

22 December 2022

File Ref: OIAP-7-26775

Tēnā koe [REDACTED]

### **Request for information 2022-227**

I refer to your request for information dated 28 November 2022, which was received by Greater Wellington Regional Council (Greater Wellington) on 28 November 2022. You have requested the following:

“Could you please provide me the following (under the LGOIA if necessary) for the 24 bus route for both directions for the year to date:

- total cancellations
- cancellations as a percent of scheduled trips
- peak cancellations as a percent of scheduled peak trips”

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

Please refer to the following graphs.

Graph A presents the total cancellations for route 24 between 1 January 2022 to 7 November 2022 for all time periods.

Graph B presents the total cancellations for route 24 between 1 January 2022 to 7 November 2022 for peak periods<sup>1</sup>.

The graphs include the Month, Scheduled trips, Cancelled trips, and the cancelled trips as a percentage. The totals for each are also given.

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<sup>1</sup> Off-peak period - For the purposes of fare charging, it is weekdays between 9 am and 3 pm and after 6.30 pm and all day weekends and public holidays. Operational definition of ‘peak’ and ‘off-peak’ may vary by service.  
Peak Period - All time periods other than off-peak periods.

Graph A

**Route 24 - 1 Jan to 7 Nov 2022**

**All time periods**

Month	Scheduled trips	Cancelled trips	% Cancelled
Jan-22	1,805	60	3.3%
Feb-22	1,716	121	7.1%
Mar-22	1,922	184	9.6%
Apr-22	1,724	52	3.0%
May-22	1,944	251	12.9%
Jun-22	1,820	125	6.9%
Jul-22	1,901	142	7.5%
Aug-22	1,992	306	15.4%
Sep-22	1,868	254	13.6%
Oct-22	1,853	239	12.9%
1-7 Nov-22	1,688	325	19.3%
<b>Total</b>	<b>20,233</b>	<b>2,059</b>	<b>10.2%</b>

Graph B

**Route 24 - 1 Jan to 7 Nov 2022**

**Peak**

Month	Scheduled trips	Cancelled trips	% Cancelled
Jan-22	684	33	4.8%
Feb-22	722	64	8.9%
Mar-22	832	96	11.5%
Apr-22	681	27	4.0%
May-22	836	122	14.6%
Jun-22	760	87	11.4%
Jul-22	798	81	10.2%
Aug-22	874	165	18.9%
Sep-22	798	132	16.5%
Oct-22	760	117	15.4%
1-7 Nov-22	722	158	21.9%
<b>Total</b>	<b>8,467</b>	<b>1,082</b>	<b>12.8%</b>

Further information on the performance of our bus network can be found on our website at <https://www.metlink.org.nz/news-and-updates/surveys-and-reports/performance-of-our-network/>

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 | General Manager Metlink