Greater Wellington
Te Pane Matua Taiao

3rd October 2022

File Ref: OIAP-7-25643

By email:

Tēnā koe

Request for information 2022-148

I refer to your request for information dated 6 September 2022, which was received by Greater Wellington Regional Council (Greater Wellington) on 6 September 2022. You have requested the following:

> *"Over the last 6 months, for each bus route, how many services have been scheduled. Out of these, how many have run and how many have been cancelled.*
>
> *On a daily basis over the last 6 months, what % of your drivers have been off work sick?*
>
> *All information over the last 6 months relating to your attempts to resolve the current driver shortage.*
>
> *In addition, I'd like your comment on why trips need to be cancelled on short notice and you cannot update your system to reflect his and re-dispatch busses"*

Greater Wellington's response follows:

Your request relates to information over the last six months. The period we have used to respond to this request, is the six-month period 1 March to 31 August 2022.

Scheduled bus services and cancellations

Please see *Attachment 1* which presents the number of scheduled services and cancelled services for each bus route over the six months period.

This information shows the Route number in Column A, the number of scheduled services over the six-month period in Column B, the number of cancelled services in Column C, and finally the percentage of cancelations in Column D (C/B=D). For example, 8.2% of the total services operated on the Route 2 in the six-month period detailed were cancelled.

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Percentage of drivers off due to sickness

The percentage of drivers that have been off work sick over the six-month period is not information held by Metlink/Greater Wellington. This information is likely held by the operators who are the employers of the drivers. Accordingly, this part of your request is refused under section 17(g) of the Local Government Official Information and Meetings Act 1987 (the Act) as the information requested is not held by Greater Wellington or any other authority subject to the Act.

Metlink attempts to resolve the current driver shortage

The following is a high-level summary of Metlink's attempts to resolve the current shortage given the scope of your request is very wide ranging and could require substantial collation.

Metlink has placed significant effort in improving driver workforce matters over a period longer than the last six months. This has included Metlink:
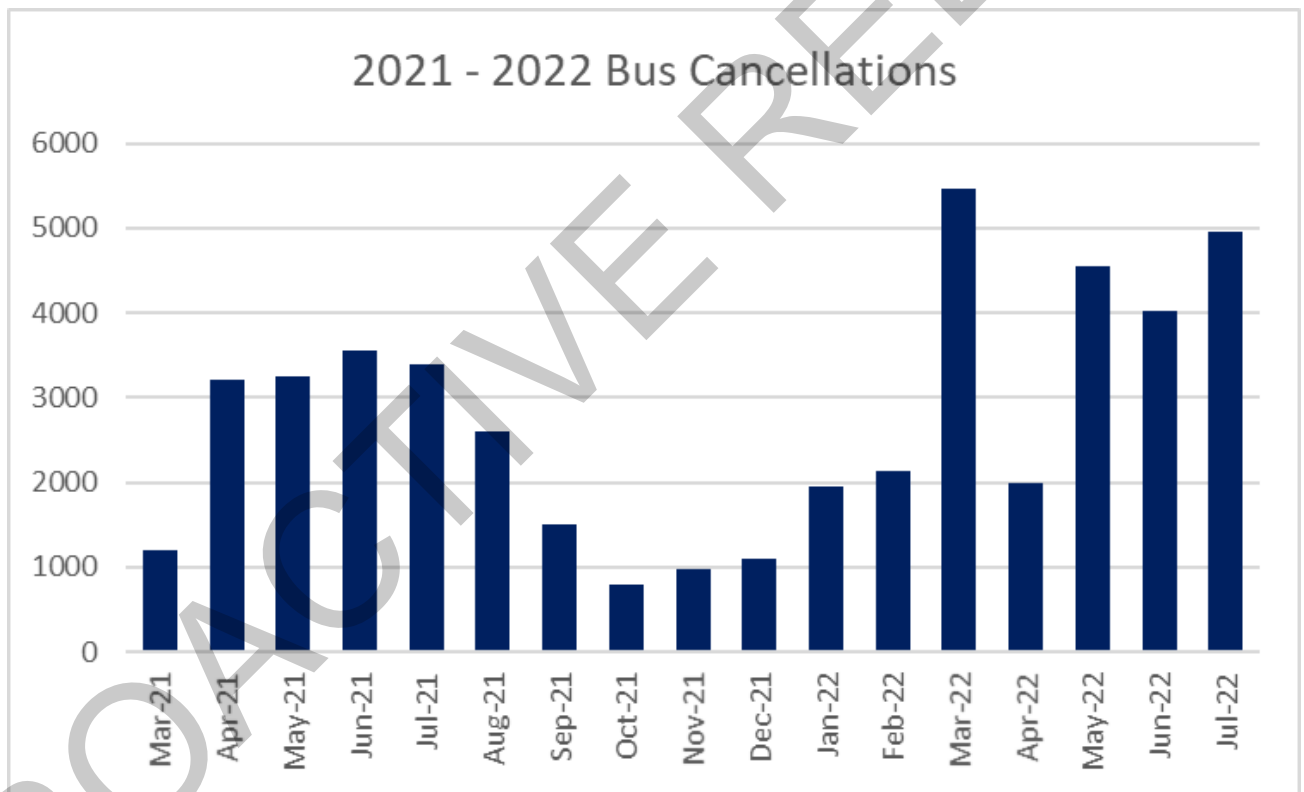
a   Funding increases to bus driver wages; All operators have accepted Metlink funding in principle and since December 2021 most have increased bus driver wages to $27 an hour. We are still working through the final agreement with one operator before they too increase bus driver wages to $27 per hour. This is part of our commitment to retain and attract drivers across the region.

