

19 August 2024

File Ref: OIAPR-1274023063-28804

By email: [REDACTED]

Tēnā koe [REDACTED]

Request for information 2024-163

I refer to your request for information dated 23 July 2024, which was received by Greater Wellington Regional Council (Greater Wellington) on 23 July 2024. You have requested the following:

“Please provide a list of all the cancelled AM (morning services) route 32 buses from Houghton Bay to the city for the months of June and July 2024.

The list must include the date, time and reason for the cancellation and the date and time that the service operator notified GWRC that they were unable to operate the service.”

Greater Wellington’s response follows:

Please refer to **Attachment 1** which contains a list of the cancelled morning services for route 32 through June and July 2024. The spreadsheet is comprised of two sheets:

Route 32x trips June-July 2024.csv: This is data exported from our internal data warehouse. Included are all inbound trips from Houghton Bay to the city centre on Route 32x in the months of June and July 2024. The columns indicate whether the trip was cancelled, part cancelled, and either part or whole cancelled. For each of these three columns, a value of 0 indicates it was not cancelled, and a value of 1 indicates it was cancelled.

Horizon audit log Route 32x June-July 2024.csv: This is data is extracted from another internal system that operators use to notify Metlink of cancelled trips. Entries can be of type JOURNEY_CANCELLED or JOURNEY_REINSTATED. These cancellations and reinstatements feed into our Real Time Information system, and then through to our data warehouse, which shows the eventual cancellation state, taking into account any reinstatements.

Reasons for cancellations

Greater Wellington does not hold information on the reasons for cancellations per trip, this is information which is held by operators and not passed on to Greater Wellington in the level of detail requested. Therefore, we are refusing this part of your request 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 the local authority and the person dealing with the request has no grounds for believing that the information is either -

- (i) held by another local authority or a department or Minister of the Crown or organisation; or
- (ii) connected more closely with the functions of another local authority, or a department or Minister of the Crown or organisation.

Although we do not have the specific reason for each service cancellation, we receive a high-level overview from our operators for service cancellations. From these overviews we are aware that services were usually cancelled either due to driver availability (particularly affected by sickness levels in June and July 2024), or bus availability in the event that more buses were off the road for maintenance than had been planned.

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 Waka-ā-atea | Group Manager Metlink

Date	Day	Start Minute (Sched)	Cancelled Trips	Part Cancelled Trips	Overall Trip Cancellations
4/06/2024	Tuesday	6:40	0	0	0
4/06/2024	Tuesday	7:05	0	0	0
4/06/2024	Tuesday	7:17	0	0	0
4/06/2024	Tuesday	7:29	0	0	0
4/06/2024	Tuesday	7:41	0	0	0
4/06/2024	Tuesday	7:53	0	0	0
4/06/2024	Tuesday	8:05	1	0	1
4/06/2024	Tuesday	8:17	0	0	0
4/06/2024	Tuesday	8:29	0	0	0
4/06/2024	Tuesday	8:41	0	0	0
5/06/2024	Wednesday	6:40	0	0	0
5/06/2024	Wednesday	7:05	0	0	0
5/06/2024	Wednesday	7:17	0	0	0
5/06/2024	Wednesday	7:29	0	0	0
5/06/2024	Wednesday	7:41	0	0	0
5/06/2024	Wednesday	7:53	0	0	0
5/06/2024	Wednesday	8:05	0	0	0
5/06/2024	Wednesday	8:17	0	0	0
5/06/2024	Wednesday	8:29	1	0	1
5/06/2024	Wednesday	8:41	0	0	0
6/06/2024	Thursday	6:40	0	0	0
6/06/2024	Thursday	7:05	0	0	0
6/06/2024	Thursday	7:17	0	0	0
6/06/2024	Thursday	7:29	0	0	0
6/06/2024	Thursday	7:41	0	0	0
6/06/2024	Thursday	7:53	0	0	0
6/06/2024	Thursday	8:05	0	0	0
6/06/2024	Thursday	8:17	0	0	0
6/06/2024	Thursday	8:29	1	0	1
6/06/2024	Thursday	8:41	0	0	0
7/06/2024	Friday	6:40	0	0	0
7/06/2024	Friday	7:05	0	0	0
7/06/2024	Friday	7:17	0	0	0
7/06/2024	Friday	7:29	0	0	0
7/06/2024	Friday	7:41	0	0	0
7/06/2024	Friday	7:53	0	0	0
7/06/2024	Friday	8:05	1	0	1
7/06/2024	Friday	8:17	0	0	0
7/06/2024	Friday	8:29	0	0	0
7/06/2024	Friday	8:41	0	0	0
10/06/2024	Monday	6:40	0	0	0
10/06/2024	Monday	7:05	1	0	1
10/06/2024	Monday	7:17	0	0	0
10/06/2024	Monday	7:29	0	0	0
10/06/2024	Monday	7:41	0	0	0
10/06/2024	Monday	7:53	0	0	0
10/06/2024	Monday	8:05	1	0	1
10/06/2024	Monday	8:17	0	0	0
10/06/2024	Monday	8:29	0	0	0
10/06/2024	Monday	8:41	0	0	0
11/06/2024	Tuesday	6:40	0	0	0
11/06/2024	Tuesday	7:05	0	0	0
11/06/2024	Tuesday	7:17	0	0	0
11/06/2024	Tuesday	7:29	0	0	0
11/06/2024	Tuesday	7:41	0	0	0
11/06/2024	Tuesday	7:53	0	0	0
11/06/2024	Tuesday	8:05	1	0	1
11/06/2024	Tuesday	8:17	0	0	0
11/06/2024	Tuesday	8:29	1	0	1
11/06/2024	Tuesday	8:41	0	0	0
12/06/2024	Wednesday	6:40	0	0	0

