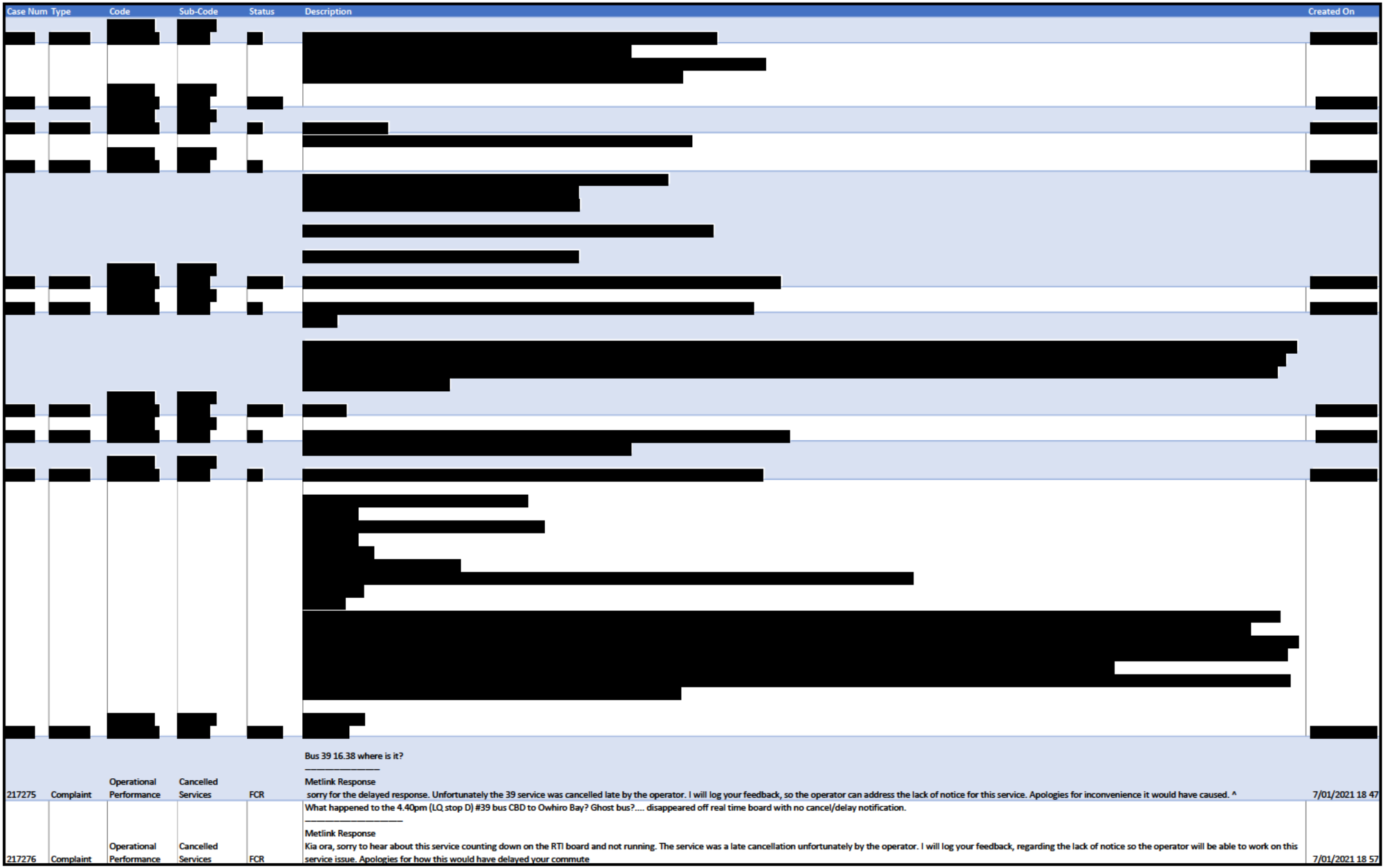

Case Num	Type	Code	Sub-Code	Status	Description	Created On
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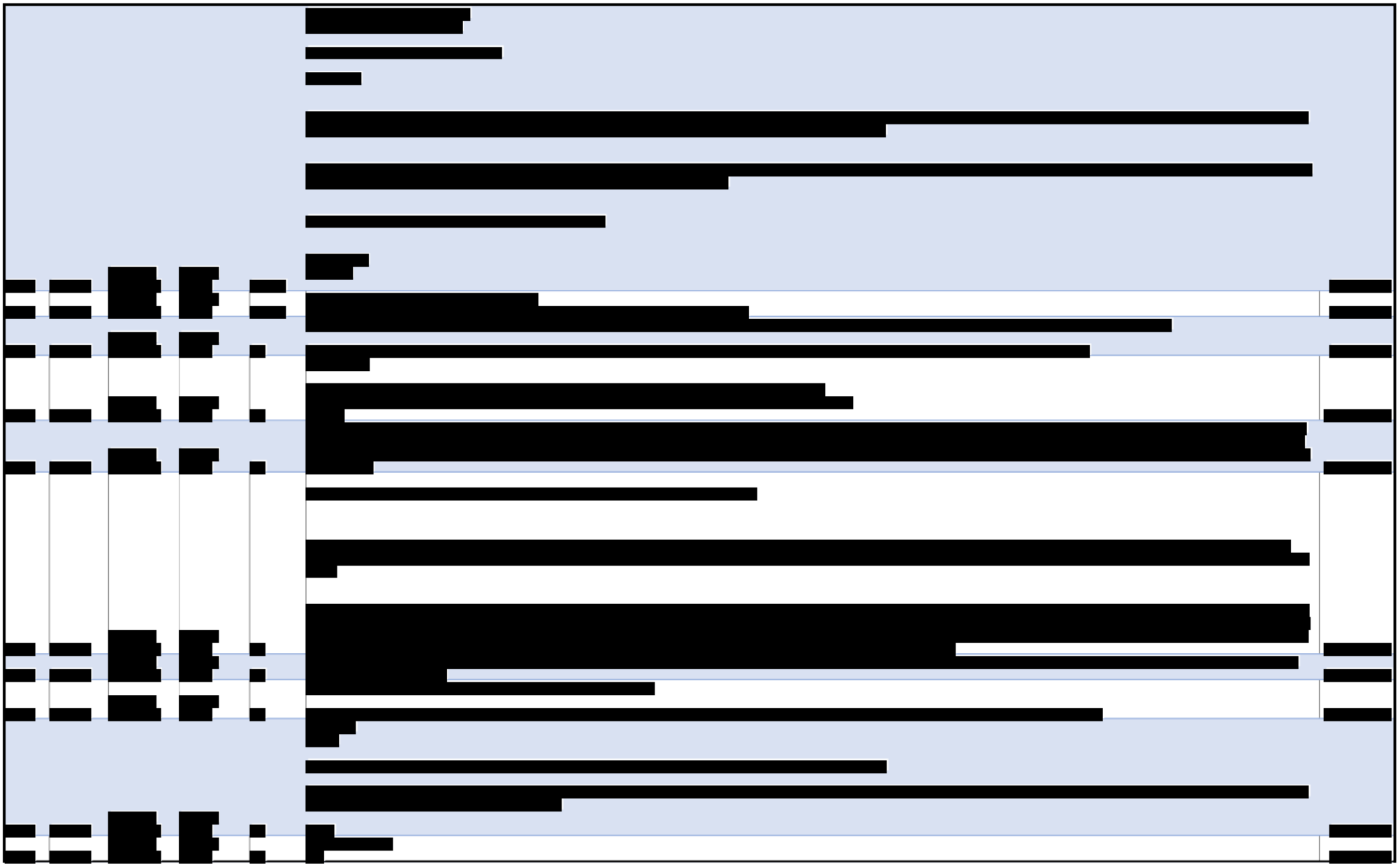

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219385	Complaint	Operational Performance	Cancelled Services	FCR	Again bus 39 was suddenly cancelled today without alternative transport. (From esplanade opp 432) again late for work. Are we meant to use public transport to get to work or should we all buy cars? Bad service !!! I was waiting for the bus 29 that was scheduled at 07.54 AM The woman I met at the bus stop said it had happened the day before as well It wasn't my first time either that it didn't show up	11/02/2021 13 51

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220325	Complaint	Operational Performance	Cancelled Services	FCR	Can you please advise why the 5.38 from Wellington Station 39 bus was cancelled? This is the last service on this route and quite inconvenient when cancelled. Also, there were no alerts on the website to this. The service hasn't been reliable as one would expect. What's the issue?	23/02/2021 14 20

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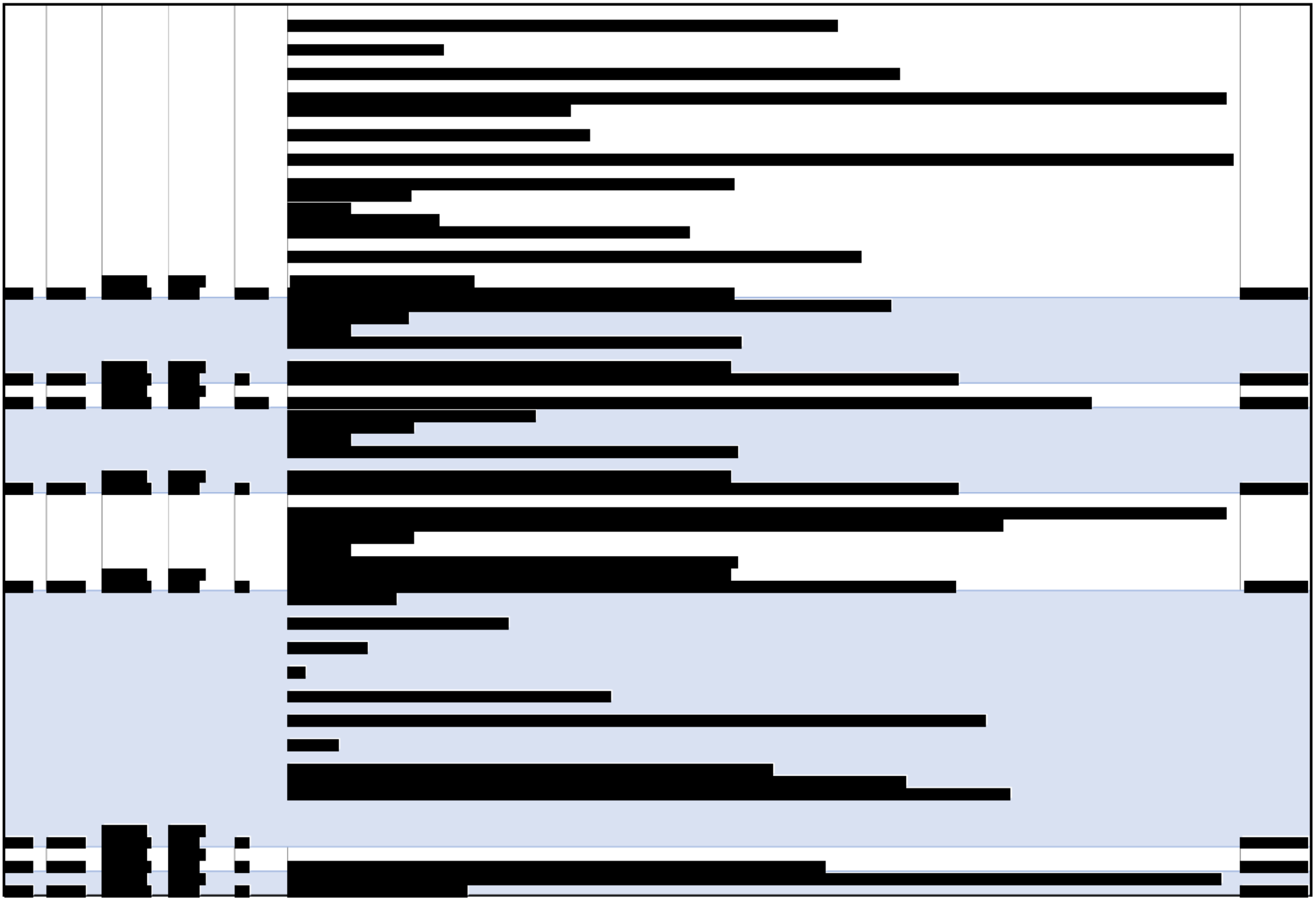

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220948	Complaint	Operational Performance	Cancelled Services	FCR	you have cancelled 2 rush hour services in a row again. Last time I said this you indicated you have no oversight of this due to contractors. So I am informing you again. Screenshot attached That 759. # 39 bus has become so unreliable it's a joke. It's either 25 mins late, cancelled, or never comes because the drivers drive up the wrong road. I know you have a captive audience here so dont care much about complaints but it does cost you money eventually as less and less people are using the service and starting to drive in. Hardly anyone gets on my stop anymore. There used to be a lot in the morning	1/03/2021 20 06
221056	Complaint	Operational Performance	Cancelled Services	FCR	Please can you give us advance warning if you are not going to run the 39 bus. I am waiting at bus stop 7153. The 7.56 am has vanished. Last week the 39 was cancelled twice from the city to Owhiro Bay. Please make your plans transparent	2/03/2021 16 46

