

31 May 2023

File Ref: OIAPR-1274023063-2229

[REDACTED]

Tēnā koe [REDACTED]

Request for information 2023-111

I refer to your request for information dated 5 May 2023, which was received by Greater Wellington Regional Council (Greater Wellington) on 5 May 2023. You have requested the following:

"I would like to request the following information under the Local Government Official Information and Meetings Act (LGOIMA) 1987:

All correspondence, including but not limited to briefings, e-mails, records of meetings/calls and other relevant records, to and from Regional Council elected members/officials and Metlink staff, concerning levels of service (including cancellations and delays) on Wellington bus routes 25 and 26. Please provide information for the period 1 May 2022 to the present day (5 May 2023)

A summary, covering the same time period as above, of % of services cancelled on those two routes, the reason for cancellation and any other relevant information provided to/by Metlink in relation to the cancellations. Please provide information on delayed services in the same format and for the same period."

On 9 May 2023, a Metlink officer corresponded with you via email to discuss the scope of your request, and you agreed to amend the request to the following:

"I would like to request the following information under the Local Government Official Information and Meetings Act (LGOIMA) 1987:

- 1. All correspondence, including but not limited to briefings, e-mails, records of meetings/calls and other relevant records, to and from Cr Daran Ponter, Cr Thomas Nash, Roger Blakeley (former Transport Committee Chair), the Metlink General Manager, Scott Gallacher (former General Manager), the Manager, Operations & Performance, the Manager, Network & Customer, the Manager, Bus, Ferry, and Total Mobility Operations, the Manager, Service Design, and the Principal Advisor, Network Design, concerning levels of service (including cancellations and*

delays) on Wellington bus routes 25 and 26. Please provide information for the period 1 May 2022 to the present day (5 May 2023)

- 2. A summary, covering the same time period as above, of % of services cancelled on those two routes, the reason for cancellation and any other relevant information provided to/by Metlink in relation to the cancellations. Please provide information on delayed services in the same format and for the same period."*

Greater Wellington's response follows:

- 1. All correspondence, including but not limited to briefings, e-mails, records of meetings/calls and other relevant records, to and from Cr Daran Ponter, Cr Thomas Nash, Roger Blakeley (former Transport Committee Chair), the Metlink General Manager, Scott Gallacher (former General Manager), the Manager, Operations & Performance, the Manager, Network & Customer, the Manager, Bus, Ferry, and Total Mobility Operations, the Manager, Service Design, and the Principal Advisor, Network Design, concerning levels of service (including cancellations and delays) on Wellington bus routes 25 and 26. Please provide information for the period 1 May 2022 to the present day (5 May 2023)*

All correspondence within the scope of the amended request is included in **Attachment 1**.

Some information in this correspondence has been withheld under section 7(2)(a) of the Local Government Official Information and Meetings Act 1987 (the Act) in order to protect the privacy of natural persons, including that of deceased natural persons. Information outside of the scope of the request has also been redacted within Attachment 1.

We have considered whether the public interest in the requested information outweighs Greater Wellington's need to withhold certain aspects of the requested correspondence. As a result, we do not consider that the public interest outweighs Greater Wellington's reason for withholding parts of the document under the grounds identified above.

- 2. A summary, covering the same time period as above, of % of services cancelled on those two routes, the reason for cancellation and any other relevant information provided to/by Metlink in relation to the cancellations. Please provide information on delayed services in the same format and for the same period."*

Attachment 2 contains the percentage of cancelled trips for the route 25 and 26 from 1 May 2022 – 5 May 2023, and punctuality data for trips on the route 25 and 26 for this same time period.

Greater Wellington does not collect data on why particular trips are cancelled as part of cancellation reporting. We are therefore refusing this part of your request under section 17(g) of 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, in accordance with reporting requirements, our bus operators provide Metlink staff with thrice-Daily Situational Reports through Resolve, the Metlink customer relationship management system, that give context to why services on the network may be disrupted every day. **Attachment 3** includes all situational reports from 1 May 2022 – 5 May 2023 relevant to the route 25 and / or route 26. Information outside of the scope of the request has been redacted in Attachment 3.

Our bus operators also provide Metlink staff with Service Disruption Reports on an as-needed basis when unanticipated events on the network disrupt services, providing an additional level of detail to what would be captured in the Daily Situational Report. Service Disruption Reports relevant to the route 25 and route 26 from 1 May 2022 – 5 May 2023 are included in **Attachment 4**.

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



Fiona Abbott
Kaiwhakahaere Matua Waka-ā-atea | Acting Group Manager Metlink