

31 August 2022

File Ref: OIAP-7-25358

By email: [REDACTED]

Tēnā koe [REDACTED]

Request for information 2022-121

I refer to your request for information dated 4 August 2022, which was received by Greater Wellington Regional Council (Greater Wellington) on 4 August 2022. You have requested the following:

“Could you please advise how many bus drivers the Wellington Region has been short of over the past five years. Could you please provide this information on a six-monthly basis over that time period (e.g. from June 2017 to June 2022), broken down by cities within the region.

Could you please provide the details of all the advertising campaigns for new bus drivers that Greater Wellington Regional Council has been involved with over the same time period.

Could you also please advise how much each of these campaigns cost.”

Greater Wellington’s response follows:

Bus driver numbers:

For the past five years Greater Wellington has not consistently collected data on bus driver shortages from the bus operators. Reporting on bus driver numbers is not a requirement under the Partnership Agreements we have with the bus operators. On occasion we have asked operators how many drivers short they are. However, this was done on an ad hoc basis usually within meetings and with no consistent reporting on driver shortages.

There is no reporting on bus driver shortages for the time period you have requested and broken down by cities within the region. Accordingly, I am refusing this part of your request under section 17(g) of the Local Government Official Information and Meetings Act 1987 (the Act) as the information you have requested is not held by Greater Wellington.

However, in the last two months – since June 2022 - we have requested bus driver numbers and are able to provide you with these numbers broken down by operator.

The numbers of drivers in the table below, reflect the number required to deliver current timetabled services. Note that:

- service reductions were made in July 2021, to reduce the number of peak services and in turn improve reliability for customers. This reduced the driver requirement by 25 drivers.
- In July 2022 several service changes took place, including the commencement of the new Airport Express service and introducing extra services in the Wairarapa and Kapiti.

Operator	Required Post-July 2022	Difference (shortage) June 2022	Difference (shortage) July 2022	Difference (shortage) August 2022
Tranzurban Wellington	186	46	38	35
Tranzurban Hutt Valley	117	5	6	5
Tranzurban Wairarapa	12	0	0	0
NZ Bus	230	35	42	50
Uzabus	23	0	0	0
Mana	58	0	0	0
Total	626*	86*	86*	90*

*Note that 25 more drivers than this are required, to deliver the full service pre the July 2021 reductions.

Advertising Campaigns

From June 2019 to August 2019 Metlink ran the Bus Driver Recruitment Campaign, a multi-channel campaign for six weeks to profile and highlight the important work bus drivers provide by highlighting the career benefits. The aim of this was to increase applicants and encourage female applicants to become bus drivers. The cost of this campaign was \$169,250. A poster from this campaign “Vai takes the bus to Island Bay” is included on the first page of **Attachment One**.

From November 2019 to December 2019, Metlink ran the Graduate Campaign, another multi-channel recruitment campaign for four weeks to help increase the number of applicants looking to become professional bus drivers. This campaign focused on graduates, showcasing the reasons why they became bus drivers as well as career opportunities available within the industry. The cost of

this campaign was \$70,000. A poster from this campaign “Don’t just get a job, get a career as a bus driver” is included on the second page of **Attachment One**.

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 Act.

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, appearing to read 'sugan', enclosed in a thin black rectangular border.

Samantha Gain
Kaiwhakahaere Matua Metlink | General Manager Metlink



Vai takes the bus to Island Bay

If you love driving, love Wellington and love the people who live here, why not begin a career as a Metlink bus driver? Find out more at metlink.org.nz/busdriver or call 0800 889 998.

BECOME A BUS DRIVER

metlink on our way



Don't just get a job, get a career as a bus driver.

Driving a Metlink bus can take you further than just Churton Park. Mike was a courier driver looking for something a bit more fulfilling. While he much prefers the community atmosphere of the job, he's also focussed on going other places, particularly into bus driver training.

In fact there are all sorts of industry career paths open to drivers with knowledge and experience. Operations, management, charters and tour buses.

Right now Metlink bus operators are accepting applications from people who want to become drivers.

Find out more at metlink.org.nz/busdriver or call 0800 889 998.

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