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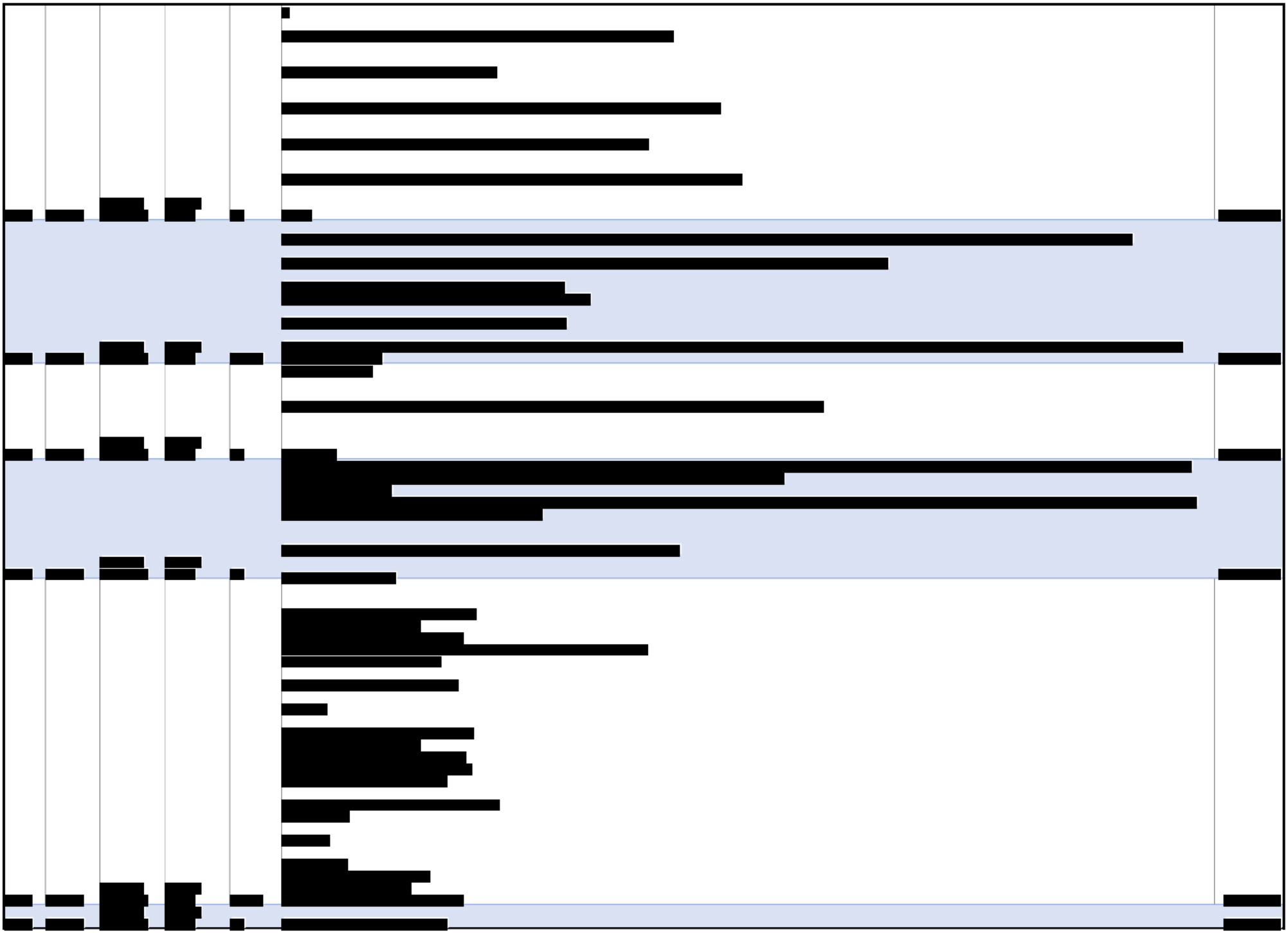

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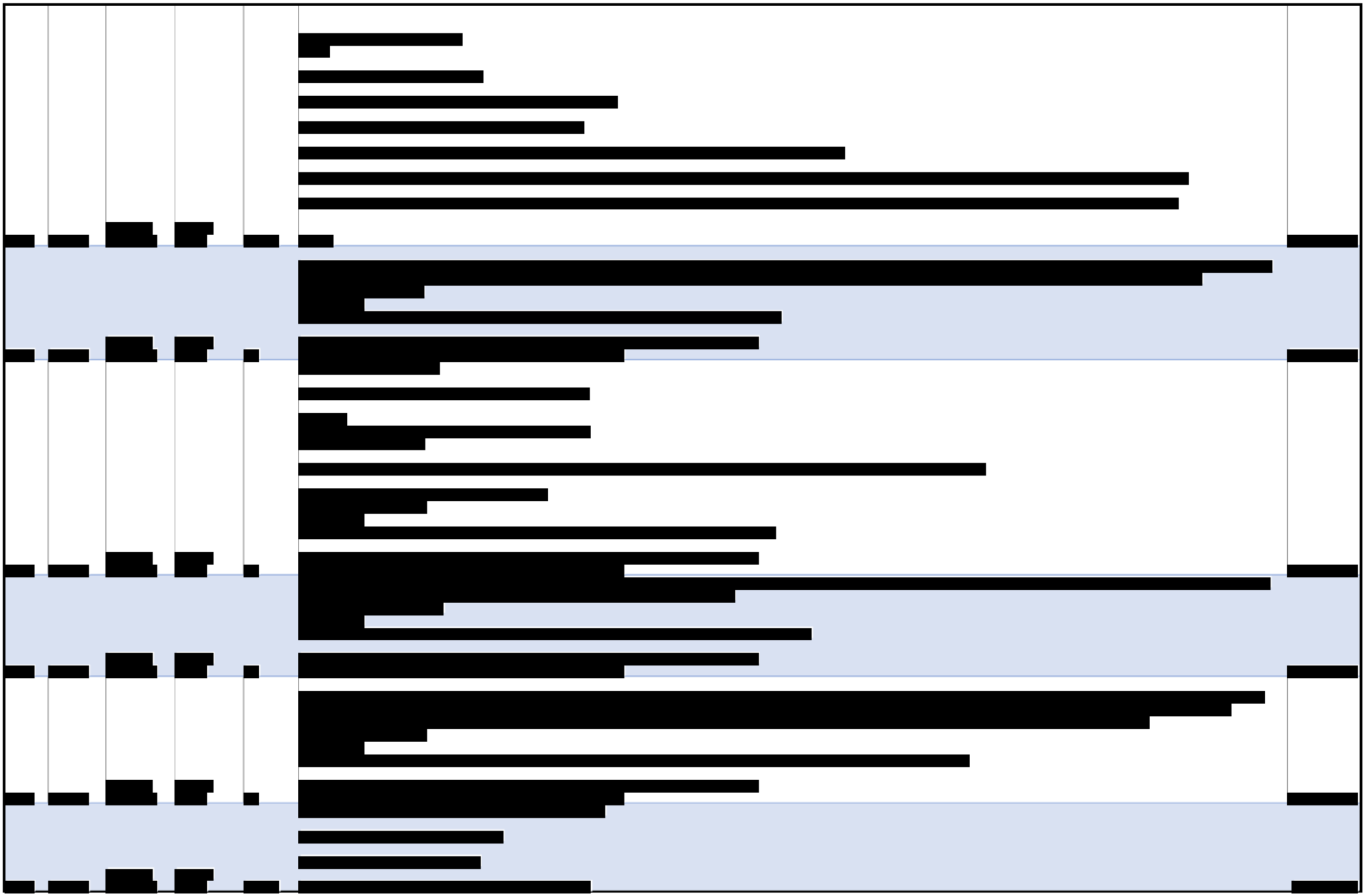

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Why 2 x 39 Owhiro Bay services? Only 4 PM services and 2 cancelled 50% cancelled. What alternatives do we have? Thanks
No 29 4.53pm the long way available either. .
We pay WRC rates can we get a refund as service is shocking
223362
Complaint
Operational Performance
Cancelled Services
FCR
1/04/2021 18 41

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RE 39 bus cancelled again
Just wanted to flag that the #39 bus around 830 am was cancelled again.
As I've mentioned before, this bus only runs every 30 mins, so its frequent cancellation has big impacts for users who are routinely 30 mins late for work
***CC response
Thank you for your feedback regarding the #39 route and I sincerely apologise for the inconvenience you have been caused.
Please be assured that your experience has been logged and will be brought to the attention of the appropriate team.
Once again, we genuinely apologise for the inconvenience you were caused by this.
223828
Complaint
Operational Performance
Cancelled Services
FCR
10/04/2021 12 50

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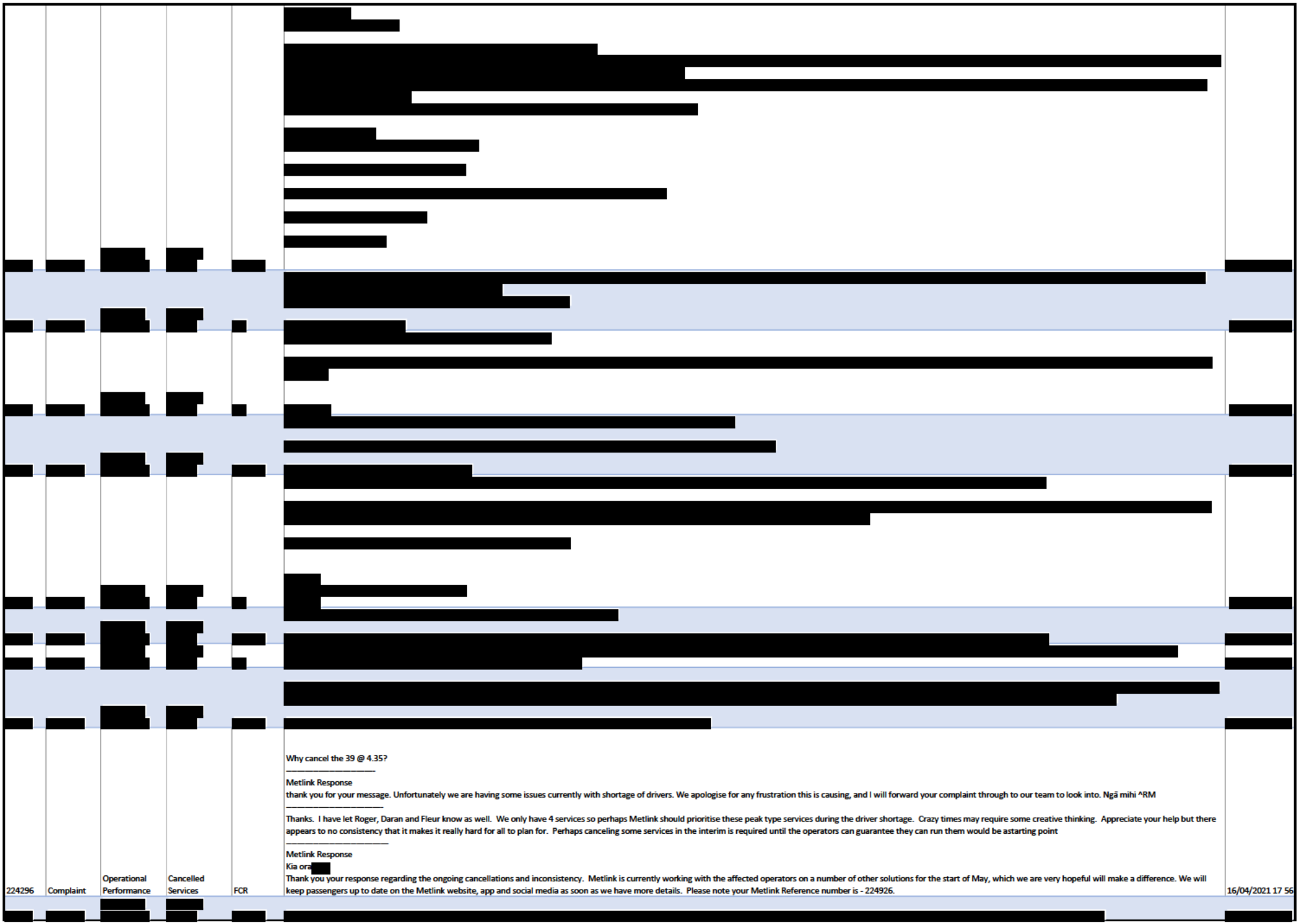

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225128	Complaint	Operational Performance	Cancelled Services	FCR	Hi there . Rang metlingk regarding the 39 tonight thinking the 39 might be cancelled due to the accident. Was told there was no impact to the 39 services when I rang through to metlink at 3.45pm. All 39 passengers now stuck in Brooklyn. No 1 or 29 here either. Would have better to advise long way 29 service for Owhiro Bay. Thanks	3/05/2021 17 48

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225553	Complaint	Operational Performance	Cancelled Services	Resolved	the 17 are quite used to only one of these buses running in the morning!!!!). This meant that the Wellington School Girls were late for school. I spoke to my daughter who stated that while she went down to pick up one of the number 7's that were running - a) it was crowded and the following busses didn't pull up behind to let everyone on!!!!! Therefore a number of the girls were marked as late - even though if the buses has allowed everyone to get on they would have made it time.... This is unacceptable. My daughter also said that the following busses weren't full so everyone could have got on. Wellington School girls HAVE TO USE THE PUBLIC BUSES as there are no Wellington College school buses from Brooklyn - and they are instructed to allow the public to get on first (especially if they are in uniform) . What is going on with this 'service'? This was very distressing. We are no longer able to rely on the bus service. In addition yhe timing of the CONNECTING buses is erratic to say the least. Again the Number 18e and 21 are often cancelled (and again with no rhyme or reason). I have commented on numerous occasions that the timing of the 18e and 21 from Ghuznee St to the Karori tunnel is stupid and should be changed so that they run every 5 to 10 minutes apart - and NOT timetabled together. While on on this subject please can you run more frequent number 17 Buses especially at the evening times from around 3pm to 7 pm. I am tired of catching a number 18e or 21 (at the same time) from the University and knowing that the 17 (unless it is severely delayed) will be uncatchable. I also do not want to wait for at least 20 minutes before the next one (along with possibility of missing the transfer fare window). These busses are always crowded. Getting off at Bretby Cres,(if I'm on a No 7 or occasionally a 39) I have to cross Oherio Rd (which in itself is quite dangerous) and walk up the hill (rather than get off outside my home).	9/05/2021 15 05

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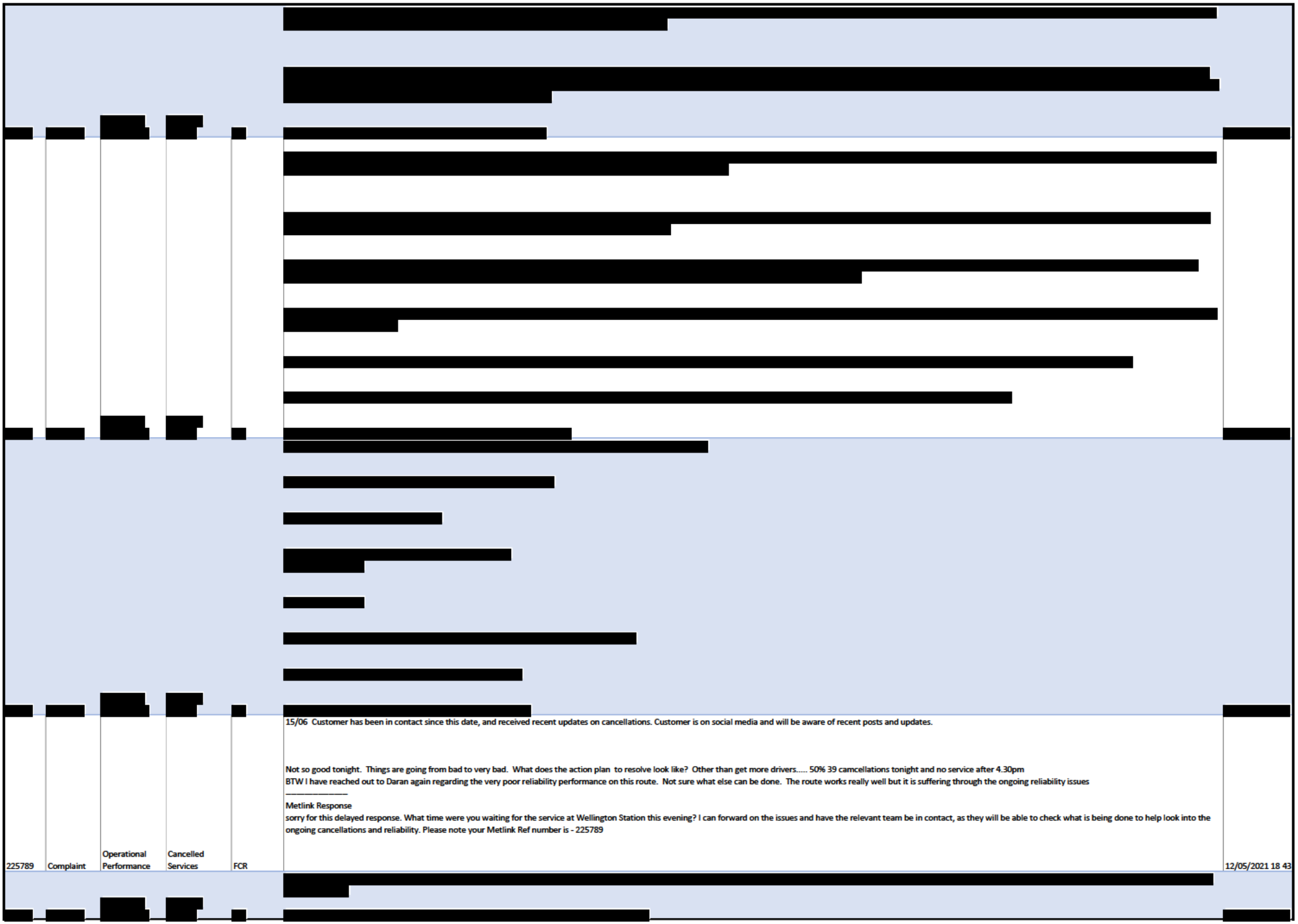

