

15 June 2023

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No name provided

By email: [fyi-request-22826-04f4f729@requests.fyi.org.nz](mailto:fyi-request-22826-04f4f729@requests.fyi.org.nz)

Tēnā koe

### **Request for information 2023-129**

I refer to your request for information dated 17 May 2023, which was received by Greater Wellington Regional Council (Greater Wellington) on 17 May 2023. You have requested the following:

*“- Number of times the number 39 bus has been cancelled since 1 January 2023. Please also specify at what time schedules those buses were cancelled for.*

*- Number of times the number 39 bus has "no-showed" since 1 January 2023, ie. Shown as uncancelled by Metlink in it's public media applications, but never actually running. Please also specify at what time schedules those buses "no-showed" for.*

*- Number of complaints logged about the number 39 bus since 1 January 2023, and the nature of those complaints.*

*- Internal correspondence about what is being done to alleviate cancellations or issues with the number 39 bus since 1 January 2023.*

*- Information about why the number 39 bus has had it's afternoon services reduced to two services, instead of four.*

*- Correspondence between Metlink and your office about ongoing issues with bus performance. I am particularly interested in correspondence which references the number 39 bus (you may be seeing a pattern, here)."*

**Greater Wellington's response follows:**

1. *Number of cancellations for Route 39 bus since 1 January 2023, and the number of times the Route 39 bus has 'no showed' since 1 January 2023*

Please refer to **Attachment 1** which contains a spreadsheet of the cancellations for the route 39 bus from 1 January 2023 – 15 May 2023. The attachment also contains a table of the untracked trips that were not cancelled by the Operator since 1 January 2023. This table shows when a trip was not recorded. This could be for several reasons which may include equipment failure, GPS drift, driver error, or a trip that was planned to run, which may or may not have run, was not tripped on correctly to update the systems.

2. *Number of complaints for the route 39, and the nature of these complaints, since 1 January 2023*

A search was completed on our internal complaints system, which returned a total of 56 complaints for Route 39 since 1 January 2023.

The complaints are logged under sub-codes which represent the general nature of the complaint. The sub-codes used for these complaints include:

- Cancelled services
- Capacity issue
- Display and Audio issue
- Driving issue
- Failed to appear
- Failed to pick up
- On board display
- On board temperature
- Ran late
- Real Time Information
- Timetable changes
- Website

The majority of the complaints relate to cancellation and capacity issues including the reduction in service capacity from four buses to two buses.

### *3. Information on the service reduction on Route 39*

In September 2022, to improve customer certainty around service cancellations, we requested our operators, NZ Bus and Tranzurban, to identify several driver duties where all trips contained within each driver duty could be temporarily cancelled until the driver shortage situation improved. This had the objective of reducing the number of drivers needed to cover the service and reduce the number of short notice service cancellations.

Both NZ Bus and Tranzurban identified a list of driver duties that they could temporarily suspend. The affected trips contained within the suggested duties were checked to ensure equity across the network, preserve school services, and avoid removing consecutive services where possible. This process was implemented to improve customer certainty around service cancellations.

On 16 October 2022, NZ Bus applied 67 weekday service suspensions across 15 routes. This removed approximately 10 NZ Bus driver duties. On 20 November 2022, Tranzurban suspended 44 Wellington City weekday trips and several weekend trips, across 7 routes, resulting in the removal of approximately 8 driver duties. Consequently, two of the four afternoon services from Wellington Station to Island Bay Shops (5.08pm and 5.38pm) were suspended, excluding over the school holidays. The four inbound morning peak services remained unchanged and the afternoon 4.08pm and 4.38pm trips commencing from Wellington Station were retained. However, the continuation of short notice trip cancellations has resulted in some of these services being cancelled on some days.

### *4. Internal correspondence regarding cancellations and performance of the Route 39 bus since 1 January 2023*

We completed a search of our internal systems for information relating to cancellations and performance of the Route 39 bus since 1 January 2023. This information can be found in **Attachment 2** and **Attachment 3**.

Attachment 3 is an attachment to one of the parts of correspondence in Attachment 2 and is a large file; this is why it is sent separately.

Information that is out of scope of your request has been deleted in these attachments.

We have withheld information 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.

These attachments have been annotated with the reason for the deletion or withholding of the information.

We have considered whether the public interest in the requested information outweighs Greater Wellington's need to withhold certain aspects of the requested information. 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.

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.

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 'Fiona Abbott'.

**Fiona Abbott**

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