

7 September 2022

File Ref: OIAP-7-25170

By email: [REDACTED]

Tēnā koe [REDACTED]

### **Request for information 2022-120**

I refer to your request for information dated 5 August 2022, which was received by Greater Wellington Regional Council (Greater Wellington) on 5 August 2022. You have requested the following:

*"Under the OIA I request any documents related to the cancellation and delays of public transport in the Wellington region since January 2022. This includes communications with bus companies and the council's response."*

Your further email on 15 August 2022 allowed Metlink to refine the scope of your initial request by saying you are:

*"Happy for [Metlink] to suggest reductions in scope or to narrow the request only to a "list of the documents that meet the [above] criteria".*

#### **Greater Wellington's response follows:**

We have assumed that your request is focussed on the bus network rather than the rail or ferry networks.

We have narrowed the scope of your request to include a list of the types of documents we hold, rather than the documents themselves. We believe you may be interested in the correspondence between ourselves and bus operators for example emails, reports, and meetings notes about volume, reasons for, and timeliness of trip cancellations. Collating all these documents would require a substantial amount of work.

Please advise us if you require any further information from the list below or if you believe the scope has been narrowed and missed information you wish to request.

Cancellations on the bus network are reported in the monthly performance report on the Metlink website here: <https://www.metlink.org.nz/news-and-updates/surveys-and-reports/>.

We regularly engage with bus operators at multiple levels within the respective organisations, through multiple channels about cancellations and delays, as follows:

- Bus operator weekly reports – operational level – often covering volume of and reasons for cancellations.
- Bus operator weekly reports – management level – covering service performance including cancellations, and timeliness of cancellations for one of our operators.
- Weekly/fortnightly meeting notes – operational level – often covering service performance including cancellations and reasons for these.
- Weekly/fortnightly meeting notes – management level - covering service performance including cancellations, and timeliness of cancellations for one of our operators.
- Bus operator Monthly Partnership Meeting documents (Agendas, Actions etc) – management level – a standard agenda item for these meetings is to discuss the Monthly Partnership Report (refer next bullet point).
- Bus operator Monthly Partnership Reports – covers service performance as a standard report item in which cancellations are included. We have attached an example of this (Attachment 1 – this has been redacted to remove information relating to the operator and is intended only as an example of this type of report).
- Emails about service disruption management – often relating to cancellations and delays
- Emails about cancellations and/or delays

The Bus Operator Partnering Agreements under PTOM include provisions regarding disruption management in schedule 3 – Passenger Services page 35. Relevant clauses are under Cancellation of Scheduled Services, Special Event Services, and Alternative Services by the Operator. Specifically, clause 3.40 and sub clauses under that. (<https://www.metlink.org.nz/about/legal/contracts-for-rail-and-buses/>)

The documents in each of these categories may contain information which is outside of the scope of your request and/or may be commercially sensitive, and so may be redacted if released.

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.

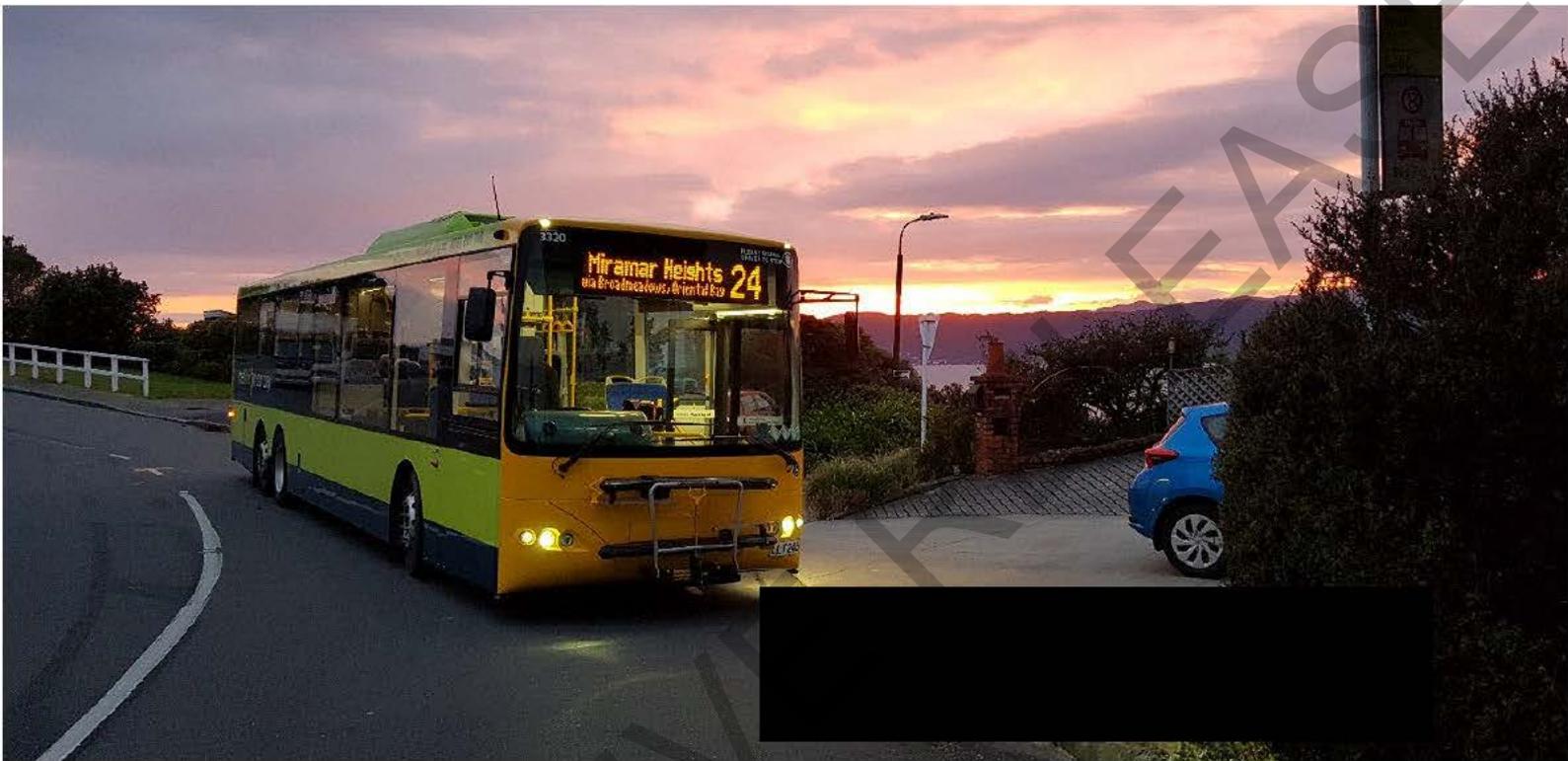
Please note that it is our policy to proactively release our responses to official information requests where possible. Our response to your request will be published shortly on Greater Wellington's website with your personal information removed.

