

24 April 2024

File Ref: OIAPR-1274023063-26052

[REDACTED]

Tēnā koe [REDACTED]

Request for information 2024-055

I refer to your request for information dated 27 March 2024, which was received by Greater Wellington Regional Council (Greater Wellington) on 27 March 2024. You have requested the following:

“Under the Local Government Official Information and Meetings Act I would like to request the following:

Does Metlink collect data on the number of train services that run with reduced capacity due to staff shortages?

If so, may I please have this data on a monthly basis (as both a total number of services impacted by reduced capacity and as a percentage of overall services operating) going back for the past 24 months

If not, can you please provide a reason why this is not captured in the performance reporting for the commuter rail network?”

Greater Wellington’s response follows:

Please refer to **Attachment 1** which includes all the information held by Greater Wellington on ‘lock up’ services. These services are run with reduced capacity due to staff shortages. They are referred to as ‘lock ups’ because some doors are locked to reduce capacity. Our rail operator Transdev captures the information on lockups manually when they are made aware of the need for reduced capacity. However, sometimes services are locked up by the crew without notice and are therefore not reported, so may not be represented in the data.

The attachment includes information over a period of 10 months, from 22 May 2023 to 22 March 2024, which is as far back as the data started being collected. Therefore, we are refusing your request for information for the past 14 months through to 21 May 2023 under section 17(g) on the Local

Government Official Information and Meetings Act 1987 (the Act) on the basis that the information requested is not held by the local authority and the person dealing with the request has no grounds for believing that the information is either —

- (i) held by another local authority or a department or Minister of the Crown or organisation; or
- (ii) connected more closely with the functions of another local authority, or a department or Minister of the Crown or organisation.

Can you please provide a reason why this is not captured in the performance reporting for the commuter rail network?

Our performance monitoring system captures when trains are operated with the correct number of carriages present on the service, however, this system is not able to determine if the carriages are open to passengers or locked up. For the period listed our system has recorded no services having run with an incorrect number of carriages attributed to staff shortages.

We are making some changes to our data sources that will allow measurement of locked up services through our monitoring system. In the interim we have some manual reporting from our operator, which is provided in **Attachment 1**.

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



Bonnie Parfitt

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