225789	Complaint	Operational Performance	Cancelled Services	FCR	15/06 Customer has been in contact since this date, and received recent updates on cancellations. Customer is on social media and will be aware of recent posts and updates. Not so good tonight. Things are going from bad to very bad. What does the action plan to resolve look like? Other than get more drivers..... 50% 39 camcellations tonight and no service after 4.30pm BTW I have reached out to Daran again regarding the very poor reliability performance on this route. Not sure what else can be done. The route works really well but it is suffering through the ongoing reliability issues --------- Metlink Response sorry for this delayed response. What time were you waiting for the service at Wellington Station this evening? I can forward on the issues and have the relevant team be in contact, as they will be able to check what is being done to help look into the ongoing cancellations and reliability. Please note your Metlink Ref number is - 225789	12/05/2021 18 43

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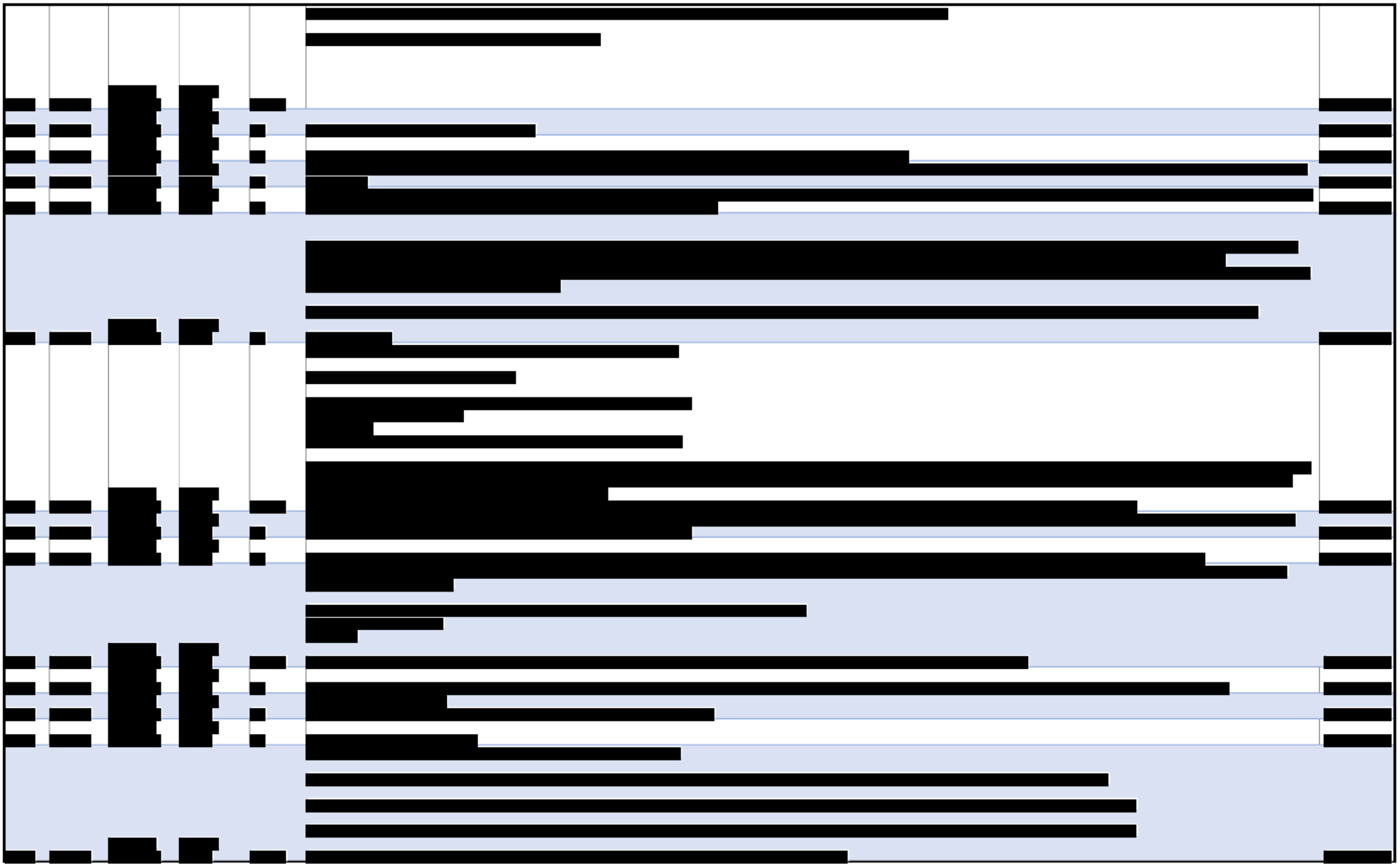

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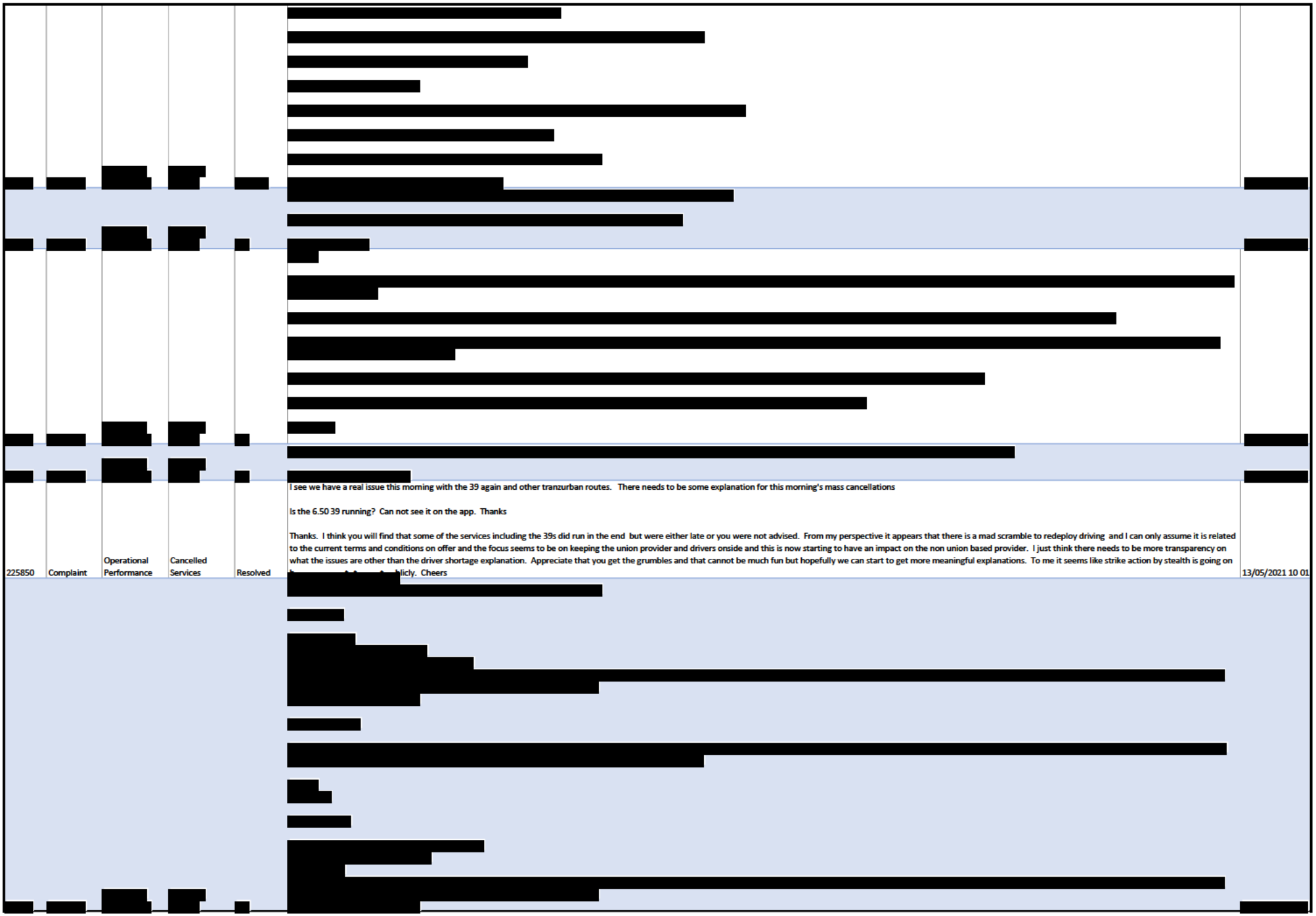

225850	Complaint	Operational Performance	Cancelled Services	Resolved	I see we have a real issue this morning with the 39 again and other tranzurban routes. There needs to be some explanation for this morning's mass cancellations Is the 6.50 39 running? Can not see it on the app. Thanks Thanks. I think you will find that some of the services including the 39s did run in the end but were either late or you were not advised. From my perspective it appears that there is a mad scramble to redeploy driving and I can only assume it is related to the current terms and conditions on offer and the focus seems to be on keeping the union provider and drivers onside and this is now starting to have an impact on the non union based provider. I just think there needs to be more transparency on what the issues are other than the driver shortage explanation. Appreciate that you get the grumbles and that cannot be much fun but hopefully we can start to get more meaningful explanations. To me it seems like strike action by stealth is going on [redacted] blicly. Cheers	13/05/2021 10 01

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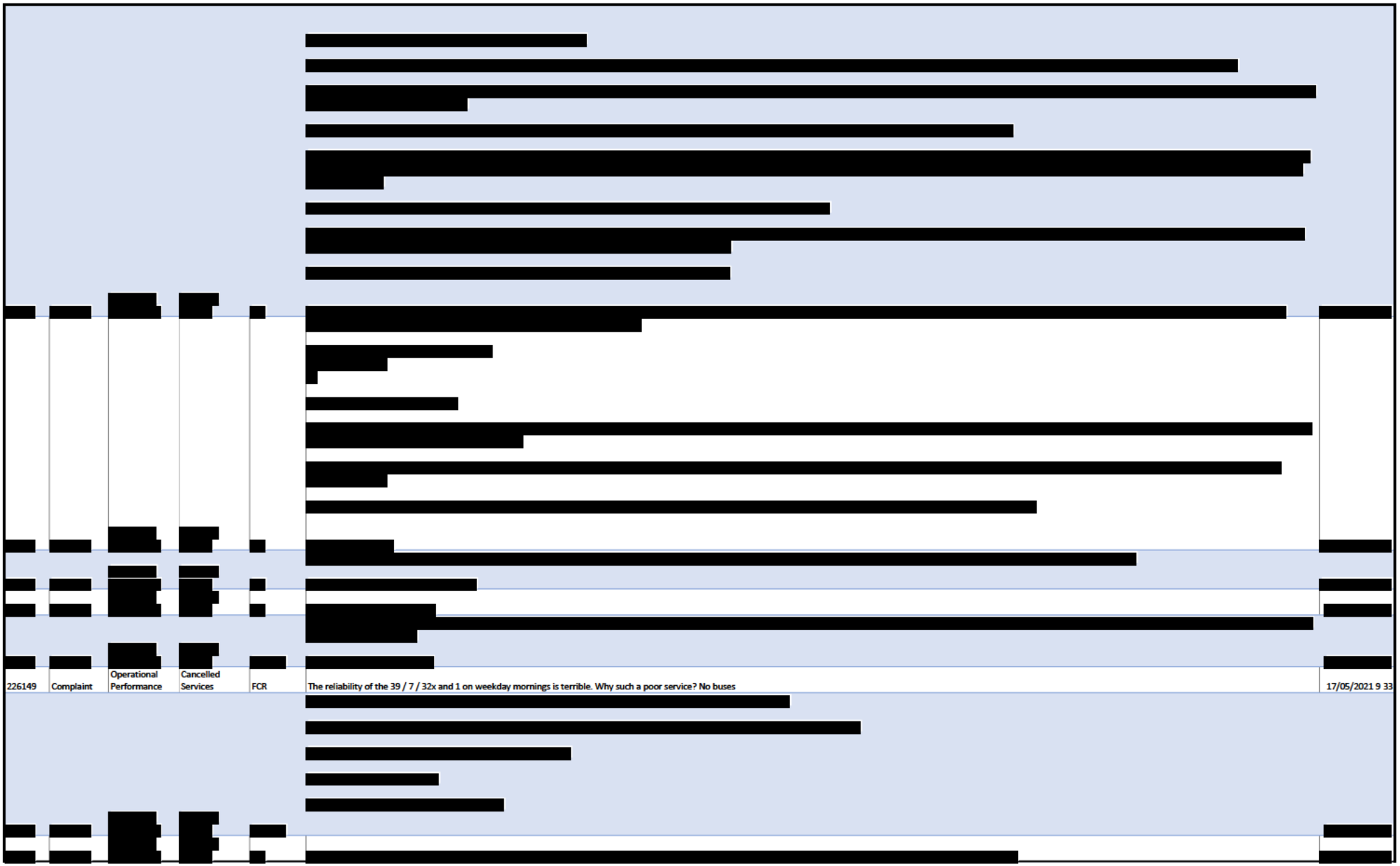

226149	Complaint	Operational Performance	Cancelled Services	FCR	The reliability of the 39 / 7 / 32x and 1 on weekday mornings is terrible. Why such a poor service? No buses	17/05/2021 9 33

