station, Bunny Street, Wellington 6140 | Private Bag 593, Wellington 6140, New Zealand



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28 April 2023

Samantha Gain
General Manager Metlink
Greater Wellington Regional Council
By email: 9(2)(a) - Privacy

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



28 April 2023

To: 9(2)(a) - [REDACTED]
Cc: 9(2)(a) - Privacy [REDACTED]

Hi Daran

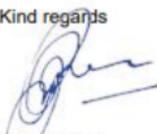
The temporary speed restriction issues were brought to my attention yesterday and I have tried to phone you regarding this today. Siva Sivapakkiam has been in contact with Samantha Gain today, including issuing the attached letter, but I wanted to pass on my apologies to you and an assurance that we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



Peter Reidy
Chief Executive

9(2)(a) - Privacy

From: 9(2)(a) - Privacy
Sent: Monday, 1 May 2023 1:05 pm
To: 9(2)(a) - Privacy
Cc:
Subject: KiwiRail - Wellington Metro Network Update - 1 May 2023

Everyone

Please see an update on the Wellington metro network. This has been run past Metlink.

Note (In Confidence): While we are aiming to lift the Kapiti Line speed restriction on Wednesday, it is unclear how long it would take Metlink/Transdev to revert to normal schedules – hence why we have said we should be able to lift the speed restriction later this week. Metlink/Transdev have been updated this morning about the fact that assessments will be happening tonight/tomorrow night and the speed restriction on the Kapiti Line could be lifted on Wednesday. We will continue to keep them updated as the work progresses.

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).

“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 only minimal impact to freight services travelling on the Kāpiti Line.

KiwiRail

Mediaenquiries@kiwirail.co.nz

04 498 2038

9(2)(a) - Privacy

From: 9(2)(a) - Privacy
Sent: Monday, 1 May 2023 1:24 pm
To: 'OCU'
Cc: 9(2)(a) - Privacy
Subject: WPQs due to Minister's office by end-of-day 5 May
Attachments: WPQ's KiwiRail 1 May.xlsx

Kia ora Team,

May we please receive draft responses to the attached by end-of-day **5 May 2023**?

Ngā mihi,

9(2)(a) - Privacy | Private Secretary Support (Transport)
9(2)(a) - Privacy

Office of Hon Michael Wood

Minister for Workplace Relations and Safety | Minister of Transport | Minister of Immigration | Minister for Auckland | Associate Minister of Finance

Private Bag 18041 | Parliament Buildings | Wellington 6160 | New Zealand

Office Phone: +64 4 817 8731 Email: M.Wood@ministers.govt.nz

9(2)(a) - Privacy

From: 9(2)(a) - Privacy
Sent: Monday, 1 May 2023 1:44 pm
To: 9(2)(a) - Privacy
Subject: KiwiRail review overview - 1 May (004).docx
Attachments: KiwiRail review overview - 1 May (004).docx

For passing onto the relevant DCE.

PR is coming out shortly as well, will send that over.

MOT need to work with TSY to do two things:

1. Find a reviewer, we need to do that this week at the latest
2. Finalise a terms of reference



REVIEW INTO KIWI RAIL'S HANDLING OF RECENT DISRUPTIONS TO CUSTOMERS

Context

KiwiRail is a state-owned enterprise that is responsible for rail operations and the national rail network infrastructure in New Zealand. It operates a rail, ferry, property and tourism business. It also works closely with Councils and operators who deliver rail commuter services on KiwiRail assets.

On Friday 28 April, KiwiRail advised the public that, due to its one and only track evaluation safety car being unavailable due to “unforeseen technical issues”, restrictions would be put in place to limit the speed and frequency of trains from Monday 1 May 2023. These changes would require that passenger rail services across Wellington to operate to a reduced timetable.

These events follow other similar instances of service disruptions to commuters on the KiwiRail network in recent times, including but not limited to, the Rail Network Rebuild Programme in Auckland, Te Huia cancellations and the Wellington Metro incident. This raises questions around the management of customer outcomes and the ability for KiwiRail to maintain confidence in the market and focus on high standards of reliability.

Purpose of the Review

To inquire into the causes for poor customer outcomes on the KiwiRail passenger network, with particular regard to the recent disruption to Wellington train networks arising from maintenance issues with KiwiRail's track evaluation safety equipment. This will consider, but is not limited to:

- whether KiwiRail is appropriately focused on the delivery of reliable commuter services; and
- Whether KiwiRail's engagement with stakeholders and customers was adequate and fit-for-purpose; and what changes are needed to limit the risk of reoccurrence, ensure impacts on passengers are minimised and confidence in reliability of services is restored.

A full terms of reference will be drafted, in consultation with KiwiRail.

Membership

This review will be sponsored by the Minister of Transport, in consultation with shareholding Ministers (the Minister of Finance and the Minister for State-Owned Enterprises) (Sponsoring Ministers). Sponsoring Ministers will appoint an independent person to conduct this review (the Reviewer).

The Reviewer will work with KiwiRail's management to execute the purpose of the Review. The Treasury - Te Tai Ōhanga and The Ministry of Transport – Te Manatū Waka will provide the Reviewer with secretariat support as required.

Timing and Deliverables

The findings of the review are to be delivered in writing to Ministers within 30 days of the appointment of the Reviewer.

Confidentiality

The findings of the Review will be confidential until they have been delivered to Sponsoring Ministers and will be proactively released to the public shortly thereafter.

9(2)(a) - Privacy

From: 9(2)(a) - Privacy
Sent: Monday, 1 May 2023 5:44 pm
To: 9(2)(a) - Privacy
Cc: 9(2)(a) - Privacy
Subject: KiwiRail PR - KiwiRail accepts independent review into Wellington metro disruptions
Attachments: 20230501 - KiwiRail PR - KiwiRail accepts independent review into Wellington metro disruptions.pdf

Everyone, this media release will be going out shortly.

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

Monday, May

5945. Officials'

• KiwiRail item re track evaluation
~~TEC~~ = TEC doing it for 41 yrs.

- Internal inquiry occurring.

- RNIP funded new car. Contract = sp
later this year.

- KR sign off track inspections.

- extra car not needed. A stuff up on s
+ notifying within KR.

9(2)(a) - Privacy

From: 9(2)(a) - Privacy
Sent: Tuesday, 2 May 2023 1:22 pm
To: 'OCU'
Cc: 9(2)(a) - Privacy
Subject: WPQs due to Minister's office by end-of-day 8 May

Kia ora Team,

May we please receive draft responses to the below by end-of-day **8 May 2023**?