b   Working with operators to create new and improved shifts and subsequent timetable adjustments; We introduced new timetables for both main operators in Wellington City which reduced peak driver requirements by around 10%. These changes went live for Tranzurban on 25 July 2021, and 8 September 2021 for NZ Bus.

c   Working with operators and driver unions to upgrade and add toilet facilities; This initiative is ongoing. The construction of the first toilets will start around November 2022. In the interim existing toilets have been refreshed and where needed, temporary toilets provided. When this first tranche of toilets has been constructed, we will work with Drivers, Operators and Unions to prioritise the remaining locations that require a toilet facility for our Drivers.

d   Rolling out free sanitary and incontinence products for operator staff at key locations across the network. The trial was run from October 2021 – January 2022. In March 2022 it was agreed that items would be permanently supplied to bus and rail staff.

e   Advocating to Ministers and Central Government on driver workforce matters, including letters which can be found on Greater Wellington's website here: https://www.gw.govt.nz/your-council/council-and-councillors/council-advocacy/.

Workforce matters remain a multi-faceted issue that Metlink continues to work on.

Trips cancelled at short notice and updates to the system

Metlink and our operators endeavour to ensure that our customers are updated on service cancellations and disruptions in a timely manner. There are occasions when this is challenging or may not happen for a number of reasons, as explained below.

Metlink's systems are based on the relevant team entering information into our internal systems to update the Real Time Information displays. If this is not done, or not done in a timely manner our systems will not reflect the updated information on our services. We are operating in an environment with a national labour shortage of bus drivers. This has been compounded with seasonal sickness, and at different times COVID-19 peaks, impacting on bus driver availability. The graph presented here shows bus cancellations from March 2021 to July 2022.

2021 - 2022 Bus Cancellations

The peaks of cancellations presented by this graph correlate with alert level changes, traffic light settings changes and COVID-19 peaks.

Bus driver availability issues can come at short notice which challenges our teams to update our systems in a timely manner. If a trip is not cancelled in our systems for reasons including a late call from a driver, or the sheer volume of work, it will appear to our customers that the trip is still operating when it is not. We also rely on the respective operator to advise us when there is a

cancellation or delay. If we are not advised of this in a timely manner, this may also contribute to an increased delay before the system is updated.

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

March - August 2022 (6 months)