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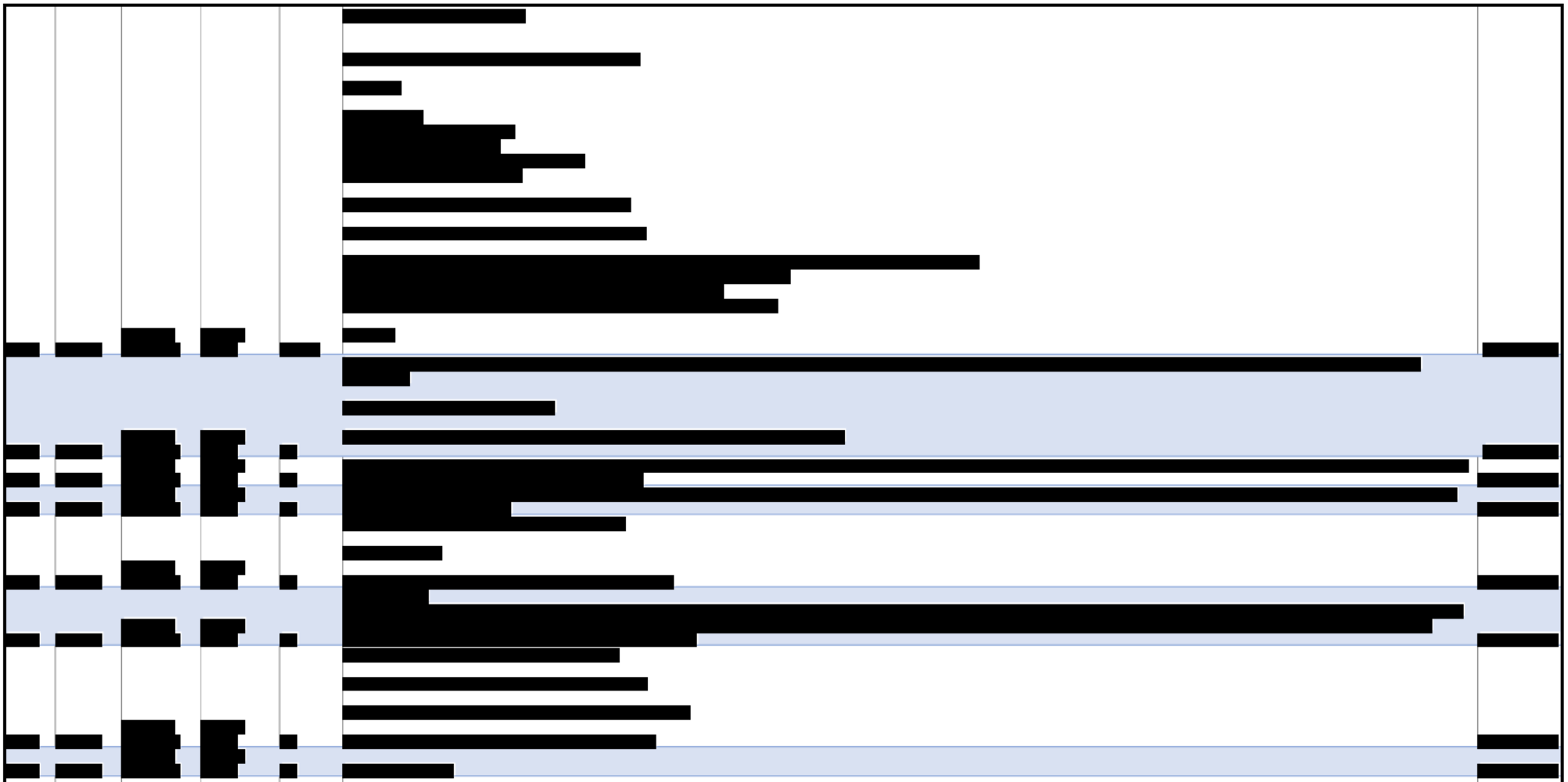

226327	Complaint	Operational Performance	Cancelled Services	Resolved	To Info; Info at WCC <info.atWCC@wcc.govt.nz> +2 others Hi. Another 8.20am no. 39 bus cancelled today. Please lodge yet another formal complaint. For additional context, the 8.20am is the last of the available buses from the area that get to work on time. This again leaves commuters stranded and needing to walk to another suburb. (Issues with this outlined in many previous emails about cancelled bus services). Incredibly disappointing continuation of the failure to deliver a basic service - particularly on a day when rates are due. We're about to give the council $1,200.00 - a 30% increase every quarter, and we have no reliable way to get to work to earn the money we give you. Doesn't make sense. Nga mihi UPDATE 24 Feb 2022 Another two of the four 39 buses scheduled during peak time were cancelled this morning. This is additional to the 39 that was cancelled at 5.38pm last night. The effect of this morning has meant I've had to walk with heavy work equipment (noting a requirement to ensure we have our equipment on us in the event of another COVID outbreak) 20 minutes to another suburb to ensure I am at a work meeting in	18/05/2021 20 39

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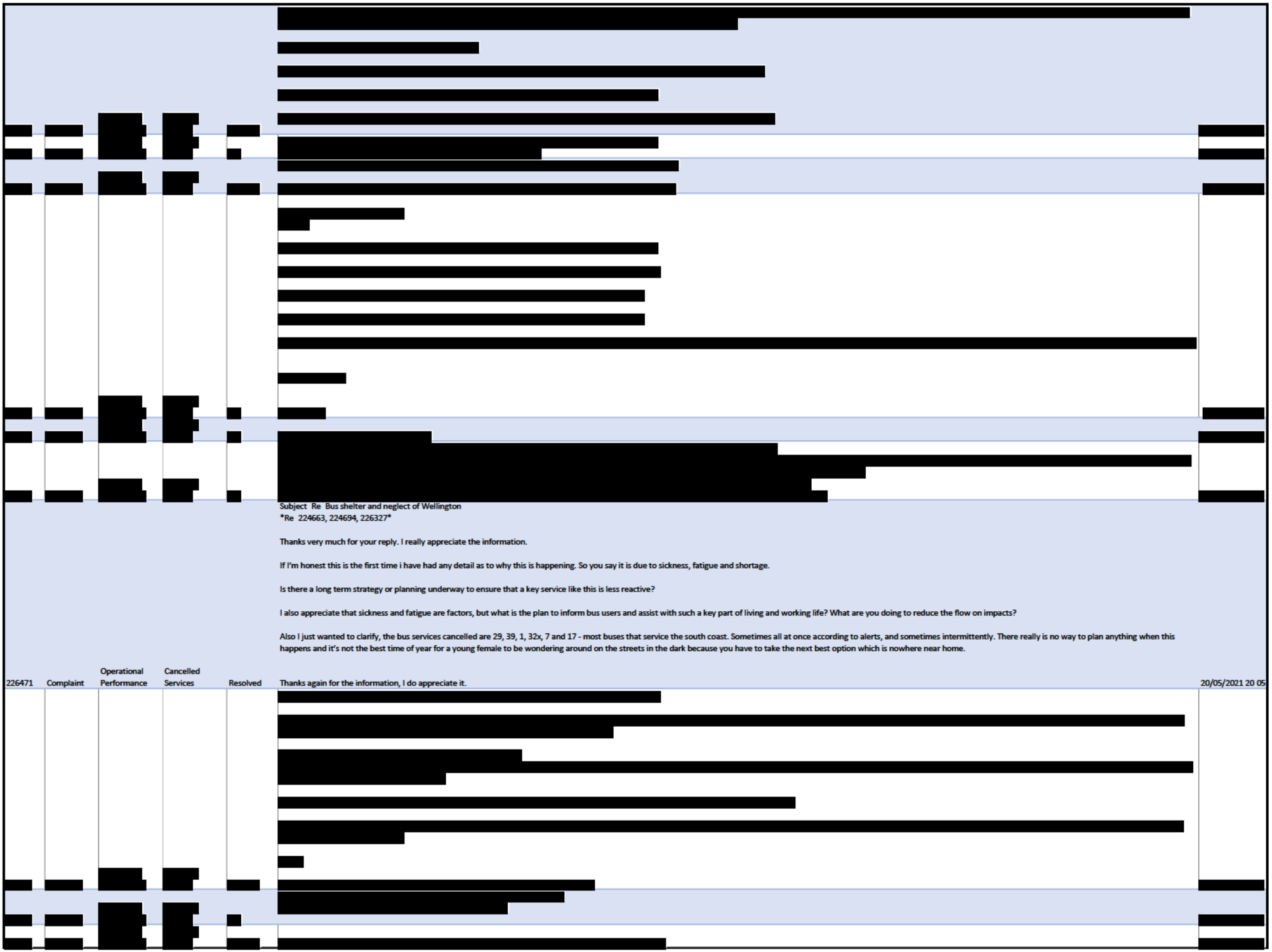

Subject Re Bus shelter and neglect of Wellington
Re 224663, 224694, 226327

Thanks very much for your reply. I really appreciate the information.

If I'm honest this is the first time i have had any detail as to why this is happening. So you say it is due to sickness, fatigue and shortage.

Is there a long term strategy or planning underway to ensure that a key service like this is less reactive?

I also appreciate that sickness and fatigue are factors, but what is the plan to inform bus users and assist with such a key part of living and working life? What are you doing to reduce the flow on impacts?

Also I just wanted to clarify, the bus services cancelled are 29, 39, 1, 32x, 7 and 17 - most buses that service the south coast. Sometimes all at once according to alerts, and sometimes intermittently. There really is no way to plan anything when this happens and it's not the best time of year for a young female to be wondering around on the streets in the dark because you have to take the next best option which is nowhere near home.

226471	Complaint	Operational Performance	Cancelled Services	Resolved	Thanks again for the information, I do appreciate it.	20/05/2021 20 05

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[redacted]

Re 226327

Thanks so much for your response and information provided. Please know I really appreciate it.

Just to follow up, it isn't just the 29 that impacts. It is the 29,39,32x,1,7 and 17.

I note that in this response and the response from GWRC you speak of fatigue, illness and a driver shortage. There are direct links between these issues and an organisation's culture.

226506	Complaint	Operational Performance	Cancelled Services	FCR	This coupled with the strikes occurring in Wellington suggests that councils and NZ wide entities like yourself need to step in and sort it out. What are you doing to ensure a basic service like getting to a place of employment reliably and dry is a constant for rate payers? What are the same entities doing to step in and ensure our drivers are treated fairly. This is what rate payers expect is available, and how our community should be treated.	21/05/2021 14 17

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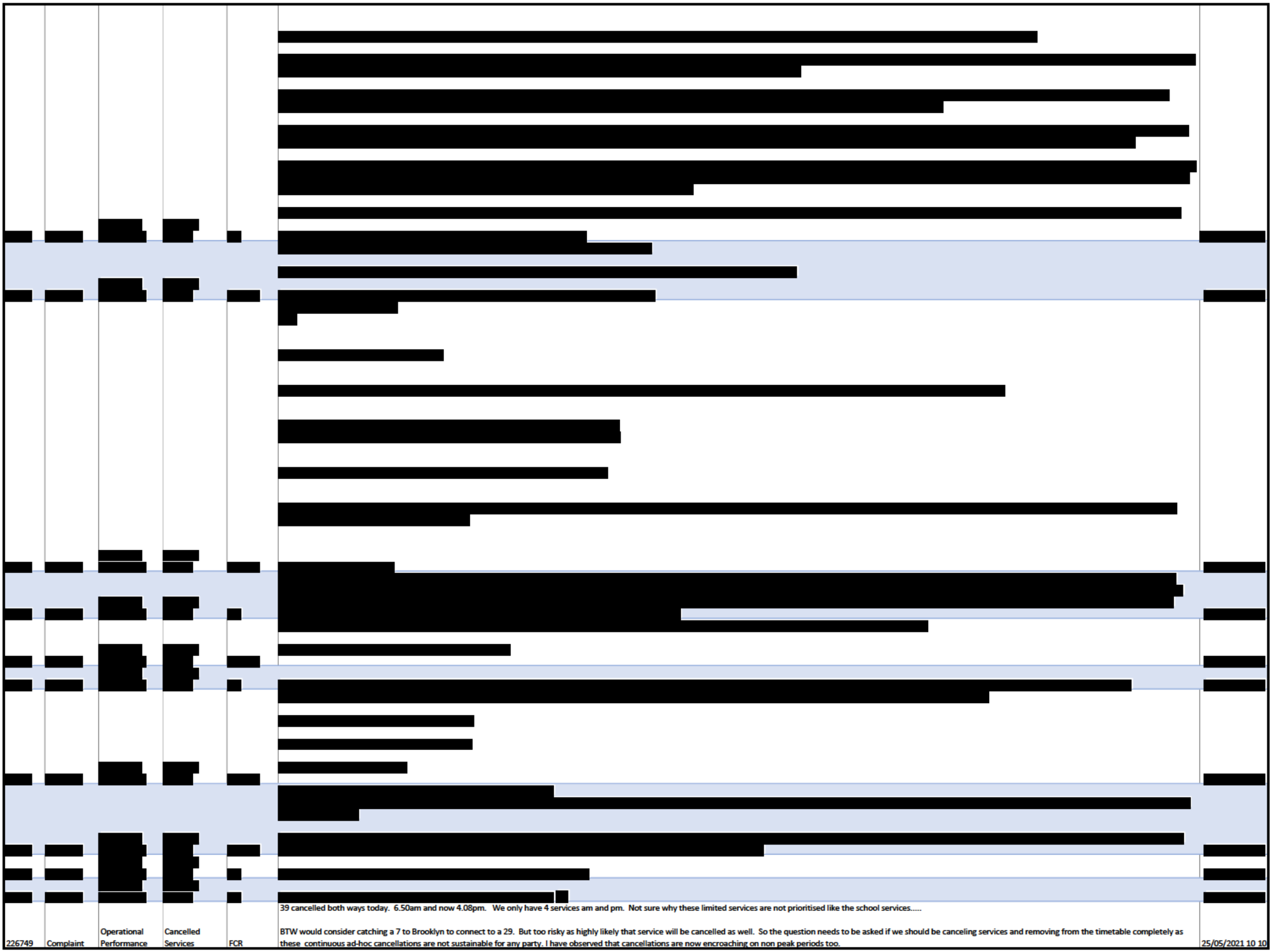

226749	Complaint	Operational Performance	Cancelled Services	FCR	39 cancelled both ways today. 6.50am and now 4.08pm. We only have 4 services am and pm. Not sure why these limited services are not prioritised like the school services..... BTW would consider catching a 7 to Brooklyn to connect to a 29. But too risky as highly likely that service will be cancelled as well. So the question needs to be asked if we should be canceling services and removing from the timetable completely as these continuous ad-hoc cancellations are not sustainable for any party. I have observed that cancellations are now encroaching on non peak periods too.	25/05/2021 10 10