Number	Member	Portfolio	Question	Reply Due
13061 (2023)	Brown, Simeon	Transport (Hon Michael Wood)	Have KiwiRail officials ever raised concerns with the Minister on the operations of their specialist track evaluation car, and if so, on what date and through which communication method were these concerns raised?	10/05/2023 12:00:00 AM
13063 (2023)	Brown, Simeon	Transport (Hon Michael Wood)	What advice, if any, has the Minister, or any of their predecessors, received from officials on KiwiRail's only specialist track evaluation car, each year for the past six years, and if any, on what dates was this advice received?	10/05/2023 12:00:00 AM
13071 (2023)	Brown, Simeon	Transport (Hon Michael Wood)	What is the estimated total cost, if any, of changing the signage of two Auckland railway stations (Waitematā and Mangawhau), and when are these sign changes expected to be made?	10/05/2023 12:00:00 AM

Ngā mihi,

9(2)(a) - Privacy Private Secretary Support (Transport)
9(2)(a) - Privacy

Office of Hon Michael Wood

Minister for Workplace Relations and Safety | Minister of Transport | Minister of Immigration | Minister for Auckland | Associate Minister of Finance

Private Bag 18041 | Parliament Buildings | Wellington 6160 | New Zealand

Office Phone: +64 4 817 8731 Email: M.Wood@ministers.govt.nz

9(2)(a) - Privacy

From: 9(2)(a) - Privacy
Sent: Tuesday, 2 May 2023 5:14 pm
To: 9(2)(a) - Privacy
Cc: 9(2)(a) - Privacy
Subject: Re: WPQs due to Minister's office by end-of-day 8 May

Britton, that last one is for AT we won't be involved in the signage changes

Sent from my iPhone

On 1/05/2023, at 2:22 PM, 9(2)(a) - Privacy wrote:

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

Kia ora Team,

May we please receive draft responses to the below by end-of-day **8 May 2023**?

Number	Member	Portfolio	Question	Reply
13061 (2023)	Brown, Simeon	Transport (Hon Michael Wood)	Have KiwiRail officials ever raised concerns with the Minister on the operations of their specialist track evaluation car, and if so, on what date and through which communication method were these concerns raised?	10/05/ 12:00: AM
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Ngā mihi,

9(2)(a) - Privacy
9(2)(a) - Privacy Private Secretary Support (Transport)

Office of Hon Michael Wood

Minister for Workplace Relations and Safety | Minister of Transport | Minister of Immigration |
Minister for Auckland | Associate Minister of Finance
Private Bag 18041 | Parliament Buildings | Wellington 6160 | New Zealand
Office Phone: +64 4 817 8731 Email: M.Wood@ministers.govt.nz

9(2)(a) - Privacy

Subject: Independent Review into KiwiRail

Kia ora,

Ministers Wood and Webb have released a [Press Release](#) announcing the commencement of an independent review into KiwiRail's recent activities. This review is wider than the recent Wellington Metro incident, but will focus on that and other passenger rail services. The Interislander issues are not in scope of this review. Ministers are particularly concerned about the impacts the management of these incidents have had on passengers and stakeholders, as well as obviously the cause of the incidents themselves.

This review will be led by the Minister of Transport, in consultation with shareholding Ministers. We would appreciate if officials could work together to support this review, but seems sensible for MoT to take the lead on logistics (contracting, managing the review etc). Ministers have asked for the review to be completed within 30 days of the appointment of a reviewer. As a result, we need to move quickly to agree a Terms of Reference and Independent reviewer by the end of this week.

The Independent reviewer needs to be someone with expertise and/or experience in the operations of a customer facing logistics organisation and ideally someone with transport or metro rail expertise. Can you please provide a list of potential reviewers **by 12pm Wednesday 3 May 2023**. [REDACTED] has been raised internally as an option.

In addition, can officials please begin work on a more formal Terms of Reference based on the attached outline by **COP Wednesday 3 May 2023**. You may wish to consult KiwiRail on the Terms of Reference.

Please send all updates and/or documents to Tony and I. I will leave it with MoT and TSY to work out roles and responsibilities on this.

Thank you in advance for your support on this review, I appreciate this is moving at pace and is adding to already large work programmes.

If you have any questions, please feel free to give me a call.



9(2)(a) - [REDACTED] **Finance and State Owned Enterprises Advisor**
Office of Hon Grant Robertson | Office of Hon Dr Duncan Webb
Minister of Finance | Minister for State Owned Enterprises

Level 7.6 Executive Wing, Parliament Buildings, PO Box 18041, Wellington 6160, New Zealand

9(2)(a) - [REDACTED]
Privacy

MINISTRY OF TRANSPORT

Wellington (Head Office) | Ground Floor, 3 Queens Wharf | PO Box 3175 | Wellington 6011 | NEW ZEALAND | Tel: +64 4 439 9000 |

Auckland | NZ Government Auckland Policy Office | 45 Queen Street | PO Box 106238 | Auckland City | Auckland 1143 | NEW ZEALAND | Tel: +64 4 439 9000 |

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9(2)(a) - Privacy

From: 9(2)(a) - Privacy
Sent: Wednesday, 3 May 2023 8:54 am
To: 9(2)(a) - Privacy
Cc:
Subject: EM80 Update

Kia ora

Update on EM80 and Wellington metro disruption

- KiwiRail’s track evaluation car completed its assessment of the Kāpiti Line last night as expected, meaning this disruption has been managed down to days, not weeks.
- The information is being reviewed by the professional head (standard procedure) and we expect to be in a position to lift the temporary speed restrictions early this afternoon.
- We have provided an indication to that effect to Greater Wellington and Transdev this morning.
- Following the lifting, this will enable Metlink to resume regular scheduling in time for tomorrow morning’s peak (i.e. regular schedule resumes at the first train).
- We will provide the media release to you in advance, per regular processes.
- We reiterate our apology for this occurring and we are committed to ensuring it does not happen again.

Hei konā

9(2)(a) - Privacy **Group Manager – Government Policy and Funding (Acting)**

9(2)(a) - Privacy

Level 1, Wellington Railway Station, Bunny Street, Wellington 6140 | Private Bag 593, Wellington 6140, New Zealand



www.kiwirail.co.nz

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9(2)(a) - Privacy

From: KiwiRail Reports <reports@kiwirail.co.nz>
Sent: Wednesday, 3 May 2023 11:56 am
To: 9(2)(a) - Privacy
Cc: Reports-KiwiRail; Officials-Treasury; Officials-Transport
Subject: 20230503 Letter - Re Wellington Rail Network Issues
Attachments: 20230503 Letter - Re Wellington Rail Network Issues.pdf; Letter to Chair, KiwiRail Board.pdf

Kia ora koutou

The following letters are attached, for information only, for the Minister of Transport and shareholding Ministers:

- **Greater Wellington: 20230502 Letter to Chair, KiwiRail Board**
- **KiwiRail: 20230503 Letter – Re Wellington Rail Network Issues**

The letter raised serious concerns which required a written response, which has now been provided. We will be taking this forward by engaging directly through appropriate governance for, and as such we have declined to reply to regional mayors, instead replying to Greater Wellington only.