	Scheduled & cancelled services				Seen in RTI/Snapper systems			Unknown - not recorded, may or may not have run	
Route	Scheduled services	Cancelled services	Percent of services cancelled		Seen in RTI/Snapper	Percent of services seen (reliability)		Unknown - may or may not have run	Percent of services not recorded
1	30,965	2,681	8.7%		28,093	90.7%		191	0.6%
2	42,974	3,509	8.2%		39,224	91.3%		241	0.6%
3	29,162	2,188	7.5%		26,767	91.8%		207	0.7%
7	22,198	1,315	5.9%		20,820	93.8%		63	0.3%
12	11,292	571	5.1%		10,643	94.3%		78	0.7%
12e	1,397	183	13.1%		1,204	86.2%		10	0.7%
13	1,778	141	7.9%		1,627	91.5%		10	0.6%
14	17,422	1,516	8.7%		15,759	90.5%		147	0.8%
17	9,162	547	6.0%		8,579	93.6%		36	0.4%
18	7,692	785	10.2%		6,868	89.3%		39	0.5%
19	5,500	267	4.9%		5,190	94.4%		43	0.8%
20	7,277	187	2.6%		7,014	96.4%		76	1.0%
21	15,148	711	4.7%		14,319	94.5%		118	0.8%
22	20,228	904	4.5%		19,118	94.5%		206	1.0%
23	9,219	702	7.6%		8,461	91.8%		56	0.6%
24	11,303	1,060	9.4%		10,232	90.5%		11	0.1%
25	12,103	894	7.4%		11,162	92.2%		47	0.4%
26	1,397	89	6.4%		1,297	92.8%		11	0.8%
27	6,856	433	6.3%		6,383	93.1%		40	0.6%
28	2,032	9	0.4%		1,958	96.4%		65	3.2%
29	8,014	611	7.6%		7,346	91.7%		57	0.7%
30x	2,794	341	12.2%		2,426	86.8%		27	1.0%
31x	2,413	421	17.4%		1,962	81.3%		30	1.2%
32x	2,794	267	9.6%		2,521	90.2%		6	0.2%
33	3,683	214	5.8%		3,431	93.2%		38	1.0%
34	4,064	349	8.6%		3,657	90.0%		58	1.4%
35	1,397	93	6.7%		1,285	92.0%		19	1.4%
36	2,286	350	15.3%		1,912	83.6%		24	1.0%
37	1,143	107	9.4%		1,022	89.4%		14	1.2%
39	1,016	123	12.1%		894	88.0%	- 1	-0.1%
52	9,905	23	0.2%		9,869	99.6%		13	0.1%
56	1,778	20	1.1%		1,756	98.8%		2	0.1%
57	1,905	6	0.3%		1,899	99.7%	-	0.0%
58	1,905	21	1.1%		1,877	98.5%		7	0.4%
60	10,810	91	0.8%		10,686	98.9%		33	0.3%
60e	1,397	10	0.7%		1,385	99.1%		2	0.1%
81	2,017	190	9.4%		1,818	90.1%		9	0.4%
83	12,700	1,123	8.8%		11,523	90.7%		54	0.4%
84	1,397	166	11.9%		1,229	88.0%		2	0.1%
110	17,514	536	3.1%		16,920	96.6%		58	0.3%
111	4,232	28	0.7%		4,183	98.8%		21	0.5%
112	5,577	74	1.3%		5,485	98.4%		18	0.3%
113	1,016	5	0.5%		1,007	99.1%		4	0.4%
114	4,535	53	1.2%		4,483	98.9%	- 1	0.0%
115	2,598	37	1.4%		2,558	98.5%		3	0.1%
120	17,794	518	2.9%		17,231	96.8%		45	0.3%
121	4,981	97	1.9%		4,881	98.0%		3	0.1%
130	17,232	568	3.3%		16,627	96.5%		37	0.2%
145	3,291	78	2.4%		3,202	97.3%		11	0.3%
150	9,018	222	2.5%		8,786	97.4%		10	0.1%
154	2,598	28	1.1%		2,550	98.2%		20	0.8%
160	12,572	331	2.6%		12,224	97.2%		17	0.1%
170	7,100	209	2.9%		6,888	97.0%		3	0.0%

