

6 April 2023

File Ref: OIAPR-1274023063-868

[REDACTED]
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Tēnā koe [REDACTED]

Request for information 2023-052

I refer to your request for information dated 9 March 2023, which was received by Greater Wellington Regional Council (Greater Wellington) on 9 March 2023. You have requested the following:

"I wanted to know how many weeks over the past 12 months (from March 1 2021 to March 1 2022) didn't have train services replaced by buses."

On 14 March 2023, you requested the following:

"I was wondering if it would be possible to get a breakdown of the data in terms of how much were unplanned and how many were planned as a percentage."

I was also wondering if I could get what the top three reasons why unplanned cancellations were caused."

Greater Wellington's response follows:

Attachment 1 includes the dataset from 1 March 2021 through to 1 March 2022. We are able to provide this dataset for 1 March 2022 through to 1 March 2023 if you require. This shows the data broken down into how many were planned and unplanned as a percentage.

Please note, there are no weeks where train services were not replaced by buses. This is mostly due to ongoing planned track maintenance.

KiwiRail has a regular maintenance and renewal programme, which aims to improve the reliability of the Wellington passenger rail network. This work is planned in advance with the aim of keeping disruption to passengers to a minimum.

There were 22 weeks where there were no **unplanned** bus replacements.

Greater Wellington does not hold the top three reasons why unplanned cancellations are called. We are therefore refusing this part of your request under section 17(g) of the Local Government Official Information and Meetings Act 1987 (the Act) on the basis that the information requested is not held by Greater Wellington and there are no grounds for believing that the information is held by another local authority or a department or Minister of the Crown or organisation. However, unplanned bus replacements are the result of unforeseen circumstances such as staff shortages due to illness and mechanical or electrical faults with the line.

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



Samantha Gain
Kaiwhakahaere Matua Waka-ā-atea | General Manager Metlink