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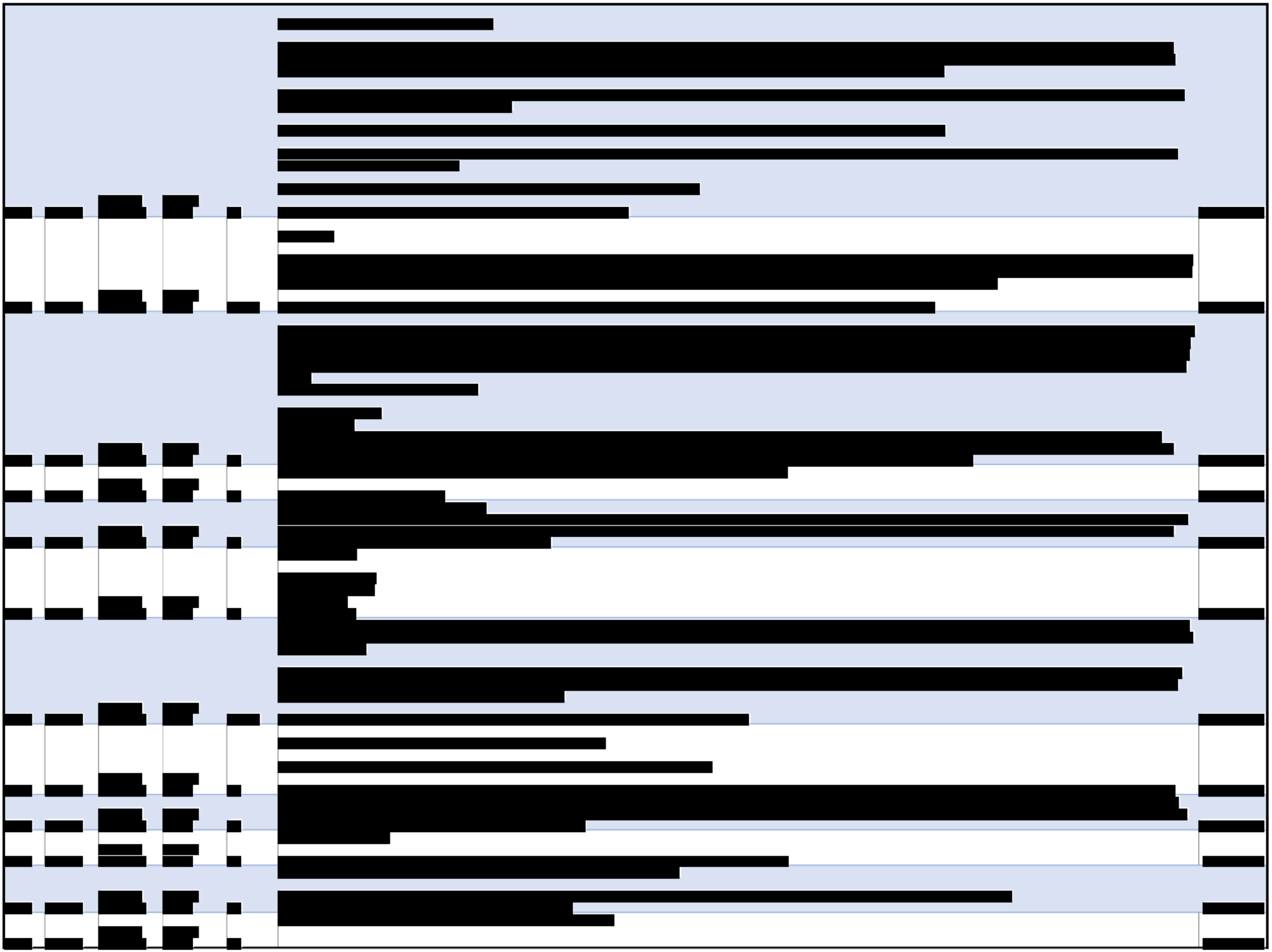

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[redacted]		[redacted]	[redacted]		[redacted]	
226860	Complaint	Operational Performance	Cancelled Services	FCR	Hi, what's happening with the Owhiro Bay Buses? 39 and 29? Thanks. Not your fault, but an you please pass on that this isn't good enough at all. When everything is being done to discourage private car use but the public services don't work what are we supposed to do? The drivers are important and need improved conditions to make this service work.	26/05/2021 7 59

Out of Scope

[redacted]

CC note Not entering service details because this is not a complaint about a particular service, just feedback about how we should deal with the cancellations in general

Hi. I am all to familiar with the alerts. The issue is with a limited service to and from Owhiro Bay combined with ad-hoc and increasing number of cancellations. If 1 or more OB buses are cancelled then waiting for the next bus or the bus after that is not feasible. This issue is compounded further when the pm services are also cancelled. So a later start as a result of a bus cancelled in the morning means a later finish for the Owhiro Bay commuter but then the latest Owhiro Bay PM service is then cancelled. Late going to work and stuck trying to return home. What I am hoping is that Metlink is able to reduce the impact of the driver shortage by canceling the same services each day until the shortage is addressed At the moment it is very chaotic and appears to be getting much worse. BTW Today the first 39 6.50am service was cancelled very late and well after the 39 7.20am service cancellation. I will see what happens tomorrow. Sounds like no guarantees.

226966	Complaint	Operational Performance	Cancelled Services	FCR	Hi 6.50 39 has arrived. Patronage well down though. More cars on the road. Fingers crossed for this afternoon.	27/05/2021 10 40

[redacted]

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227013
Complaint
Operational Performance
Cancelled Services
FCR
Wellington's bus service is just appallingly bad. No #39 at all, no #7 for 45 minutes. Two Highbury buses that were too full to stop. We deserve better, especially in winter @metlinkwgtn #freezingcold #walkedhomeinthedark
27/05/2021 18 28

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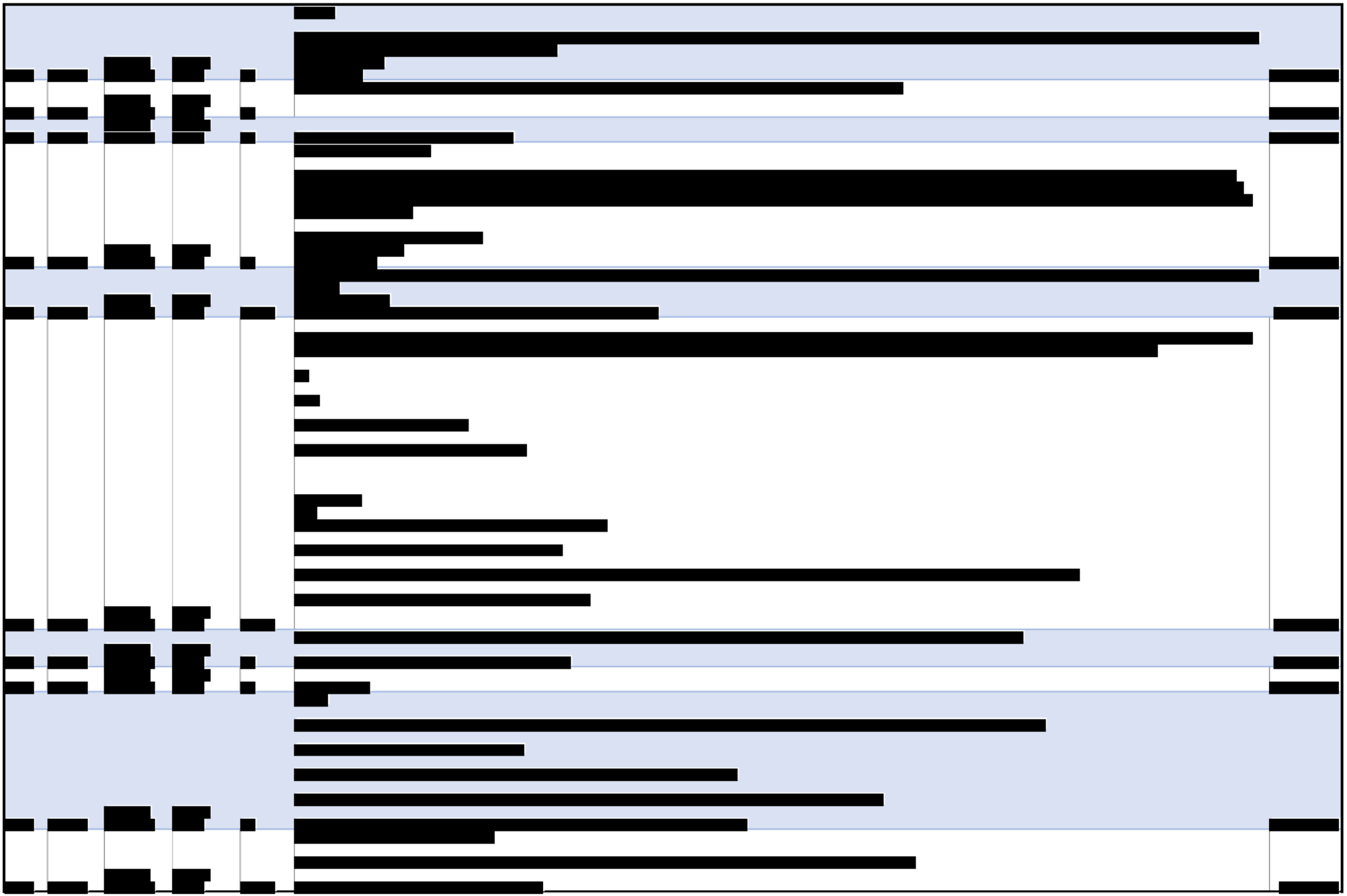

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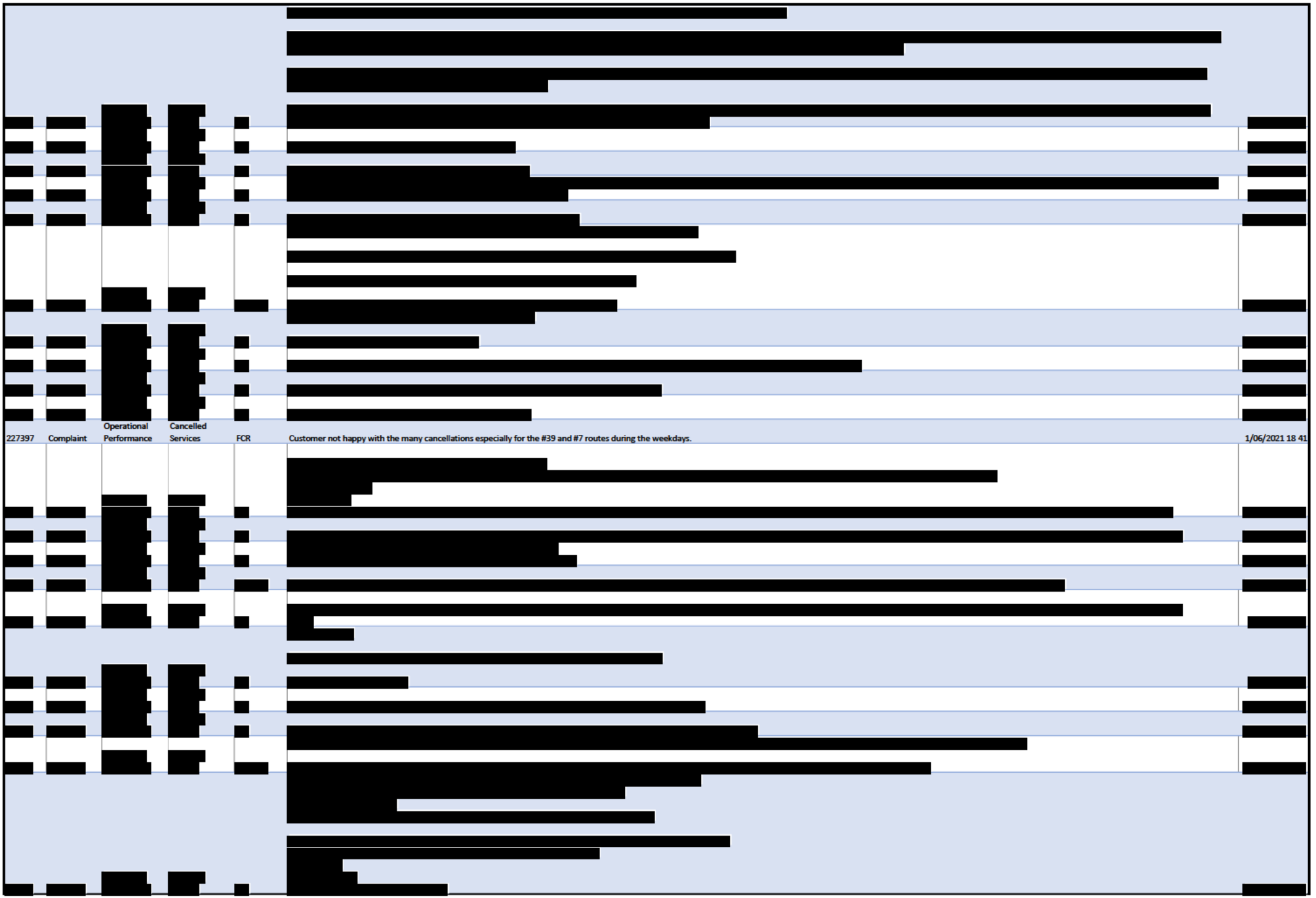
227397 Complaint Operational Performance Cancelled Services FCR Customer not happy with the many cancellations especially for the #39 and #7 routes during the weekdays. 1/06/2021 18 41

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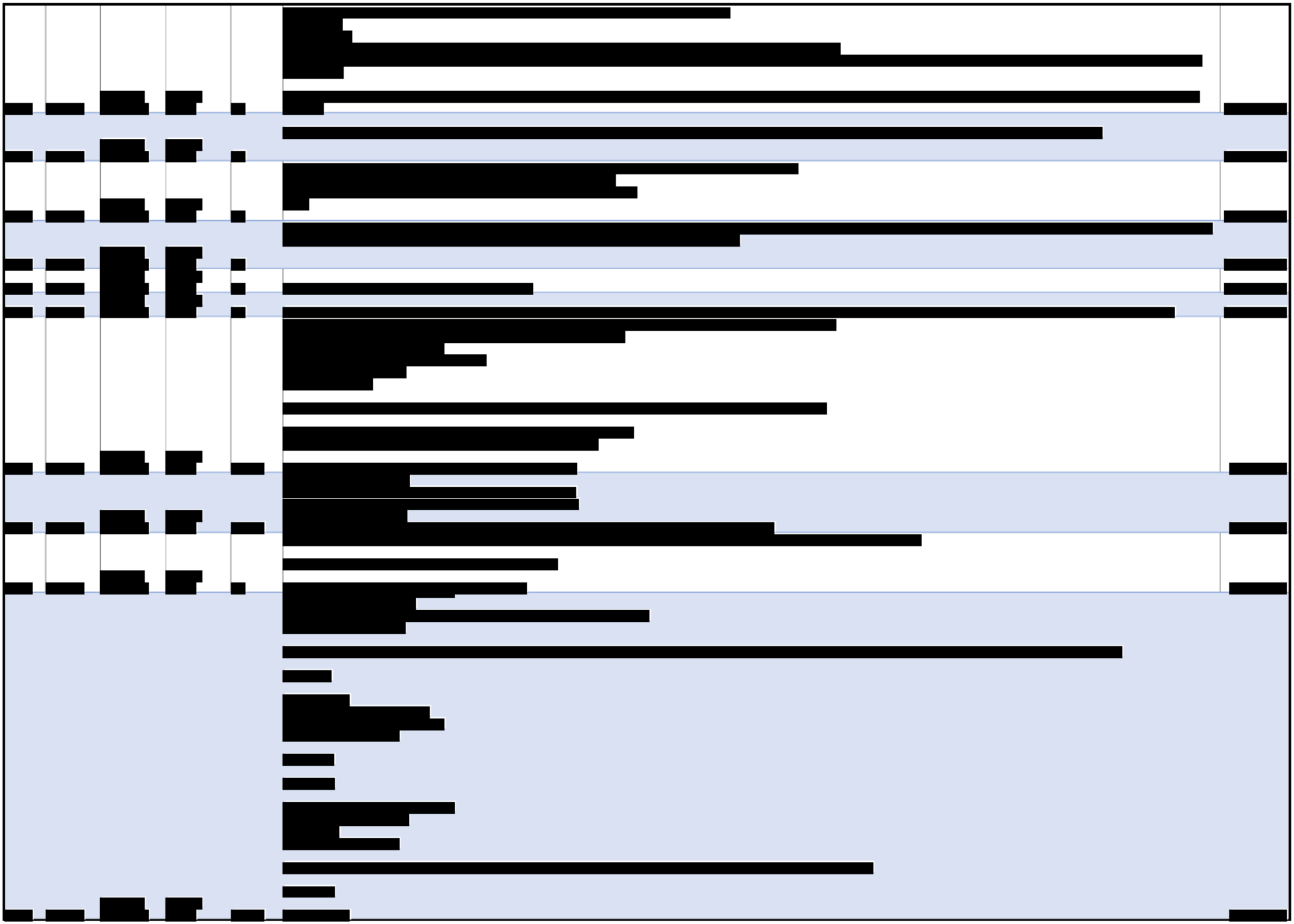

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[redacted]

- the #39 bus had been cancelled again. 2nd time in a week and this had big impacts on me as a user as the service only runs every 30 minutes so it can take an hour and a half to get home (it's an 8k distance)

The response I received was

-It was a national driver shortage
-People whose buses who only run every hour have it worse than me .