200	3,260	8	0.2%	3,231	99.1%		21	0.6%
201	381	-	0.0%	381	100.0%		-	0.0%
202	381	-	0.0%	380	99.7%		1	0.3%
203	381	-	0.0%	380	99.7%		1	0.3%
204	1,270	-	0.0%	1,262	99.4%		8	0.6%
206	381	-	0.0%	376	98.7%		5	1.3%
210	6,780	382	5.6%	6,365	93.9%		33	0.5%
220	17,632	963	5.5%	16,662	94.5%		7	0.0%
226	4,512	294	6.5%	4,209	93.3%		9	0.2%
230	8,113	407	5.0%	7,675	94.6%		31	0.4%
236	6,978	366	5.2%	6,582	94.3%		30	0.4%
250	4,231	12	0.3%	4,220	99.7%	-	1	0.0%
251	154	-	0.0%	152	98.7%		2	1.3%
260	8,152	21	0.3%	8,122	99.6%		9	0.1%
261	7,896	19	0.2%	7,872	99.7%		5	0.1%
262	8,024	18	0.2%	7,997	99.7%		9	0.1%
264	100	-	0.0%	100	100.0%		-	0.0%
280	4,503	10	0.2%	4,491	99.7%		2	0.0%
281	2,647	2	0.1%	2,645	99.9%		-	0.0%
290	1,918	11	0.6%	1,905	99.3%		2	0.1%
300	12	-	0.0%	10	83.3%		2	16.7%
309	218	-	0.0%	213	97.7%		5	2.3%
313	436	1	0.2%	427	97.9%		8	1.8%
315	109	1	0.9%	108	99.1%		-	0.0%
366	218	1	0.5%	217	99.5%		-	0.0%
402	218	-	0.0%	218	100.0%		-	0.0%
421	109	-	0.0%	108	99.1%		1	0.9%
429	106	1	0.9%	103	97.2%		2	1.9%
430	241	-	0.0%	240	99.6%		1	0.4%
440	212	2	0.9%	206	97.2%		4	1.9%
441	424	4	0.9%	414	97.6%		6	1.4%
442	105	1	1.0%	101	96.2%		3	2.9%
444	423	4	0.9%	417	98.6%		2	0.5%
445	106	1	0.9%	104	98.1%		1	0.9%
460	109	-	0.0%	107	98.2%		2	1.8%
461	109	-	0.0%	109	100.0%		-	0.0%
465	218	-	0.0%	217	99.5%		1	0.5%
500	108	-	0.0%	108	100.0%		-	0.0%
501	202	-	0.0%	201	99.5%		1	0.5%
505	109	-	0.0%	109	100.0%		-	0.0%
507	203	9	4.4%	187	92.1%		7	3.4%
508	203	8	3.9%	195	96.1%		-	0.0%
510	218	8	3.7%	211	96.8%	-	1	-0.5%
512	432	8	1.9%	421	97.5%		3	0.7%
530	402	8	2.0%	392	97.5%		2	0.5%
611	107	-	0.0%	107	100.0%		-	0.0%
612	321	-	0.0%	319	99.4%		2	0.6%
614	107	-	0.0%	106	99.1%		1	0.9%
615	210	-	0.0%	207	98.6%		3	1.4%
616	109	-	0.0%	106	97.2%		3	2.8%
617	107	-	0.0%	105	98.1%		2	1.9%
619	107	-	0.0%	106	99.1%		1	0.9%
621	107	-	0.0%	107	100.0%		-	0.0%
623	107	-	0.0%	107	100.0%		-	0.0%
625	107	-	0.0%	104	97.2%		3	2.8%
627	218	-	0.0%	217	99.5%		1	0.5%
633	218	1	0.5%	214	98.2%		3	1.4%
634	218	-	0.0%	216	99.1%		2	0.9%
635	218	-	0.0%	217	99.5%		1	0.5%
646	109	-	0.0%	108	99.1%		1	0.9%
648	108	-	0.0%	108	100.0%		-	0.0%
654	100	-	0.0%	28	28.0%		72	72.0%
667	218	-	0.0%	218	100.0%		-	0.0%