If you have any queries regarding this material, please reply to reports@kiwirail.co.nz; 9(2)(a) - Privacy

Reports | KiwiRail Holdings Limited

- 9(2)(a) - Senior Government Relations Advisor, 9(2)(a) - Privacy
- 9(2)(a) - Group Manager Government Policy and Funding (Acting), 9(2)(a) - Privacy

Level 1, Wellington Railway Station, Bunny Street, Wellington 6140 | Private Bag 593, Wellington 6140, New Zealand



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9(2)(a) - Privacy

From: 9(2)(a) - Privacy
Sent: Wednesday, 3 May 2023 12:22 pm
To: 9(2)(a) - Privacy
Subject: RE: Independent Review into KiwiRail

Importance: High

Can we urgently feedback to MOT that speed is of the essence and they should directly contract if they think it would be faster – or justify their advisory committee approach asap

9(2)(a) - Ministerial Advisor to Hon Michael Wood#

9(2)(a) - Privacy

Parliament Buildings, Wellington, New Zealand

Authorised by Michael Wood, Parliament Buildings, Wellington

From: 9(2)(a) - Privacy
Sent: Wednesday, 3 May 2023 12:20 PM
To: 9(2)(a) - Privacy
Cc: 9(2)(a) - Privacy
Subject: RE: Independent Review into KiwiRail

A direct contract seems a whole lot easier to me – my impression is ministers want speed...

9(2)(a) - Ministerial Advisor to Hon Michael Wood#

9(2)(a) - Privacy

Parliament Buildings, Wellington, New Zealand

Authorised by Michael Wood, Parliament Buildings, Wellington

From: 9(2)(a) - Privacy
Sent: Wednesday, 3 May 2023 12:07 PM
To: 9(2)(a) - Privacy
Cc: 9(2)(a) - Privacy
Subject: FW: Independent Review into KiwiRail

FYI, see my comment below. I am unsure why we would need to establish a full committee structure for this.

From: 9(2)(a) - Privacy
Sent: Wednesday, 3 May 2023 12:07 PM
To: 9(2)(a) - Privacy

Subject: RE: Independent Review into KiwiRail

Thanks.

Can I please check on the rationale for a Ministerial Advisory Committee over simply contracting the reviewers to deliver this piece of work? We have used the contracting model for SOE reviews in the past.

9(2)(a) - Privacy

From: 9(2)(a) - Privacy
Sent: Wednesday, 3 May 2023 12:38 pm
To: 9(2)(a) - Privacy
Cc: 9(2)(a) - Privacy
Subject: RE: Independent Review into KiwiRail

Hi [REDACTED] This approach was based on the very quick turnaround advice from our governance team. After further discussion with them and TSY it looks like a contract model would be fine, and is probably preferable as it gives more flexibility for fees and process.

We'll provide some updated details on what this process looks like in the TOR.

From: 9(2)(a) - Privacy
Sent: Wednesday, 3 May 2023 12:07 pm
9(2)(a) - Privacy

Subject: RE: Independent Review into KiwiRail

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9(2)(a) - Finance and State Owned Enterprises Advisor
Office of Hon Grant Robertson | Office of Hon Dr Duncan Webb
Minister of Finance | Minister for State Owned Enterprises

Level 7.6 Executive Wing, Parliament Buildings, PO Box 18041, Wellington 6160, New Zealand

9(2)(a) - Privacy

From: 9(2)(a) - Privacy
Sent: Wednesday, 3 May 2023 12:04 PM

9(2)(a) - Privacy

Subject: RE: Independent Review into KiwiRail

Kia ora

See attached our advice on potential reviewers for the KiwiRail review. A Terms of Reference will be sent through later today.

Ngā mihi

9(2)(a) - Privacy

Kaiwhakaraere – Ngā Ara Whakarato | Acting Manager – Supply Chain

9(2)(a) - Privacy

From: 9(2)(a) - Privacy
Sent: Wednesday, 3 May 2023 12:38 pm
To: 9(2)(a) - Privacy
Cc: 9(2)(a) - Privacy
Subject: RE: Independent Review into KiwiRail

Hi all, reinforcing [redacted] question. As speed is of the essence, please directly contract if this would be faster – or justify the advisory committee approach as soon as possible.

Ngā mihi

9(2)(a) - Privacy Private Secretary (Transport)
9(2)(a) - Privacy

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: 9(2)(a) - Privacy
Sent: Wednesday, 3 May 2023 12:07 PM

9(2)(a) - Privacy

Subject: RE: Independent Review into KiwiRail

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Minister of Finance | Minister for State Owned Enterprises

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9(2)(a) - Privacy
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Kaiwhakaraere – Ngā Ara Whakarato | Acting Manager – Supply Chain
Te Manatū Waka Ministry of Transport

9(2)(a) - Privacy



Get [Outlook for iOS](#)

From: 9(2)(a) - Privacy

Sent: Monday, May 1, 2023 15:02

9(2)(a) - Privacy

Subject: Independent Review into KiwiRail

Kia ora,

Ministers Wood and Webb have released a [Press Release](#) announcing the commencement of an independent review into KiwiRail’s recent activities. This review is wider than the recent Wellington Metro incident, but will focus on that and other passenger rail services. The Interislander issues are not in scope of this review. Ministers are particularly concerned about the impacts the management of these incidents have had on passengers and stakeholders, as well as obviously the cause of the incidents themselves.

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The Independent reviewer needs to be someone with expertise and/or experience in the operations of a customer facing logistics organisation and ideally someone with transport or metro rail expertise. Can you please provide a list of potential reviewers **by 12pm Wednesday 3 May 2023**. [REDACTED] has been raised internally as an option.

In addition, can officials please begin work on a more formal Terms of Reference based on the attached outline by **COP Wednesday 3 May 2023**. You may wish to consult KiwiRail on the Terms of Reference.

Please send all updates and/or documents to Tony and I. I will leave it with MoT and TSY to work out roles and responsibilities on this.

Thank you in advance for your support on this review, I appreciate this is moving at pace and is adding to already large work programmes.

If you have any questions, please feel free to give me a call.



9(2)(a) - Privacy and State Owned Enterprises Advisor
Office of Hon Grant Robertson | Office of Hon Dr Duncan Webb
Minister of Finance | Minister for State Owned Enterprises

Level 7.6 Executive Wing, Parliament Buildings, PO Box 18041, Wellington 6160, New Zealand

**9(2)(a) -
Privacy**

MINISTRY OF TRANSPORT

Wellington (Head Office) | Ground Floor, 3 Queens Wharf | PO Box 3175 | Wellington 6011 | NEW ZEALAND | Tel: +64 4 439 9000 |

Auckland | NZ Government Auckland Policy Office | 45 Queen Street | PO Box 106238 | Auckland City | Auckland 1143 | NEW ZEALAND | Tel: +64 4 439 9000 |

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9(2)(a) - Privacy

From: 9(2)(a) - Privacy
Sent: Wednesday, 3 May 2023 1:08 pm
To: 9(2)(a) - Privacy
Cc:
Subject: RE: Independent Review into KiwiRail

They've now agreed to direct contracting. MoT and TSY will prob share costs - I assume as we haven't heard otherwise from them. They will both have consultant budgets.



