

4 October 2022

File Ref: OIAP-7-25630

By email [REDACTED]

Tēnā koe [REDACTED]

Request for information 2022-147

I refer to your request for information dated 6 September, which was received by Greater Wellington Regional Council (Greater Wellington) on 6 September. You have requested the following:

“Can I please request the reason that services on the number 2 bus route into Karori are being cancelled disproportionately compared with other bus services?”

For August can you also give the reason for each cancellation of service on the number 2 route. If you feel like this is excessive collation, please come back to me with a proposed date range where you think this request is achievable”

Greater Wellington’s response follows:

“Can I please request the reason that services on the number 2 bus route into Karori are being cancelled disproportionately compared with other bus services?”

Currently, we are operating in an environment which is challenged by the impacts of the COVID-19 pandemic, seasonal sickness, and an underlying national shortage of bus drivers. This is causing a significant number of cancellations across our network, particularly affecting Wellington City bus services.

The route 2 is a high frequency, long route meaning it has more scheduled services and requires more vehicles and drivers than most other bus routes, and staff shortages are impacting this. We acknowledge that a high number of route 2 trips are being cancelled at present, however the percentage of route 2 trips cancelled is not overly disproportionate against other comparable bus services.

You can find more information on the performance of our network on our website:
<https://www.metlink.org.nz/news-and-updates/surveys-and-reports/performance-of-our-network/>

For August can you also give the reason for each cancellation of service on the number 2 route. If you feel like this is excessive collation, please come back to me with a proposed date range where you think this request is achievable”

The reason for each individual cancellation of service is not recorded or collected, accordingly, this element of your request is refused under section 17(g) of the Local Government Official Information and Meetings Act 1987 on the basis that the information requested is not held by Greater Wellington or any other local authority.

When a driver begins work, they already have a pre-allocated roster and shift. Moving drivers around to other shifts to cover absent drivers causes issues with driving hours, as well as pre-agreed start and end times of their working day. As such, this is not a practical solution. With a shift make-up, it could be that a driver on a Route 2 is allocated to drive this route throughout their shift. If the driver is absent, it is likely there will be no available driver to cover their shift, resulting in that shift being cancelled.

If you have any concerns with the decision(s) referred to in this letter, you have the right to request an investigation and review by the Ombudsman under section 27(3) of the Local Government Official Information and Meetings Act 1987.

Please note that it is our policy to proactively release our responses to official information requests where possible. Our response to your request will be published shortly on Greater Wellington’s website with your personal information removed.

Nāku iti noa, nā



Samantha Gain
Kaiwhakahaere Matua | General Manager Metlink