Nāku iti noa, nā

A handwritten signature in blue ink that reads "sugar". The signature is enclosed in a thin black rectangular border.

Samantha Gain  
Kaiwhakahaere Matua | General Manager Metlink

PROACTIVE RELEASE



[Redacted]

## Monthly Performance Report

July 2022

Authorised by:

[Redacted]

## Monthly Report

### Service Disruptions

<p>Forthcoming known or planned service disruptions</p>	<ul style="list-style-type: none"> <li>• 01/08 0830-1700 Kingston Terminus Work [R7 &amp; R27 services impacted]</li> <li>• 04/08 1100 - 1500 Schools Performance RNZ Ballet @ St James - major disruptions in Courtenay Place likely</li> </ul>
<p>Actual planned and unplanned Service Disruptions</p>	<ul style="list-style-type: none"> <li>• 30/06 0730 - 1100 Route 130 services diverted out of Randwiick Road due to a serious car/pedestrian accident in Moera.</li> <li>• 02/07 1600 - 2200 Courtenay Place Closed to eastbound traffic for St James Theatre Reopening - buses diverted via Wakefield &amp; Taranaki Sts. Problems created due inadequate space provided for temporary Terminus stop on Cambridge Terrace</li> <li>• 04/07 - 05/07 Kingston Terminus Closed for Pipeline reconstruction. R7 services terminated/originated on Ridgeway with shuttle operating (work terminated due to equipment failure - see upcoming issues)</li> <li>• 04/07 - 10/07 24 hour Taita Drive closed to southbound traffic for sewer renewal - R110s diverted</li> <li>• 09/07 Metlink Contractors commenced work on Bus Stop #2164</li> <li>• 11/07 - 17/07 24 hours Taita Drive closed to southbound traffic for sewer renewal - R110s diverted</li> <li>• 13/07 - 14/07 Kingston Terminus Closed for Pipeline reconstruction. R7 services terminate/originate on Ridgeway with shuttle operating</li> <li>• 16/07 Rugby Test Traffic and Road Closures created disruption from around 1600 until 2130 - heavy loadings in CBD also cause some complaints</li> <li>• 18/07 - 24/07 24 hours Taita Drive closed to southbound traffic for sewer renewal - R110s diverted</li> <li>• 18/07 - 21/07 Waione Street emergency waterworks may impact R130 services in both directions - no diversions.</li> <li>• 20/07 - 21/07 Kingston Terminus Closed for Pipeline reconstruction. R7 &amp; R27 services undertaking 3 point turns under TMC control</li> <li>• 25/07 - 31/07 Route 110 diverted in Taita Drive due drainage works</li> <li>• 25/07 - 31/07 Eastern Hutt Road partial closure impacting R110, R120 &amp; R121 services</li> <li>• 25/07 0830 - 1700 Kingston Terminus Work [R7 &amp; R27 services impacted]</li> <li>• 27/07 0830 - 2030 Kingston Terminus Work [R7 &amp; R27 services impacted]</li> <li>• 27/07 1115 - 1430 Protest Marches through CBD requiring multiple diversions and significant late running</li> <li>• 29/07 0830 - 1540 Kingston Terminus Work [R7 &amp; R27 services impacted]</li> </ul>

Monthly Report

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**SERVICE PERFORMANCE**

**Customer Feedback and Complaints**

Customer feedback and complaints analysis	Our Complaints Resolution Manager finished up with [REDACTED] part way through June, so our usual reporting for the month is unavailable – we are working on a solution and this should be back up and running soon.
Planned customer experience improvements	Following the departure of our Complaints Resolution Manager, we are using the situation as an opportunity to revisit processes and are working closely with GWRC to improve the quality of the data and ensure timely follow-ups. These improvements will create positive outcomes for both GWRC and ourselves.

Performance Indicators

<p>Reasons for cancellations and delays</p>	<p><b>July Cancellations</b></p> <p><b>Wellington</b></p> <p>Full – 1,776</p> <p>Part – 130</p> <p>The main contributing factor for WG cancellations for July was driver availability and sickness.</p> <p><b>Hutt Valley</b></p> <p>Full – 364</p> <p>Part – 55</p> <p>The main contributing factor for HVL cancellations for July was driver availability and sickness.</p> <p><b>Wairarapa</b></p> <p>Full – 5</p> <p>Part – 7</p> <p>The main contributing factor for Wairarapa cancellations for July was a bridge closure caused by flooding and service disruptions.</p>						
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