9(2)(a) - Finance and State Owned Enterprises Advisor
Office of Hon Grant Robertson | Office of Hon Dr Duncan Webb
Minister of Finance | Minister for State Owned Enterprises

Level 7.6 Executive Wing, Parliament Buildings, PO Box 18041, Wellington 6160, New Zealand

9(2)(a) - Privacy

From: 9(2)(a) - Privacy
Date: Wednesday, 03 May 2023 at 1:06 PM
To: 9(2)(a) - Privacy
Cc: 9(2)(a) - Privacy
Subject: RE: Independent Review into KiwiRail

A MAG seems clunky and I wouldn't have thought we'd use this structure unless there's some good reason.

Can I clarify who pays?

Thanks, [redacted]

From: 9(2)(a) - Privacy
Sent: Wednesday, 3 May 2023 12:20 PM
To: 9(2)(a) - Privacy
Cc: 9(2)(a) - Privacy
Subject: RE: Independent Review into KiwiRail

A direct contract seems a whole lot easier to me – my impression is ministers want speed...

9(2)(a) - Ministerial Advisor to Hon Michael Wood
9(2)(a) - Privacy
Parliament Buildings, Wellington, New Zealand

Authorised by Michael Wood, Parliament Buildings, Wellington

From: [redacted]
Sent: Wednesday, 3 May 2023 12:07 PM
To: 9(2)(a) - Privacy
Cc: 9(2)(a) - Privacy
Subject: FW: Independent Review into KiwiRail

FYI, see my comment below. I am unsure why we would need to establish a full committee structure for this.

From: [REDACTED]
Sent: Wednesday, 3 May 2023 12:07 PM
9(2)(a) - Privacy

Thanks.

Can I please check on the rationale for a Ministerial Advisory Committee over simply contracting the reviewers to deliver this piece of work? We have used the contracting model for SOE reviews in the past.



[REDACTED] **Finance and State Owned Enterprises Advisor**
Office of Hon Grant Robertson | Office of Hon Dr Duncan Webb
Minister of Finance | Minister for State Owned Enterprises

Level 7.6 Executive Wing, Parliament Buildings, PO Box 18041, Wellington 6160, New Zealand

9(2)(a) - Privacy

From: 9(2)(a) - Privacy [REDACTED]
Sent: Wednesday, 3 May 2023 12:04 PM

9(2)(a) - Privacy

Kia ora

See attached our advice on potential reviewers for the KiwiRail review. A Terms of Reference will be sent through later today.

Ngā mihi

9(2)(a) - Privacy

Kaiwhakaraere – Ngā Ara Whakarato | Acting Manager – Supply Chain
Te Manatū Waka Ministry of Transport

9(2)(a) - Privacy



TE MANATŪ WAKA
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Enabling New Zealanders to flourish

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From: 9(2)(a) - Privacy [REDACTED]
Sent: Monday, May 1, 2023 15:02
9(2)(a) - Privacy

email.

Please consider the environment before printing this email.

9(2)(a) - Privacy

From: 9(2)(a) - Privacy
Sent: Wednesday, 3 May 2023 1:22 pm
To: 9(2)(a) - Privacy
Cc: 9(2)(a) - Privacy
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 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

9(2)(a) - Privacy

From: [Redacted]
Sent: Wednesday, 3 May 2023 1:35 pm
To: [Redacted]
Cc: 9(2)(a) - Privacy | [Redacted]
Subject: FW: KiwiRail - Wellington Metro Network Update - 3 April 2023 - going in 30 minutes
Importance: High

Seems misleading to not note some repairs requirements? Are they confident these won't affect timetables? Surely restrictions will mean slightly longer trips even if not significantly longer. Do we know if MetLink are confident the localised restrictions won't affect timetables?

I'm just jumping on a plane. Will be back online around 3.



[Redacted] - Finance and State Owned Enterprises Advisor
Office of Hon Grant Robertson | Office of Hon Dr Duncan Webb
Minister of Finance | Minister for State Owned Enterprises

Level 7.6 Executive Wing, Parliament Buildings, PO Box 18041, Wellington 6160, New Zealand

9(2)(a) - Privacy

From: 9(2)(a) - Privacy
Date: Wednesday, 03 May 2023 at 1:21 PM
To: 9(2)(a) - Privacy

Cc: 9(2)(a) - Privacy

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KiwiRail

Mediaenquiries@kiwirail.co.nz

04 498 2038

9(2)(a) - Privacy

From: 9(2)(a) - Privacy
Sent: Wednesday, 3 May 2023 1:43 pm
To: 9(2)(a) - Privacy
Cc:
Subject: RE: KiwiRail - Wellington Metro Network Update - 3 April 2023 - going in 30 minutes

Sorry [REDACTED], there should have been "blanket" in top line. Added now. And update going out momentarily.

From: 9(2)(a) - Privacy
Sent: Wednesday, May 3, 2023 1:37 PM
To: 9(2)(a) - Privacy
Cc: 9(2)(a) - Privacy

30 minutes

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Hi [REDACTED],

How many small temporary restrictions are there?

From: 9(2)(a) - Privacy
Sent: Wednesday, 3 May 2023 1:22 PM
To: 9(2)(a) - Privacy

Cc: 9(2)(a) - Privacy

Subject: KiwiRail - Wellington Metro Network Update - 3 April 2023 - going in 30 minutes

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KiwiRail

Mediaenquiries@kiwirail.co.nz

04 498 2038

Scarlett Dellow

From: Section 9(2)(a) - Privacy
Sent: Wednesday, 3 May 2023 3:35 pm
To: Section 9(2)(a) - Privacy
Cc:
Subject: RE: KiwiRail review ToR

Hi [REDACTED]

any updates on this? Are you okay for us to transfer the query to you?

Thanks

[REDACTED]

From: [REDACTED]
Sent: Tuesday, 2 May 2023 3:01 pm
Section 9(2)(a) - Privacy
[REDACTED]
Subject: FW: KiwiRail review ToR
Importance: High

Hi everyone,

Please see the query below, I'm advised it's best the response comes from your office. Let me know your thoughts.

