

3 July 2016

Transdev commences operations

Making a good system even better – that’s the commitment of the Wellington’s new rail service operator Transdev which takes over the running of the region’s passenger rail services this weekend.

Transdev’s Managing Director Niclas Flodin says the region has a well patronised and supported public transport system: “We aim is to use our expertise to lift performance even higher.”

“The new Matangi trains have seen rail services improve significantly – the next area of growth will be from improved performance and customer experience, which will be our focus over coming months.

“Longer trains will be introduced once the full fleet of Matangi units is here and operational – with the first service to see these being the Kapiti line.”

Mr Flodin says Transdev’s first priority is working with Greater Wellington Regional Council to ensure a smooth transition for our people and our customers.

“New Metlink uniforms will be one of the first things customers will notice, and over the coming months we’ll look to introduce more service improvements including customer information.

“At the heart of the operation will be our new service control centre at Wellington Station due for completion before the end of the year.

Mr Flodin says it will be home to our train and operational controllers and our customer communication personnel. Bringing all these functions into a single facility will help Transdev run an enhanced service ensuring accurate and timely information for customers so they can better plan their journeys.

“The big improvements for commuters will come when rail is fully integrated with Metlink’s other public transport operations so we can better integrate timetabling between trains and buses, and introduce a single ticketing system. We look forward to working closely with Greater Wellington Regional Council in the years to come to achieve this vision.”

About Transdev

Transdev Australasia is the largest provider of multimodal public transport solutions across Australia and New Zealand, with nine major transport contracts, proving jobs to more than 5,600 transport professionals. Transdev Australasia is part of the Transdev global group of companies, a leading international transport provider operating in 19 countries with over 83,000 employees.

Key facts

- The contract is for 15 years.
- Metlink delivers 371 services on a standard working day (Mon – Thurs).
- In the morning peak between 0700 and 0900, there are 12 services on the Kapiti line and 11 on the Hutt Valley line; these are the busiest lines in the Wellington passenger rail network.
- More than 450 people are involved in operating the Metlink rail service.
- Within the first 12 months, the fleet will increase from 76 to 83 two-car units or EMUs.
- Transdev will also operate Metlink’s 24 carriages for the Wairarapa service.

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Transdev Australasia (TDA) runs businesses in Auckland (rail), Brisbane (bus, coach, ferry), Darwin (Buslink VIVO coach), Melbourne (bus), Perth (bus), Sydney (bus, ferry, light rail) and Wellington (rail).

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