Those are fair points but the issue with the #39 has been ongoing for longer than this current shortage.

I'm sure it is °I do try to let someone know when it hits a particularly bad run as service cant be improved if noones aware of the problem.

Also if cancellations could be notified a bit earlier if possible, it would improve wasted time standing at the stop for 30 mins.
———

227535	Complaint	Operational Performance	Cancelled Services	FCR		3/06/2021 19 45
227537	Complaint	Operational Performance	Cancelled Services	FCR	For the second day in a row the bus I had planned to take home is now cancelled (5 38 # 39). And that's the last bus of the evening so no viable or timely public transport options home. I do appreciate that this was was canceled some time in advance before I left my office. So this third cancellation in a week was better!	3/06/2021 19 50
227543	Complaint	Operational Performance	Cancelled Services	FCR	[redacted] This morning both no 17 were cancelled had to walk down the hill to catch a 7 also with cancellations. The connecting buses also had cancelled buses. Then this evening the 21 left early so got the 18 but that arrives for the connecting 17 too late. And was canceled anyway . Then the 39 was full and did not let anyone on. The number 7 while a double deck was also very full so had to stand and was jerked about lots. Yesterday there was a number 7 and 39 that's missed because I was waiting at the pedestrian ctrossing and they didn't stop even though I indicated the next bus was canceled so I ended up walking home in the rain and dark through Central Park which was not pleasent..... again what is the point?we now take the car if we can!!!!!	3/06/2021 20 02

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227555	Complaint	Operational Performance	Cancelled Services	FCR	Hi, thank you for your response to my earlier messages regarding multiple cancellations. (see trail below). I understand things are difficult. You advised that I should 'know before I go which I have been doing. I got an a # 7 bus tonight to Brooklyn intending to transfer to the #29 to owhiro bay. I checked this route on the metlink app it did not advise of a cancellation. When I got to Brooklyn the #29 was cancelled and I am now stranded here. (See photo) Would be great if cancellations could be advised in advance. I now face a 2.5 -3 mile walk home from Brooklyn. If I had known I would have just ubered the whole way 5/6 buses home from town I tried to take over the last week and a half have been cancelled. _____ For the second day in a row the bus I had planned to take home is now cancelled (5 38 # 39). And that's the last bus of the evening so no viable or timely public transport options home. I do appreciate that this was was canceled some time in advance before I left my office. So this third cancellation in a week was better!	3/06/2021 21 18
227557	Complaint	Operational Performance	Cancelled Services	FCR	I wrote earlier tonight that you cancelled the 5 38 39 bus (the second night in a row the bus I was going to take home is cancelled. See below.) So I waited at my office 40 minutes more consulted the metlink app for alternative routes as the cancelled one was the last service of the night. So I was upset when I checked app when leaving that the 6 30 # 7 was cancelled too! It's making it hard to get home to ohiro bay these days. It's now nearly 7 and I am in an uber not yet home. Thanks for listening to feedback and working to resolve.	3/06/2021 21 20

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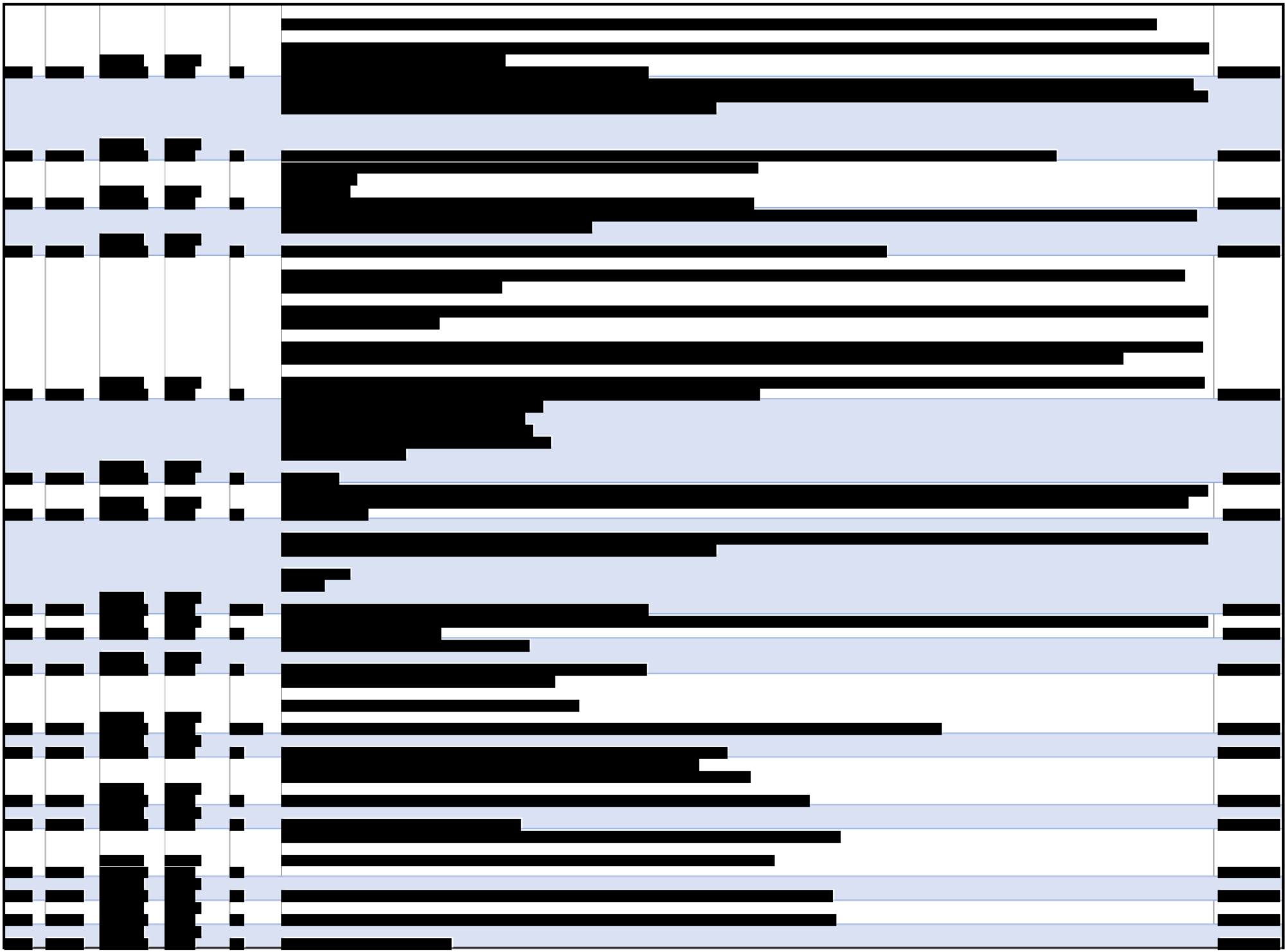

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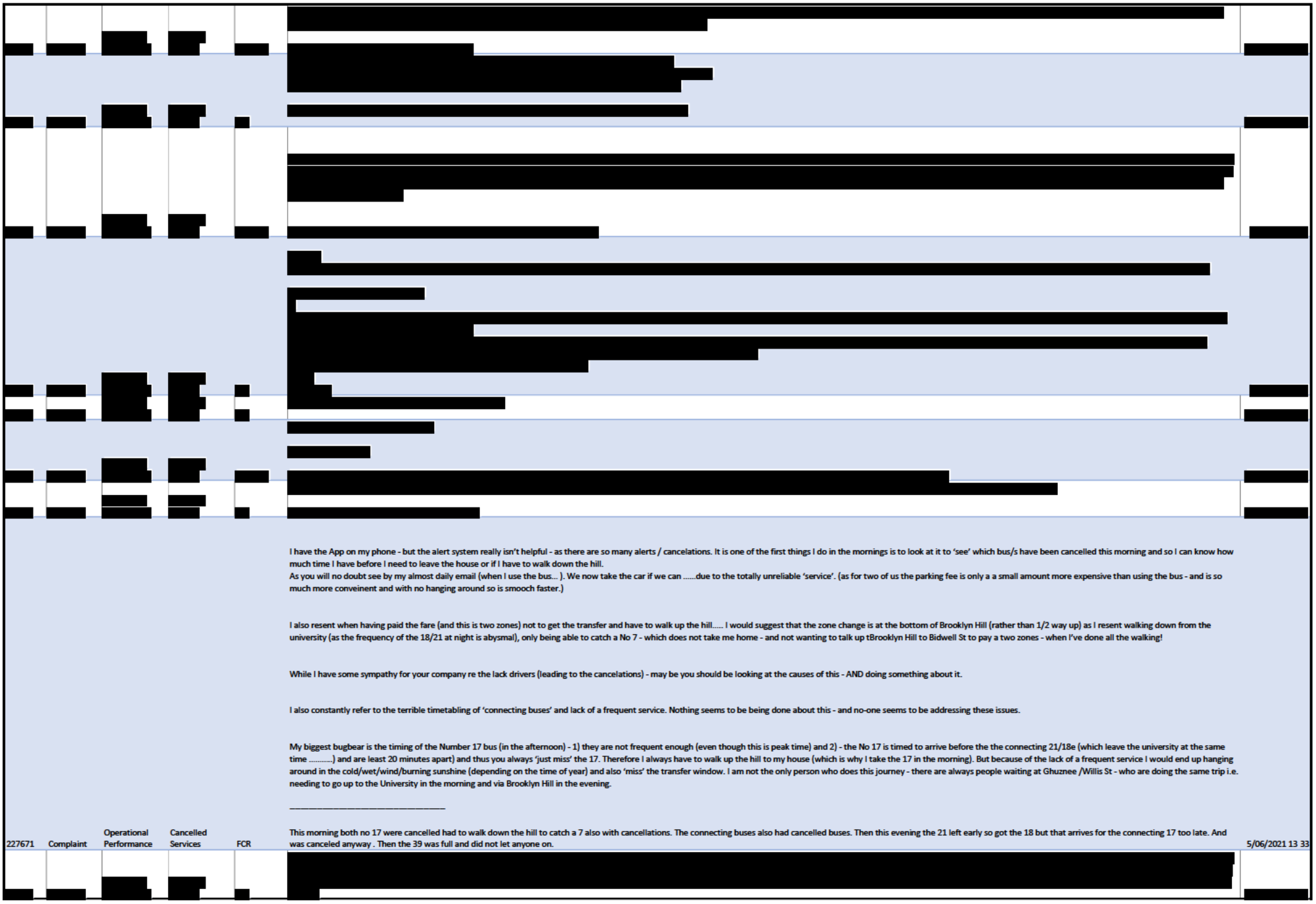

I have the App on my phone - but the alert system really isn't helpful - as there are so many alerts / cancelations. It is one of the first things I do in the mornings is to look at it to 'see' which bus/s have been cancelled this morning and so I can know how much time I have before I need to leave the house or if I have to walk down the hill.
As you will no doubt see by my almost daily email (when I use the bus...). We now take the car if we can .....due to the totally unreliable 'service'. (as for two of us the parking fee is only a a small amount more expensive than using the bus - and is so much more conveinent and with no hanging around so is smooch faster.)

I also resent when having paid the fare (and this is two zones) not to get the transfer and have to walk up the hill..... I would suggest that the zone change is at the bottom of Brooklyn Hill (rather than 1/2 way up) as I resent walking down from the university (as the frequency of the 18/21 at night is abysmal), only being able to catch a No 7 - which does not take me home - and not wanting to talk up tBrooklyn Hill to Bidwell St to pay a two zones - when I've done all the walking!

While I have some sympathy for your company re the lack drivers (leading to the cancelations) - may be you should be looking at the causes of this - AND doing something about it.

I also constantly refer to the terrible timetabling of 'connecting buses' and lack of a frequent service. Nothing seems to be being done about this - and no-one seems to be addressing these issues.

My biggest bugbear is the timing of the Number 17 bus (in the afternoon) - 1) they are not frequent enough (even though this is peak time) and 2) - the No 17 is timed to arrive before the the connecting 21/18e (which leave the university at the same time .....) and are least 20 minutes apart) and thus you always 'just miss' the 17. Therefore I always have to walk up the hill to my house (which is why I take the 17 in the morning). But because of the lack of a frequent service I would end up hanging around in the cold/wet/wind/burning sunshine (depending on the time of year) and also 'miss' the transfer window. I am not the only person who does this journey - there are always people waiting at Ghuznee /Willis St - who are doing the same trip i.e. needing to go up to the University in the morning and via Brooklyn Hill in the evening.