Thanks

Section 9(2)(a) - Privacy

Kaitohutohu Mātāmua | Principal Adviser
Te Rōpu Whakawhiti Kōrero, Whakapā Tāngata | Engagement & Comms
Te Manatū Waka Ministry of Transport

Section 9(2)(a) - Privacy



TE MANATŪ WAKA
MINISTRY OF TRANSPORT

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Enabling New Zealanders to flourish

From: Section 9(2)(a) - Privacy
Sent: Tuesday, 2 May 2023 1:55 pm
To: Media Mailbox <media@transport.govt.nz>
Subject: KiwiRail review ToR

Kia ora, yesterday the ministers with responsibility for transport said the terms of reference into the KiwiRail rapid review would be released shortly.

I was wondering if MoT would be putting it online today?

Cheers,
[REDACTED]

--

**Section 9(2)(a) -
Privacy**

[Redacted]

[Redacted]



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Scarlett Dellow

From: Section 9(2)(a) - Privacy
Sent: Wednesday, 3 May 2023 4:57 pm
To: Section 9(2)(a) - Privacy
Cc:
Subject: FW: Independent Review into KiwiRail - proposed ToR
Attachments: Proposed ToR.docx

FYI.

One immediate comments from me in the scope section:

- This review is about KiwiRail not Metlink or Transdev – I think their management of th situation should be taken out of this – we simply do not have the ability to review them.

Will review in more detail later.

From: Section 9(2)(a) - Privacy
Sent: Wednesday, 3 May 2023 4:52 PM

Section 9(2)(a) - Privacy

Subject: RE: Independent Review into KiwiRail - proposed ToR

Hi Section 9(2)(a) -

Please find attached, for the Ministers' consideration, a proposed Terms of Reference (ToR) for a review of KiwiRail's handling of recent disruptions to passengers.

We have endeavoured to write the ToR in a manner that is faithful to Ministers' instructions and that will provide the assurance they are seeking, while being feasible to deliver within 30 days. This is a challenging balance to get right, and there may be aspects where the reviewer or reviewers would like to suggest a change in emphasis. We think Ministers should be open to this in light of timeframes, and we think delivery within 30 days will be a challenge.

We have consulted with KiwiRail today. Their strong preference, indicated by the Chair, is for a review that focuses on the April 2023 event and does not consider KiwiRail's broader support for passenger rail delivery. We understand he has communicated this to the shareholding Minister. Given the length of time the review will be carried out over, the review will necessarily be limited in scope, however, we believe it is important to give the reviewers some scope to use the particular incident as a way into looking at some of the broader and more systematic issues. We feel the current ToR reflects a sensible balance in this regard.

We are very aware that the successful delivery of passenger rail services involves a number of parties working together well. We have tried to ensure there is scope in the Terms of Reference for this to be taken into account by the reviewers, but bearing in mind that it is a review of KiwiRail that Ministers have sought.

We will wait until the Ministers have provided feedback on the ToR and approach before starting the procurement process (but we are obviously doing what we can to prepare for this now).

Section 9(2)(a) - Privacy



From: Section 9(2)(a) - Privacy

Sent: Wednesday, May 3, 2023 12:38 PM

Section 9(2)(a) - Privacy

Hi Amanda. This approach was based on the very quick turnaround advice from our governance team. After further discussion with them and TSY it looks like a contract model would be fine, and is probably preferable as it gives more flexibility for fees and process.

We'll provide some updated details on what this process looks like in the TOR.

From: Section 9(2)(a) - Privacy

Sent: Wednesday, 3 May 2023 12:07 pm

Section 9(2)(a) - Privacy

Subject: RE: Independent Review into KiwiRail

Thanks.

Can I please check on the rationale for a Ministerial Advisory Committee over simply contracting the reviewers to deliver this piece of work? We have used the contracting model for SOE reviews in the past.



Finance and State Owned Enterprises Advisor
Office of Hon Grant Robertson | Office of Hon Dr Duncan Webb
Minister of Finance | Minister for State Owned Enterprises

Level 7.6 Executive Wing, Parliament Buildings, PO Box 18041, Wellington 6160, New Zealand

Section 9(2)(a) - Privacy

From: Section 9(2)(a) - Privacy

Sent: Wednesday, 3 May 2023 12:04 PM

Section 9(2)(a) - Privacy

Kia ora

See attached our advice on potential reviewers for the KiwiRail review. A Terms of Reference will be sent through later today.

Ngā mihi

Section 9(2)(a) - [REDACTED]

Kaiwhākaraere – Ngā Ara Whakarato | Acting Manager – Supply Chain
Te Manatū Waka Ministry of Transport

Section 9(2)(a) - Privacy [REDACTED]



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From: Section 9(2)(a) - Privacy [REDACTED]

Sent: Monday, May 1, 2023 15:02

Section 9(2)(a) - Privacy [REDACTED]

Subject: Independent Review into KiwiRail

Kia ora,

Ministers Wood and Webb have released a [Press Release](#) announcing the commencement of an independent review into KiwiRail’s recent activities. This review is wider than the recent Wellington Metro incident, but will focus on that and other passenger rail services. The Interislander issues are not in scope of this review. Ministers are particularly concerned about the impacts the management of these incidents have had on passengers and stakeholders, as well as obviously the cause of the incidents themselves.

This review will be led by the Minister of Transport, in consultation with shareholding Ministers. We would appreciate if officials could work together to support this review, but seems sensible for MoT to take the lead on logistics (contracting, managing the review etc). Ministers have asked for the review to be completed within 30 days of the appointment of a reviewer. As a result, we need to move quickly to agree a Terms of Reference and Independent reviewer by the end of this week.

The Independent reviewer needs to be someone with expertise and/or experience in the operations of a customer facing logistics organisation and ideally someone with transport or metro rail expertise. Can you please provide a list of potential reviewers **by 12pm Wednesday 3 May 2023**. Greg Pullock has been raised internally as an option.

In addition, can officials please begin work on a more formal Terms of Reference based on the attached outline by **COP Wednesday 3 May 2023**. You may wish to consult KiwiRail on the Terms of Reference.

Please send all updates and/or documents to Tony and I. I will leave it with MoT and TSY to work out roles and responsibilities on this.

Thank you in advance for your support on this review, I appreciate this is moving at pace and is adding to already large work programmes.

If you have any questions, please feel free to give me a call.