673	218	1	0.5%	211	96.8%		6	2.8%
674	218	2	0.9%	213	97.7%		3	1.4%
677	185	-	0.0%	51	27.6%		134	72.4%
680	109	-	0.0%	108	99.1%		1	0.9%
681	109	-	0.0%	109	100.0%		-	0.0%
682	109	-	0.0%	109	100.0%		-	0.0%
685	218	-	0.0%	218	100.0%		-	0.0%
704	211	4	1.9%	203	96.2%		4	1.9%
711	324	1	0.3%	321	99.1%		2	0.6%
712	213	1	0.5%	209	98.1%		3	1.4%
715	109	-	0.0%	109	100.0%		-	0.0%
716	109	-	0.0%	108	99.1%		1	0.9%
717	106	2	1.9%	102	96.2%		2	1.9%
718	106	-	0.0%	105	99.1%		1	0.9%
719	106	-	0.0%	104	98.1%		2	1.9%
721	104	1	1.0%	101	97.1%		2	1.9%
722	211	1	0.5%	209	99.1%		1	0.5%
725	109	-	0.0%	109	100.0%		-	0.0%
726	305	-	0.0%	303	99.3%		2	0.7%
730	104	-	0.0%	103	99.0%		1	1.0%
731	218	-	0.0%	218	100.0%		-	0.0%
732	107	-	0.0%	106	99.1%		1	0.9%
734	212	1	0.5%	210	99.1%		1	0.5%
736	218	-	0.0%	217	99.5%		1	0.5%
737	327	-	0.0%	321	98.2%		6	1.8%
739	318	6	1.9%	310	97.5%		2	0.6%
740	318	6	1.9%	307	96.5%		5	1.6%
741	107	-	0.0%	107	100.0%		-	0.0%
742	217	1	0.5%	215	99.1%		1	0.5%
743	218	-	0.0%	217	99.5%		1	0.5%
744	106	2	1.9%	103	97.2%		1	0.9%
745	212	4	1.9%	204	96.2%		4	1.9%
746	218	-	0.0%	217	99.5%		1	0.5%
751	109	-	0.0%	109	100.0%		-	0.0%
753	204	2	1.0%	194	95.1%		8	3.9%
754	94	-	0.0%	92	97.9%		2	2.1%
755	94	-	0.0%	94	100.0%		-	0.0%
758	109	-	0.0%	107	98.2%		2	1.8%
760	109	-	0.0%	109	100.0%		-	0.0%
761	102	1	1.0%	99	97.1%		2	2.0%
762	109	-	0.0%	105	96.3%		4	3.7%
764	108	-	0.0%	106	98.1%		2	1.9%
767	104	3	2.9%	101	97.1%		-	0.0%
768	109	-	0.0%	109	100.0%		-	0.0%
769	109	-	0.0%	109	100.0%		-	0.0%
770	203	-	0.0%	203	100.0%		-	0.0%
774	109	-	0.0%	109	100.0%		-	0.0%
775	109	-	0.0%	108	99.1%		1	0.9%
776	94	-	0.0%	90	95.7%		4	4.3%
784	218	-	0.0%	216	99.1%		2	0.9%
791	218	1	0.5%	217	99.5%		-	0.0%
823	109	-	0.0%	109	100.0%		-	0.0%
825	218	-	0.0%	218	100.0%		-	0.0%
828	239	1	0.4%	229	95.8%		9	3.8%
842	109	-	0.0%	108	99.1%		1	0.9%
843	109	-	0.0%	109	100.0%		-	0.0%
848	109	-	0.0%	109	100.0%		-	0.0%
849	218	-	0.0%	218	100.0%		-	0.0%
852	350	-	0.0%	345	98.6%		5	1.4%
853	327	-	0.0%	324	99.1%		3	0.9%
854	218	-	0.0%	216	99.1%		2	0.9%
855	109	-	0.0%	109	100.0%		-	0.0%
860	218	1	0.5%	218	100.0%	-	1	-0.5%

866	218	-	0.0%	216	99.1%	2	0.9%
868	109	-	0.0%	107	98.2%	2	1.8%
874	326	-	0.0%	325	99.7%	1	0.3%
886	109	-	0.0%	109	100.0%	-	0.0%
887	109	-	0.0%	109	100.0%	-	0.0%
888	218	-	0.0%	218	100.0%	-	0.0%
901	108	-	0.0%	106	98.1%	2	1.9%
906	108	-	0.0%	108	100.0%	-	0.0%
911	436	3	0.7%	427	97.9%	6	1.4%
915	354	-	0.0%	350	98.9%	4	1.1%
916	218	-	0.0%	212	97.2%	6	2.8%
929	218	-	0.0%	218	100.0%	-	0.0%
930	545	-	0.0%	534	98.0%	11	2.0%
931	417	4	1.0%	413	99.0%	-	0.0%
935	218	-	0.0%	211	96.8%	7	3.2%
951	218	-	0.0%	213	97.7%	5	2.3%
953	421	-	0.0%	418	99.3%	3	0.7%
955	218	-	0.0%	214	98.2%	4	1.8%
AX	8,231	245	3.0%	7,877	95.7%	109	1.3%
HX	1,143	65	5.7%	1,064	93.1%	14	1.2%
N1	150	3	2.0%	126	84.0%	21	14.0%
N2	153	1	0.7%	149	97.4%	3	2.0%
N22	151	1	0.7%	146	96.7%	4	2.6%
N3	153	1	0.7%	151	98.7%	1	0.7%
N4	153	-	0.0%	131	85.6%	22	14.4%
N5	153	-	0.0%	137	89.5%	16	10.5%
N6	202	-	0.0%	163	80.7%	39	19.3%
N66	153	1	0.7%	142	92.8%	10	6.5%
N8	102	2	2.0%	100	98.0%	-	0.0%
N88	153	6	3.9%	147	96.1%	-	0.0%
Total	**570,509**	**28,947**	**5.1%**	**538,378**	**94.4%**	**3,184**	**0.6%**