_____

227671	Complaint	Operational Performance	Cancelled Services	FCR	This morning both no 17 were cancelled had to walk down the hill to catch a 7 also with cancellations. The connecting buses also had cancelled buses. Then this evening the 21 left early so got the 18 but that arrives for the connecting 17 too late. And was canceled anyway . Then the 39 was full and did not let anyone on.	5/06/2021 13 33

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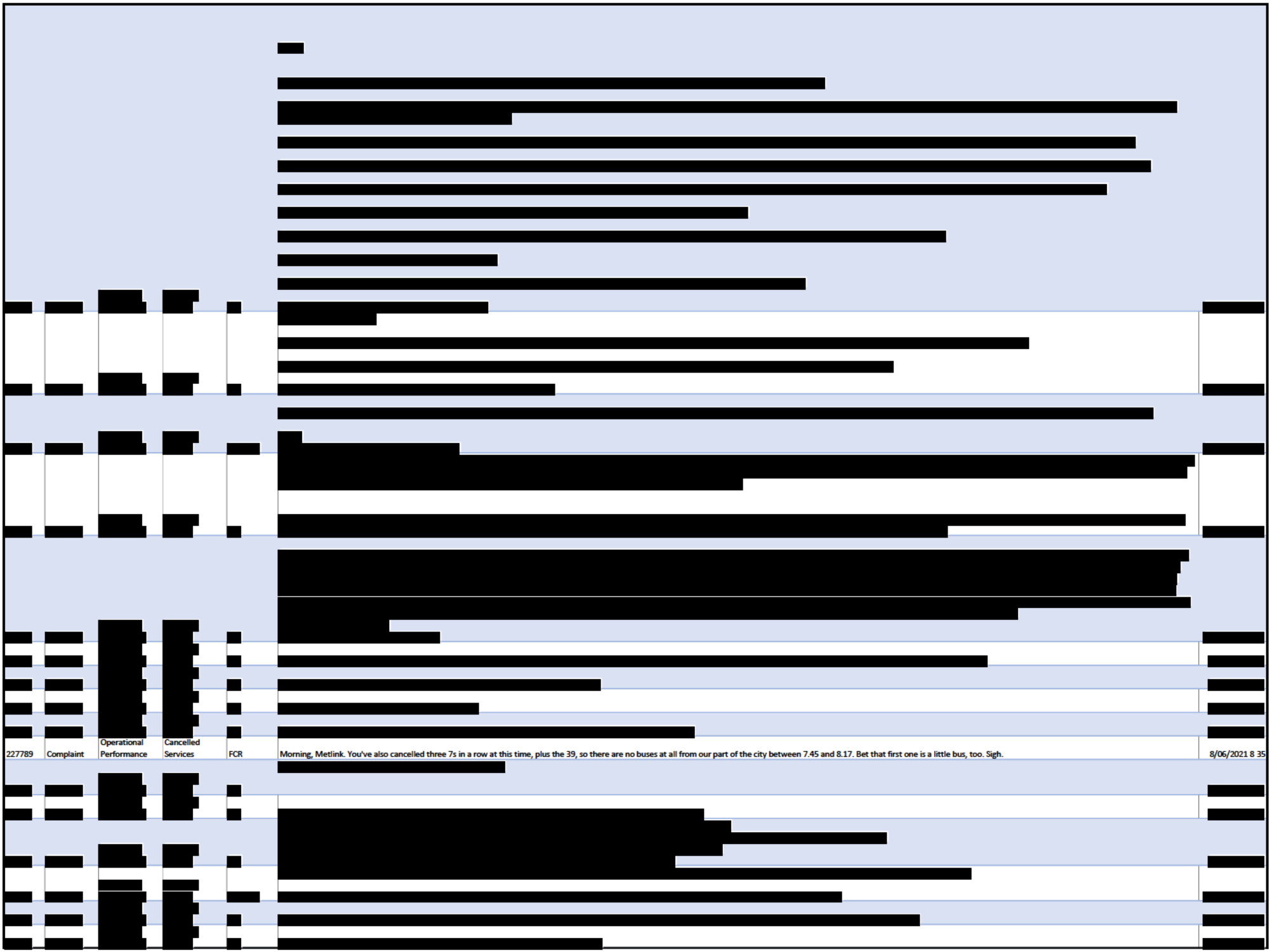

227789	Complaint	Operational Performance	Cancelled Services	FCR	Morning, Metlink. You've also cancelled three 7s in a row at this time, plus the 39, so there are no buses at all from our part of the city between 7.45 and 8.17. Bet that first one is a little bus, too. Sigh.	8/06/2021 8 35

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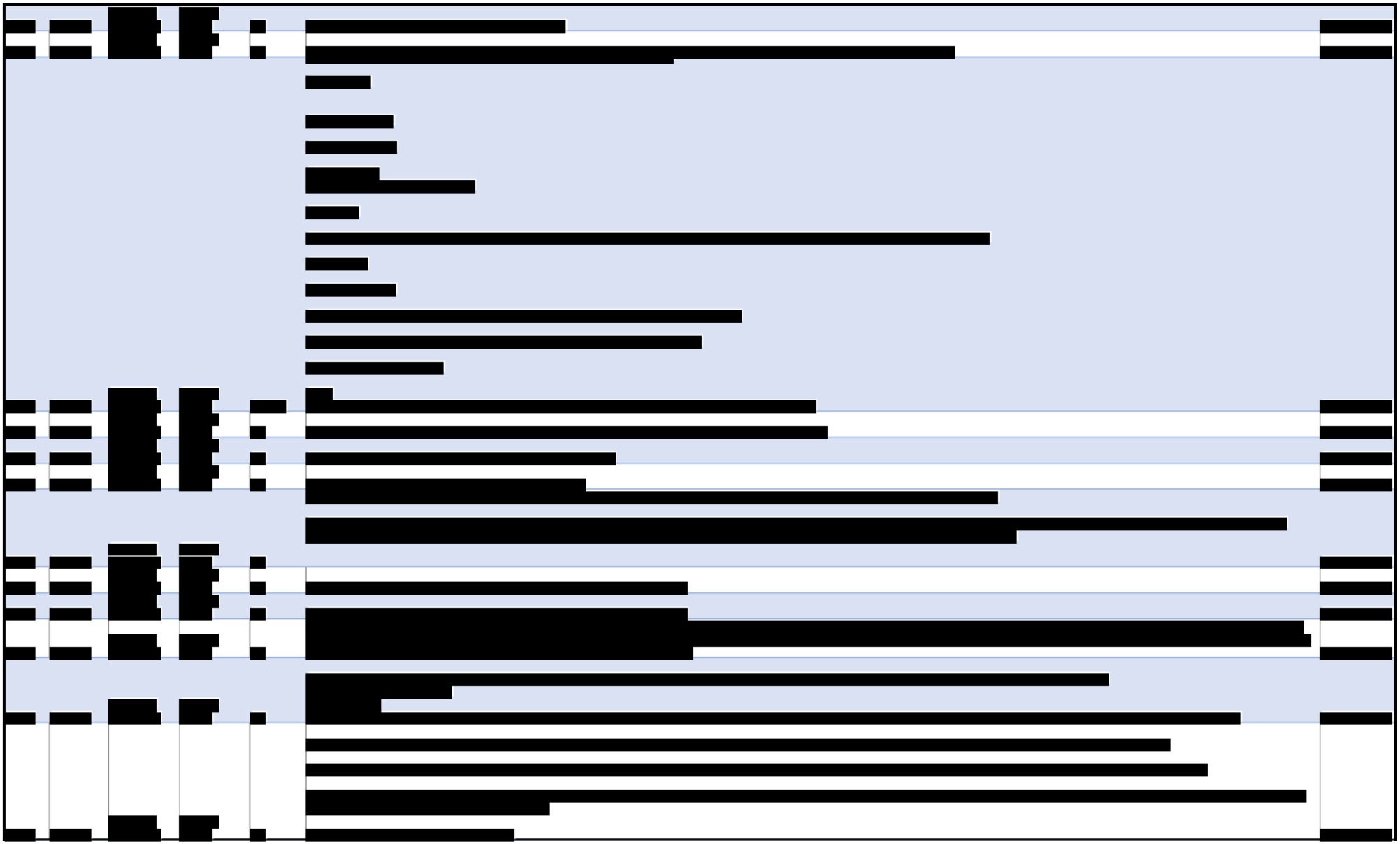

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228361 Complaint Operational Performance Cancelled Services FCR Please record complaint for 39 cancellations today. Specifically 6.50am and also 29 3.14 from Brooklyn. Two family members impacted today.thanks 15/06/2021 10 05

Out of Scope

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Over the past few months my partner and I have been unable to get home due to the frequent cancelations of the 39 bus service out of town, which takes us to Owhiro Bay.
While I know that you can catch a 7 then a 29 service to eventually get there, you can't normally get onto a 7 service as it is either full or the wait for the next 29 bus service (from Brooklyn to Wellington Station) is 30mins - 1 hour wait.
As I write this I'm trying to get home to Owhiro bay by getting a 2 bus service to Karori then having a friend drive me home.
It is costing us a small fortune catching Ubers and cabs to get home, and I understand you have a driver shortage but I'm tired of having to do this because the only bus route which take us near our home is consistently cancelled.
If there could be a pull of resources to make this service more reliable it would be greatly appreciated.
228499
Complaint
Operational Performance
Cancelled Services
FCR
emailed for more information on specific services
16/06/2021 10 50

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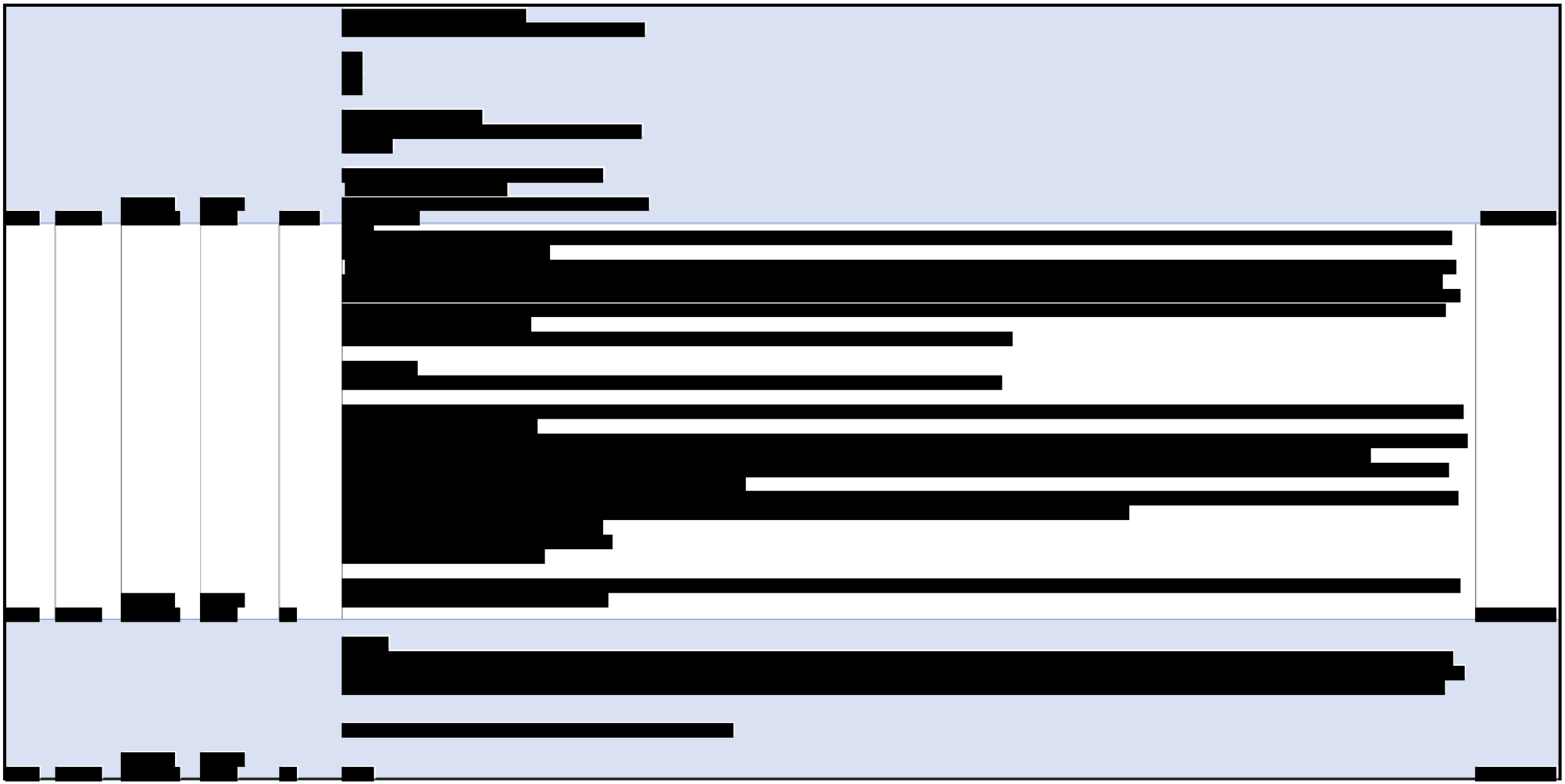

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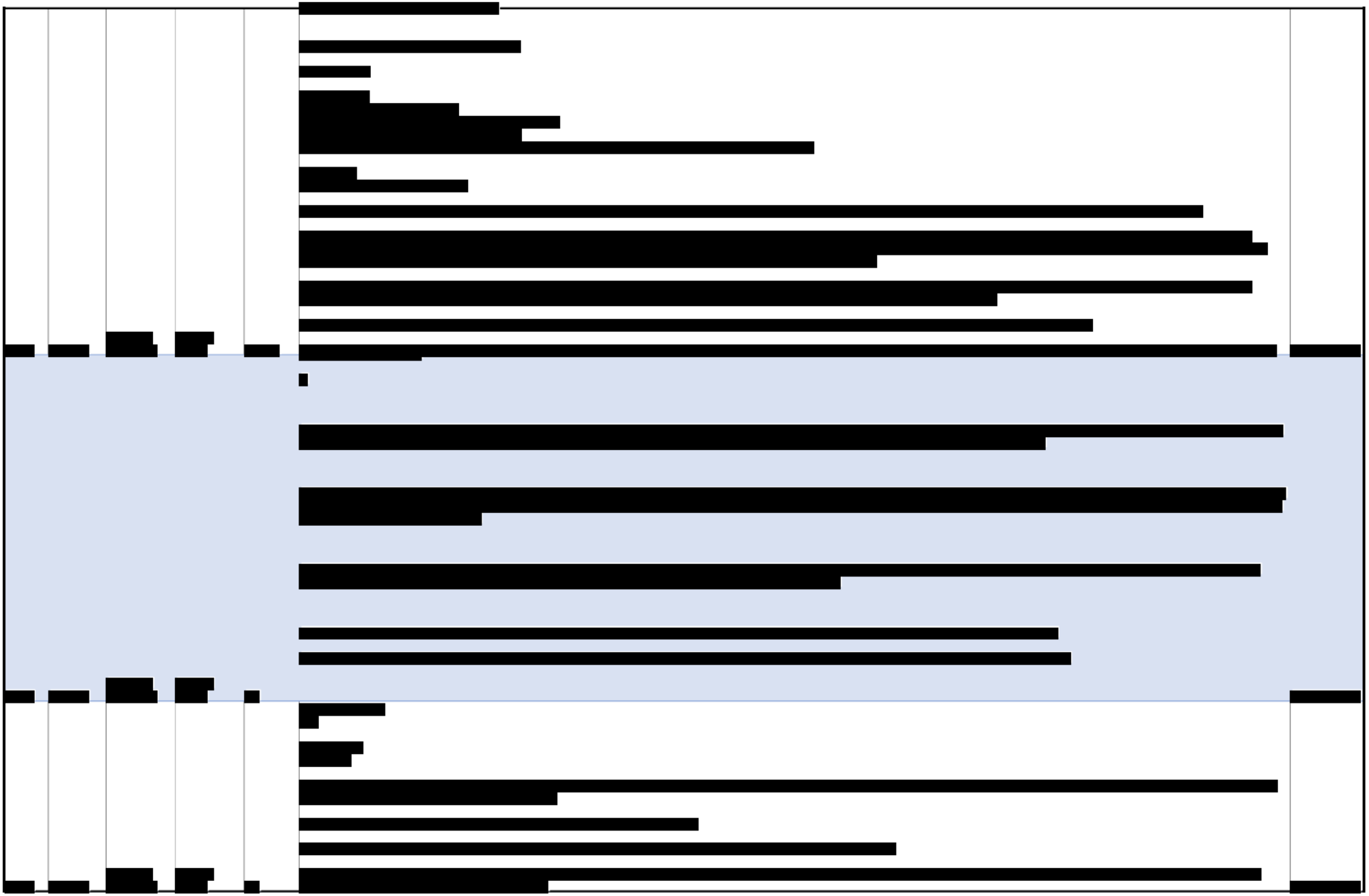