Section 9(2) - Finance and State Owned Enterprises Advisor
Office of Hon Grant Robertson | Office of Hon Dr Duncan Webb
Minister of Finance | Minister for State Owned Enterprises

Level 7.6 Executive Wing, Parliament Buildings, PO Box 18041, Wellington 6160, New Zealand

Section 9(2)
(a) - Privacy

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Auckland | NZ Government Auckland Policy Office | 45 Queen Street | PO Box 106238 | Auckland City | Auckland 1143 | NEW ZEALAND | Tel: +64 4 439 9000 |

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Section 9(2)(a) - Privacy

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Section 9(2)(a) Finance and State Owned Enterprises Advisor
Office of Hon Grant Robertson | Office of Hon Dr Duncan Webb
Minister of Finance | Minister for State Owned Enterprises

Level 7.6 Executive Wing, Parliament Buildings, PO Box 18041, Wellington 6160, New Zealand

Section 9(2)(a) - Privacy

Section 9(2)(a) - Privacy

From:

Section 9(2)(a) - Privacy

Sent:

Thursday, 4 May 2023 6:06 pm

To:

Section 9(2)(a) - Privacy

Cc:

Subject:

KiwiRail response to media query on Track Evaluation Car tender

Everyone,

We have been asked by the Herald about the tender process for the new Track Evaluation Car (see queries below). We intend to supply this answer tonight.

The cost of a replacement Track Evaluation Car is expected to be more than \$20 million. The expected design life of a new Track Evaluation Car is approximately 30 years.

Regarding the tender here is some comment from KiwiRail Chief Executive Peter Reidy:

"A Track Evaluation Car is a highly technical, specialised and complex piece of plant. In addition, as New Zealand also has a narrower track gauge than many other countries it has to be bespoke built.

"The replacement is funded through the Rail Network Investment Programme, which was first established and funded in 2021. Procurement processes for a specialist machine like this can take a considerable time. We had to consider the detailed technical requirements before the Request for Proposal was issued in June 2022. We have received and are now considering proposals from the market, which goes into more detail of the exact specifications. We expect to award a contract to build the Track Evaluation Car later this year, and for the new machine to arrive in 2026/27.

"There are always assets across KiwiRail reaching the end of their useful lives which need to be replaced. The Track Evaluation Car is one of many that is factored into our ongoing asset replacement programme.

"We undertake regular maintenance on our current Track Evaluation Car, so that it can continue to operate properly. The issue in Wellington was a combination of timing and mechanical problems, with scheduling issues being discovered around the same time the machine needed repair."

Thanks,

Section 9(2)(a) - Senior Government Relations Advisor

Section 9(2)(a) - Privacy

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

KiwiRail 

www.kiwirail.co.nz

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From: Section 9(2)(a) - Privacy
Sent: Wednesday, May 3, 2023 11:16 AM
To: MediaEnquiries <MediaEnquiries@kiwirail.co.nz>
Subject: Re: NZ Herald- KiwiRail track evaluation car tender

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

One additional question- What is the expected working life of a Track Evaluation Car?

Thanks

G

Section 9(2)(a) - Privacy



From: Section 9(2)(a) - Privacy 10:34 am
To: MediaEnquiries <MediaEnquiries@kiwirail.co.nz>
Subject: NZ Herald- KiwiRail track evaluation car tender

Kia ora

Section 9(2)(a) - Privacy . I see KiwiRail went to the market for a replacement track evaluation car in June 2022 and the tender closed in January 2023.

<https://www.gets.govt.nz/KRG/ExternalTenderDetails.htm?id=25913971>

I understand KiwiRail has not awarded the tender. If KiwiRail knew this piece of equipment needed replacing, why did it not sort it out months ago when the tender closed?

Upon reflection, does KiwiRail think it should have put a tender out for the evaluation car's replacement earlier than last year given the disruption on the Wellington line this week?

Also, we have conflicting reports about the cost of one of these evaluation cars. KiwiRail National HR Operations Manager Paul Ashton said on Monday they cost up to \$3 million but I have seen other reports it's more like north of \$20 million.

Can KiwiRail please confirm a ballpark figure for how much this piece of equipment costs?

Could you please get back to me by 5pm today or earlier.

Thanks,

G

**Section 9(2)(a) -
Privacy**

[Redacted]

[Redacted]

[Redacted]

Scarlett Dellow

From: Section 9(2)(a) - Privacy
Sent: Thursday, 4 May 2023 6:52 pm
To: Section 9(2)(a) - Privacy
Cc:
Subject: RE: KiwiRail response to media query on Track Evaluation Car tender

Section 9(2)(a) that is a question she directly asked. See highlight below.

From: Section 9(2)(a) - Privacy
Sent: Thursday, May 4, 2023 6:34 PM
Section 9(2)(a) - Privacy
Subject: RE: KiwiRail response to media query on Track Evaluation Car tender

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

Hi Britton,

Can you please take out the expected design life?

Thanks,
Section 9(2)(a) - Privacy

Section 9(2)(a) - Privacy | Press Secretary to Hon Michael Wood
Section 9(2)(a) - Privacy
Parliament Buildings, Wellington, New Zealand

Authorised by Michael Wood, Parliament Buildings, Wellington

From: Section 9(2)(a) - Privacy
Sent: Thursday, 4 May 2023 6:06 PM
Section 9(2)(a) - Privacy

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Thanks,

Section 9(2)(a) - Senior Government Relations Advisor

Section 9(2)(a) - Privacy

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G

Section 9(2)(a) -
Privacy



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Can KiwiRail please confirm a ballpark figure for how much this piece of equipment costs?

Could you please get back to me by 5pm today or earlier.

Thanks,

G

Section 9(2)(a) -
Privacy



Section 9(2)(a) -

From: Section 9(2)(a) - Privacy
Sent: Friday, 5 May 2023 8:12 am
To: Section 9(2)(a) - Privacy
Cc:
Subject: KiwiRail media update - Auckland

Everyone,

We are getting a lot of media queries about Auckland. This statement will be going to enquiring reporter momentarily. Apologies for the short notice.

Please attribute to KiwiRail Chief Operations Officer Siva Sivapakkiam:

Around 4am this morning electrical arcing was discovered between overhead powerlines in Auckland's Newmarket area.

For safety reasons, power to the overhead lines had to be turned off between Penrose, Swanson and Britomart - so the electric commuter trains cannot operate.

Our technicians have been on site this morning and have assessed and repaired a fault. We are aiming for the power to be switched back on shortly, so that train services can resume.

KiwiRail has been working to fix the fault as quickly as possible, and have been keeping Auckland Transport and Auckland One Rail informed.

Trains are still running between Papakura and Otahuhu on a reduced timetable.

Please note: This is unrelated to issues with the Track Evaluation Car which caused disruption in Wellington earlier this week.

Section 9(2)(a) - Senior Government Relations Advisor

Section 9(2)(a) - Privacy

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Section 9(2)(a) -

Sent: Thursday, May 4, 2023 12:21 PM

To: MediaEnquiries <mediaenquiries@kiwirail.co.nz>; Section 9(2)(a) - Privacy

Subject: BusinessDesk: Auckland rail rebuild

Hi team,

At the select committee appearance today, COO David Gordon said KiwiRail had been talking with Martinus about utilising their capacity to speed up maintenance.

He also said this.