PROACTIVE RELEASE

12/06/2024	Wednesday	7:05	0	0	0
12/06/2024	Wednesday	7:17	0	0	0
12/06/2024	Wednesday	7:29	0	0	0
12/06/2024	Wednesday	7:41	0	0	0
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24/07/2024	Wednesday	7:17	0	0	0
24/07/2024	Wednesday	7:29	0	0	0
24/07/2024	Wednesday	7:41	1	0	1
24/07/2024	Wednesday	7:53	0	0	0
24/07/2024	Wednesday	8:05	0	0	0
24/07/2024	Wednesday	8:17	0	0	0
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25/07/2024	Thursday	7:41	1	0	1
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25/07/2024	Thursday	8:05	0	0	0
25/07/2024	Thursday	8:17	0	0	0
25/07/2024	Thursday	8:29	1	0	1
25/07/2024	Thursday	8:41	0	0	0
26/07/2024	Friday	6:40	0	0	0

26/07/2024	Friday	7:05	0	0	0
26/07/2024	Friday	7:17	0	0	0
26/07/2024	Friday	7:29	0	0	0
26/07/2024	Friday	7:41	0	0	0
26/07/2024	Friday	7:53	0	0	0
26/07/2024	Friday	8:05	0	0	0
26/07/2024	Friday	8:17	0	0	0
26/07/2024	Friday	8:29	0	0	0
26/07/2024	Friday	8:41	0	0	0
29/07/2024	Monday	6:40	0	0	0
29/07/2024	Monday	7:05	0	0	0
29/07/2024	Monday	7:17	0	0	0
29/07/2024	Monday	7:29	0	0	0
29/07/2024	Monday	7:41	0	0	0
29/07/2024	Monday	7:53	0	0	0
29/07/2024	Monday	8:05	1	0	1
29/07/2024	Monday	8:17	0	1	1
29/07/2024	Monday	8:29	0	0	0
29/07/2024	Monday	8:41	0	0	0
30/07/2024	Tuesday	6:40	0	0	0
30/07/2024	Tuesday	7:05	0	0	0
30/07/2024	Tuesday	7:17	0	0	0
30/07/2024	Tuesday	7:29	0	0	0
30/07/2024	Tuesday	7:41	0	0	0
30/07/2024	Tuesday	7:53	0	0	0
30/07/2024	Tuesday	8:05	1	0	1
30/07/2024	Tuesday	8:17	0	0	0
30/07/2024	Tuesday	8:29	0	0	0
30/07/2024	Tuesday	8:41	0	0	0
31/07/2024	Wednesday	6:40	0	0	0
31/07/2024	Wednesday	7:05	0	0	0
31/07/2024	Wednesday	7:17	0	0	0
31/07/2024	Wednesday	7:29	0	0	0
31/07/2024	Wednesday	7:41	0	0	0
31/07/2024	Wednesday	7:53	0	0	0
31/07/2024	Wednesday	8:05	1	0	1
31/07/2024	Wednesday	8:17	0	0	0
31/07/2024	Wednesday	8:29	1	0	1
31/07/2024	Wednesday	8:41	0	0	0

PROACTIVE RELEASE