"We've sought advice in Auckland in particular about the scale of the [line closures] and how much we're able to reduce that if we were able to flood it with plant for a shorter period."

Peter Reidy also mentioned a business case had been prepared dealing with future maintenance.

Questions below:

1. Please provide a copy of the business case referred to by Reidy.
2. Please provide any proposals/briefings prepared by KiwiRail re increasing resources to speed up the Auckland rail rebuild.
3. Please provide any correspondence between KiwiRail and Martinus over the past six months re engaging them to assist with the Auckland rail rebuild.

I expect that will get treated as an OIA.

Separately, could you please answer the following questions:

1. Is KiwiRail investigating ways to speed up the Auckland rail rebuild?
2. If so, please say what is being looked at?
3. Have any budget bids/proposals gone to ministers to seek additional resources to speed up the rebuild?
4. How much faster does KiwiRail think the rebuild could be done with additional resources?
5. What is the nature of its conversations with Martinus?

Thank you. Please let me know when you get this and if you can provide a response by 5pm tomorrow. I'm

on Section 9(2)(a) - Privacy

Cheers,

Section
9(2)(a)

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Section 9(2)(a) - [REDACTED]

From: Section 9(2)(a) - Privacy [REDACTED]
Sent: Friday, 5 May 2023 11:35 am
To: Section 9(2)(a) - Privacy [REDACTED]
Cc: [REDACTED]
Subject: RE: KiwiRail media update - Auckland

Everyone,

Our Chief Operations Office Siva is doing a few radio interviews and a TV3 interview about the Auckland issues today.

This is his messaging – which also provides you detail on what happened. Please let me know if you need anything more.

- I apologise to the people of Auckland for the disruption this morning.
- Arcing was seen coming from the overhead lines under the Broadway Overbridge (Newmarket/Grafton) and we had to turn the power off and investigate.
- 25,000 volts run through the lines.
- I'm proud and support of our people for making that call. Passenger safety had to be the priority.
- This wasn't a maintenance issue, it was weather related.
- Contaminants had got into an insulator - due to high humidity and the recent extreme weather events. The insulator was cleaned and power restored by 8.15am.
- Insulators across Auckland are inspected every six months and cleaned annually. This site was within tolerances for checking and cleaning.
- We were advised of the arcing a little before 4am, had track crews mobilized by 4.15am and advised Auckland One Rail at 4.25am.
- This issue is not related to the disruption's in Wellington earlier this week. **Our Track Evaluation will be back in Auckland next week to undertake its scheduled assessments.**

From: Section 9(2) [REDACTED]
Sent: Friday, May 5, 2023 8:12 AM
Section 9(2)(a) - Privacy [REDACTED]

Subject: KiwiRail media update - Auckland

Everyone,

We are getting a lot of media queries about Auckland. This statement will be going to enquiring reporter momentarily. Apologies for the short notice.

Please attribute to KiwiRail Chief Operations Officer Siva Sivapakkiam:

Around 4am this morning electrical arcing was discovered between overhead powerlines in Auckland's Newmarket area.

For safety reasons, power to the overhead lines had to be turned off between Penrose, Swanson and Britomart - so the electric commuter trains cannot operate.

Our technicians have been on site this morning and have assessed and repaired a fault. We are aiming for the power to be switched back on shortly, so that train services can resume.

KiwiRail has been working to fix the fault as quickly as possible, and have been keeping Auckland Transport and Auckland One Rail informed.

Trains are still running between Papakura and Otahuhu on a reduced timetable.

Please note: This is unrelated to issues with the Track Evaluation Car which caused disruption in Wellington earlier this week.

Section 9(2)(a) -

Privacy

From:

Section 9(2)(a) - Privacy

Sent:

Friday, 5 May 2023 1:17 pm

To:

Section 9(2)(a) - Privacy

Cc:

Subject:

Everyone,

We will be sending this final media update out re Auckland disruption this morning before 2pm. Thanks.

Please attribute to KiwiRail Chief Operations Officer Siva Sivapakkiam:

"I apologise to Auckland rail commuters for the disruption cause to services this morning.

"Shortly before 4am we were advised of electricity arcing from overhead electric lines under the Broadway overbridge and we had to turn the power off to investigate. 25,000 volts run through the overhead lines."

"Our people had to make that call and I support their decision. Though it caused disruption, the safety of passengers and the public has to be our top priority.

"Contaminants had got on the insulator - due to high humidity and recent weather. The insulator was cleaned and power restored by 8.15am.

"Insulators across Auckland are inspected every six months and cleaned annually. This site was within tolerances for checking and cleaning.

"As soon as were advised of the arcing we took action. We had track crews mobilized by 4.15am and contacted the train operator Auckland One Rail at 4.25am. The short amount of time between the fault being discovered and commuter trains starting this morning seriously limited Auckland Transport and Auckland One Rail's ability to put alternate public transport in place.

"This issue is not related to the disruption in Wellington earlier this week. Our Track Evaluation Car will be back in Auckland next week to undertake its scheduled assessments."

Thanks,

Section 9(2)(a) - Senior Government Relations Advisor

Section 9(2)(a) - Privacy

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KiwiRail 

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Section 9(2)(a) - Privacy

From: Section 9(2)(a) - Privacy
Sent: Friday, 5 May 2023 2:18 pm
To: Section 9(2)(a) - Privacy
Subject: Fwd: Draft Terms of Reference for Rapid Review
Attachments: draft ToR - near final.docx

Section 9(2)(a) - Privacy Group Manager — Government Policy and Funding (Acting)

Section 9(2)(a) - Privacy

From: Section 9(2)(a) - Privacy
Sent: Wednesday, May 3, 2023 1:55:56 PM

Section 9(2)(a) - Privacy

Subject: RE: Draft Terms of Reference for Rapid Review

Kia ora Bryn

Thank you for affording KiwiRail an opportunity to be consulted on the Government's Rapid Review. I have consulted with our Chair, Chief Executive, and Chief Capital Planning Asset Development Officer and feedback in the attached reflects this. Key points:

1. The Government's review should be focused on the incident – both its cause and management.
2. To this effect, KiwiRail's actions to retrieve the situation with urgency should be acknowledged and the ambit of the review should respond to the public's questions as to whether the train schedule during the disruption was appropriately managed (i.e. were enough trains provided and were the schedules imposed on the Hutt Valley/Wairarapa and Johnsonville lines reasonable).
3. KiwiRail should be afforded an opportunity to be consulted on the draft and to provide a comment in advance of its finalization.
4. KiwiRail seeks confirmation that the Review is independent of both KiwiRail and sponsoring Ministers.

As previously discussed between our Chair and the Minister for SOEs, it is essential that the Reviewer has sufficient rail experience to be able to dig in deeply into these issues. We have provided a name. We will also supply our external review to the Government's Reviewer as a data point.

Thank you.

Hei konā

Section 9(2)(a) - Privacy Group Manager – Government Policy and Funding (Acting)

Section 9(2)(a) - Privacy

From: Section 9(2)(a) - Privacy
Sent: Wednesday, 3 May 2023 10:00 am

Section 9(2)(a) - Privacy

Section 9(2)(a) - Privacy

Subject: Draft Terms of Reference for Rapid Review

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

Kia ora Peter, **Section 9(2)(a)**

Please see attached a draft Terms of Reference for the rapid review Ministers have asked officials to support them in commissioning.

This has been prepared based on Ministers' advice on what they want the review to achieve, and with some thought on how this can be set up do its work within 30 days.

We're very happy to receive feedback from KiwiRail on these, but we need to get a draft across by later today. If you could provide any feedback by early afternoon at the latest, that would be very helpful.

Regards,

Bryn

Bryn Gandy (he / his / Mr)

Pou Turuki | Deputy Chief Executive,

Te Rautaki Pūnaha Waka me te Pūtea Haumi | System Strategy & Investment

Te Manatū Waka Ministry of Transport

Section 9(2)(a) - Privacy



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MINISTRY OF TRANSPORT

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Auckland | NZ Government Auckland Policy Office | 45 Queen Street | PO Box 106238 | Auckland City | Auckland 1143 | NEW ZEALAND | Tel: +64 4 439 9000 |

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Section 9(2)(a) - Privacy

From:

Section 9(2)(a) - Privacy

Sent:

Friday, 5 May 2023 2:55 pm

To:

Section 9(2)(a) - Privacy

Cc:

Subject:

BusinessDesk Media response - following KiwiRail Select Committee appearance

Everyone,

We'll be sending this media response to Section 9(2) – it's based on David Gordon's comments at the Select Committee.

Se

Here's a response to your questions – please attribute to **Chief Planning & Asset Development Officer David Gordon:**

We are always looking at ways to speed up work on the Rail Network Rebuild (RNR), and from the outset undertook to review what we'd learned and continually review whether we could deliver other segments differently. We now have the experience of work on Stage 1 (Onehunga Line and Southern Line between Otahuhu and Newmarket), which reopened on time to commuter services on 20 March. We have been working on Stage 2 (Eastern Line) for six weeks. The lessons learned will factor into Stage 2 as it progresses and how we structure RNR work on other lines in 2024 and into 2025. The approach is currently being worked through with Auckland Transport.

Following discussions with both civil contractors on RNR – one of which is Martinus - we have increased resources for Stage 2, where possible.

However, there are limits on how many more people and plant can safely work concurrently in the corridor. Constraining factors include a limited number of access points we can get plant and materials onto and off the rail corridor and the nature of the corridor itself, which is a very linear and narrow space that restricts the numbers of people and plant that can work at one time.

We have not requested any additional funding for the Rail Network Rebuild from the Government.

My comments to the Select Committee also referred to how we will need to undertake network maintenance in the future, particularly in Auckland given the start of City Rail Link (CRL) operations and more frequent commuter services. This will mean more wear and tear on the network and less time to maintain it.

The Rail Network Rebuild is designed to raise the standard of the entire network, so that it can be kept at a high standard. Post CRL, the network will require a new approach to maintenance, making greater use of plant and technology over shorter periods.

KiwiRail is investigating the plant and technology needed for the future and it does form part of a Programme Business Case looking at the wider long term needs of the Auckland Metro Network. The PBC is under development.

Thanks,

Section 9(2)(a) - Privacy

From: Section 9(2)(a) - Privacy
Sent: Friday, 28 April 2023 3:23 pm
To: Section 9(2)(a) - Privacy
Cc:

Subject:

Everyone,

Apologies for the delay in getting this to you - this PR will be going out shortly.

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

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Matthew O'Driscoll

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022 681 8441

Section 9(2)(a) - [REDACTED]

From: Section 9(2)(a) - Privacy [REDACTED]
Sent: Friday, 5 May 2023 3:45 pm
To: Section 9(2)(a) - Privacy [REDACTED]
Cc: [REDACTED]
Subject: KiwiRail media update - Auckland rail issues - follow up queries

Everyone,

Additional information regarding the Auckland outage this morning for a reporter.

Section 9(2)(a) - [REDACTED]

In response to your questions:

“Contaminant” is a technical term – it was grime/dust.

The arcing happened before 4am this morning – and no electric commuter trains operate overnight.

As mentioned, insulators across Auckland are inspected every six months and cleaned annually. This site was last visually inspected in December 2022 (5 months ago) and cleaned in July 2022 (10 months ago).

Thanks,

Section 9(2)(a) - Senior Government Relations Advisor
[REDACTED]

Section 9(2)(a) - Privacy [REDACTED]

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



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From: Section 9(2)(a) - Privacy [REDACTED]
Sent: Friday, May 5, 2023 2:27 PM
To: Section 9(2)(a) - Privacy [REDACTED]
Subject: Re: KiwiRail media update - Auckland rail issues on 5 May

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

Hi there Section 9(2)(a) - [REDACTED]

Thanks for that.

Are we able to please have some clarification on 2 issues.

- 1) What was the contaminant exactly that got into the insulator?
- 2) Were trains of any type travelling across the track during that period? Would any trains have travelled across it after it had begun to arc and before things had been shut down?
- 3) When was this site last inspected and cleaned?

Thanks for your time,

On Fri, 5 May 2023 at 14:03, **Section 9(2)(a) - Privacy**

Everyone,

Please see an update on the Auckland rail issues this morning.

Please attribute to KiwiRail Chief Operations Officer Siva Sivapakkiam:

“I apologise to Auckland rail commuters for the disruption caused to services this morning.

“Shortly before 4am we were advised of electricity arcing from overhead electric lines under the Broadway overbridge and we had to turn the power off to investigate. 25,000 volts run through the overhead lines.

“Our people had to make that call and I support their decision. Though it caused disruption, the safety of passengers and the public has to be our top priority.

“Contaminants had got on the insulator - due to high humidity and recent weather. The insulator was cleaned and power restored by 8.15am.

“Insulators across Auckland are inspected every six months and cleaned annually. This site was within tolerances for checking and cleaning.

“As soon as we were advised of the arcing we took action. We had track crews mobilized by 4.15am and contacted the train operator Auckland One Rail at 4.25am. The short amount of time between the fault being discovered and commuter trains starting this morning seriously limited Auckland Transport and Auckland One Rail’s ability to put alternate public transport in place.

“This issue is not related to the disruption in Wellington earlier this week. Our Track Evaluation Car will be back in Auckland next week to undertake its scheduled assessments.”

Thanks,

Section 9(2)(a) - Senior Government Relations Advisor

Section 9(2)(a) - Privacy

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Section 9(2)(a) - Privacy

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