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Why why is the number 39 bus routinely cancelled. There are only 4 services in the morning and 4 in the afternoon during peak times. Over the past few months both services are effected by cancellations. When there are so few why do you continually cancel this bus route? People have limited other options to get to and from work!
This evening 3 of the 4 services were cancelled?
—CC response—
Thank you for your email about the number of canceled services on the route 39. We apologise for the disruption this has caused to your commute.
As you will be aware, we have driver shortage and this is the reason for the cancellations you have experienced over the last few months.
Metlink successfully operates around 22,000 bus trips each week but we have seen an increase in cancelled services from operators with driver shortages. They have reported that they need even more drivers in a COVID-19 environment with our services more prone to the impact of unplanned sickness and fatigue.
We also acknowledge the impact this has had on you. This is an absolutely frustrating situation, and one we are doing our best to fix. We do not want to cancel services, but at times, we have no choice if we are unable to find a driver.
We want to provide you with a reliable bus service again and are so sorry for these continued disruptions. Thank you again for letting us know about this.
—Customer response—
Thanks for the generic response
You are missing my point - I understand that you have a driver shortage but why cancel a service that already has a limited service. Why not cancel one of the more frequent bus lines like a number 1 which runs every 12 mins during peak rather than a service which provides 4 for an entire evening?
228604
Complaint
Operational Performance
Cancelled Services
FCR
17/06/2021 15 37

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229060	Complaint	Operational Performance	Cancelled Services	FCR	customer called re the cancellation 5.08pm from Wellington Station again. she also noted how the 39 bus was cancelled but actually ran. customer very sick n tired of the ongoing cancellations and how this delays her commute.	23/06/2021 20 30

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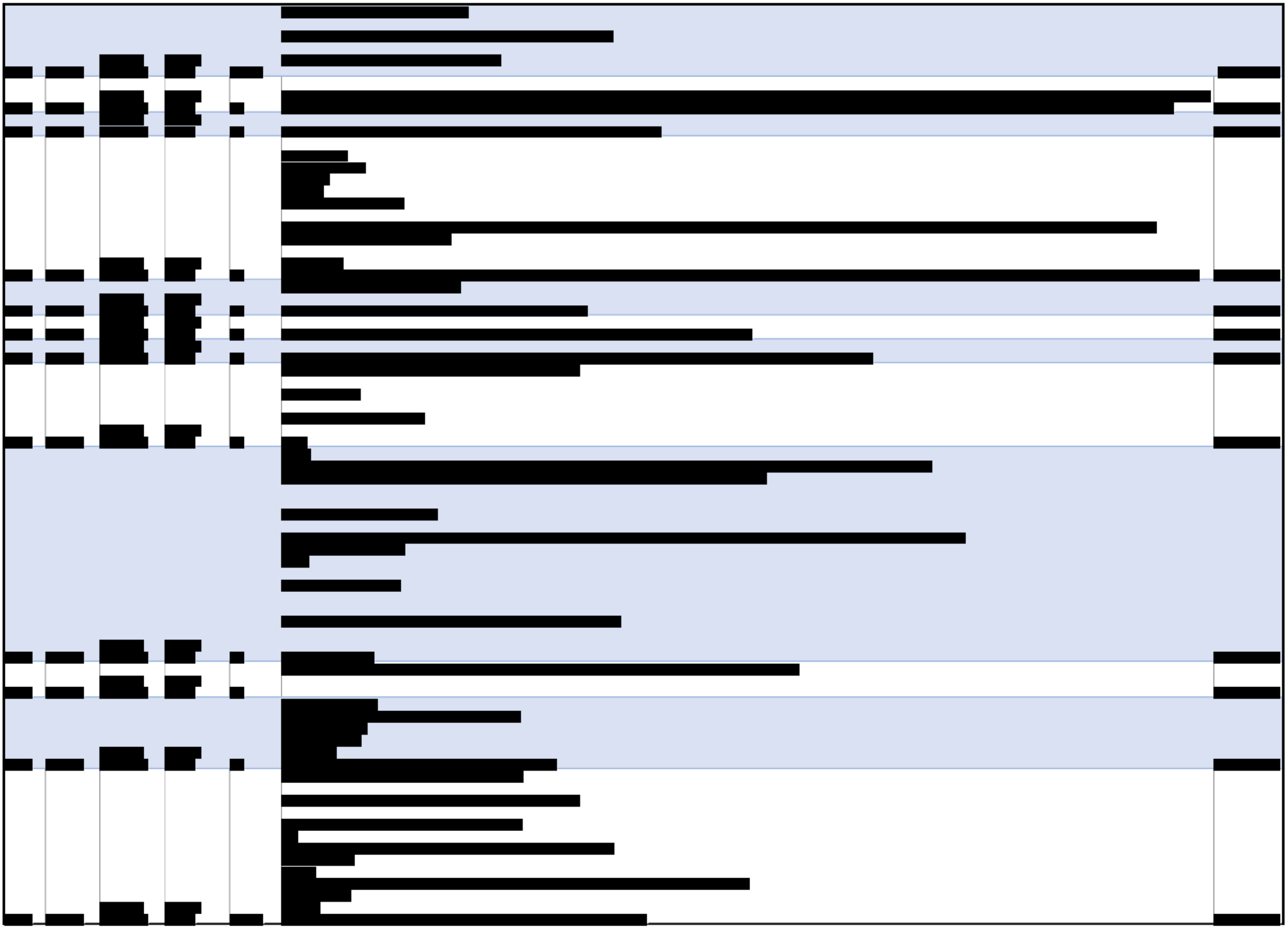

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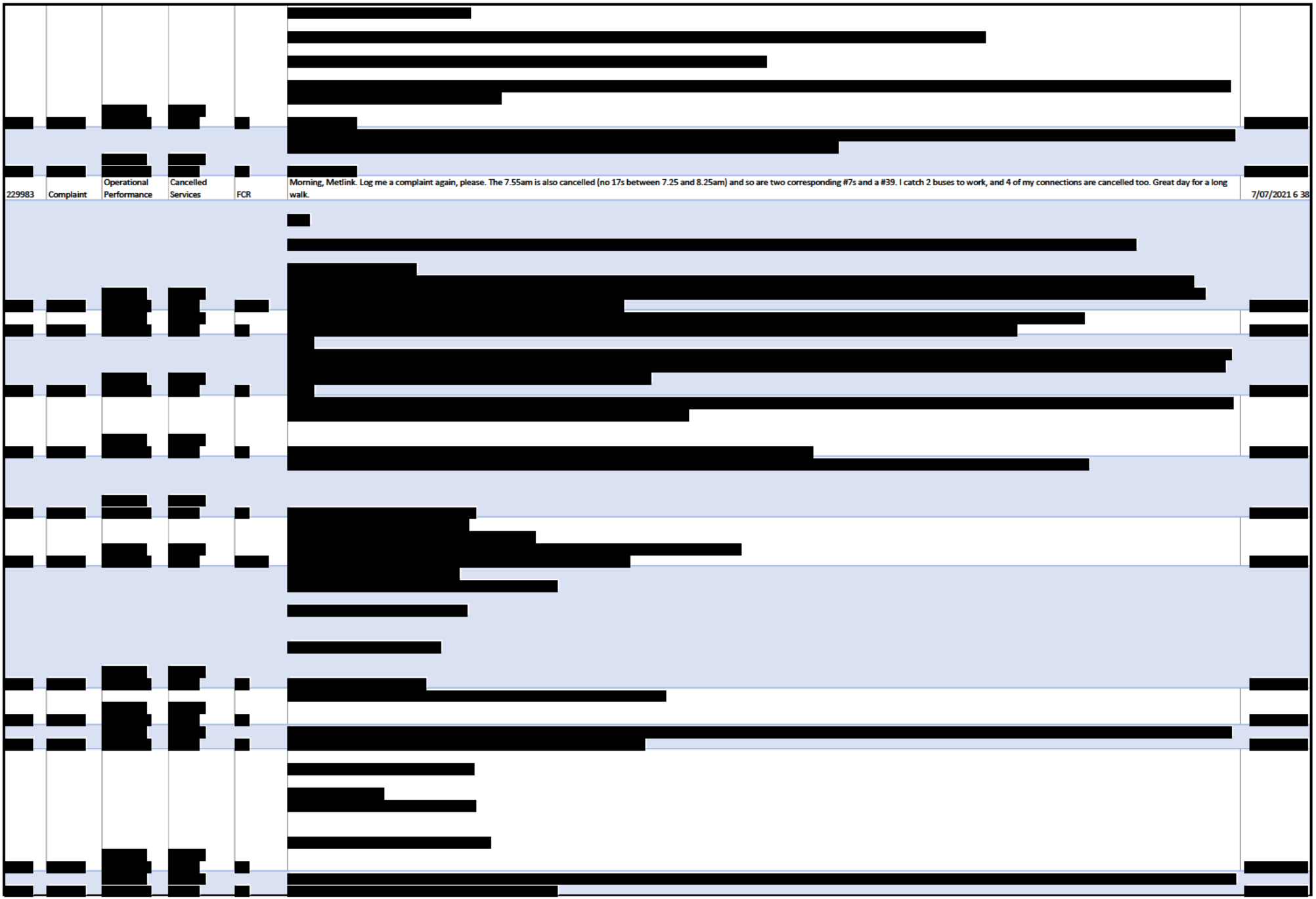
229983
Complaint
Operational Performance
Cancelled Services
FCR
Morning, Metlink. Log me a complaint again, please. The 7.55am is also cancelled (no 17s between 7.25 and 8.25am) and so are two corresponding #7s and a #39. I catch 2 buses to work, and 4 of my connections are cancelled too. Great day for a long walk.
7/07/2021 6 38

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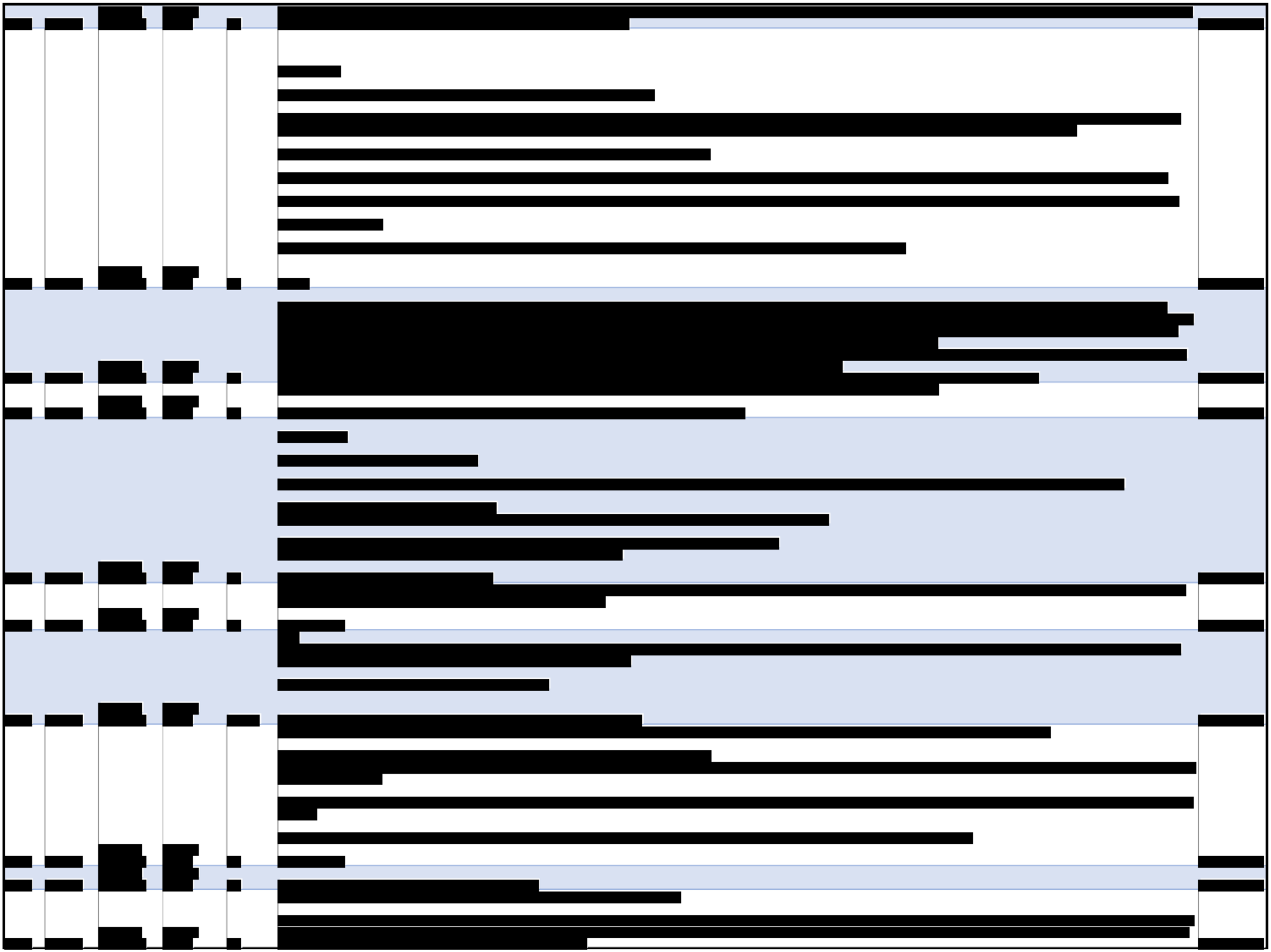

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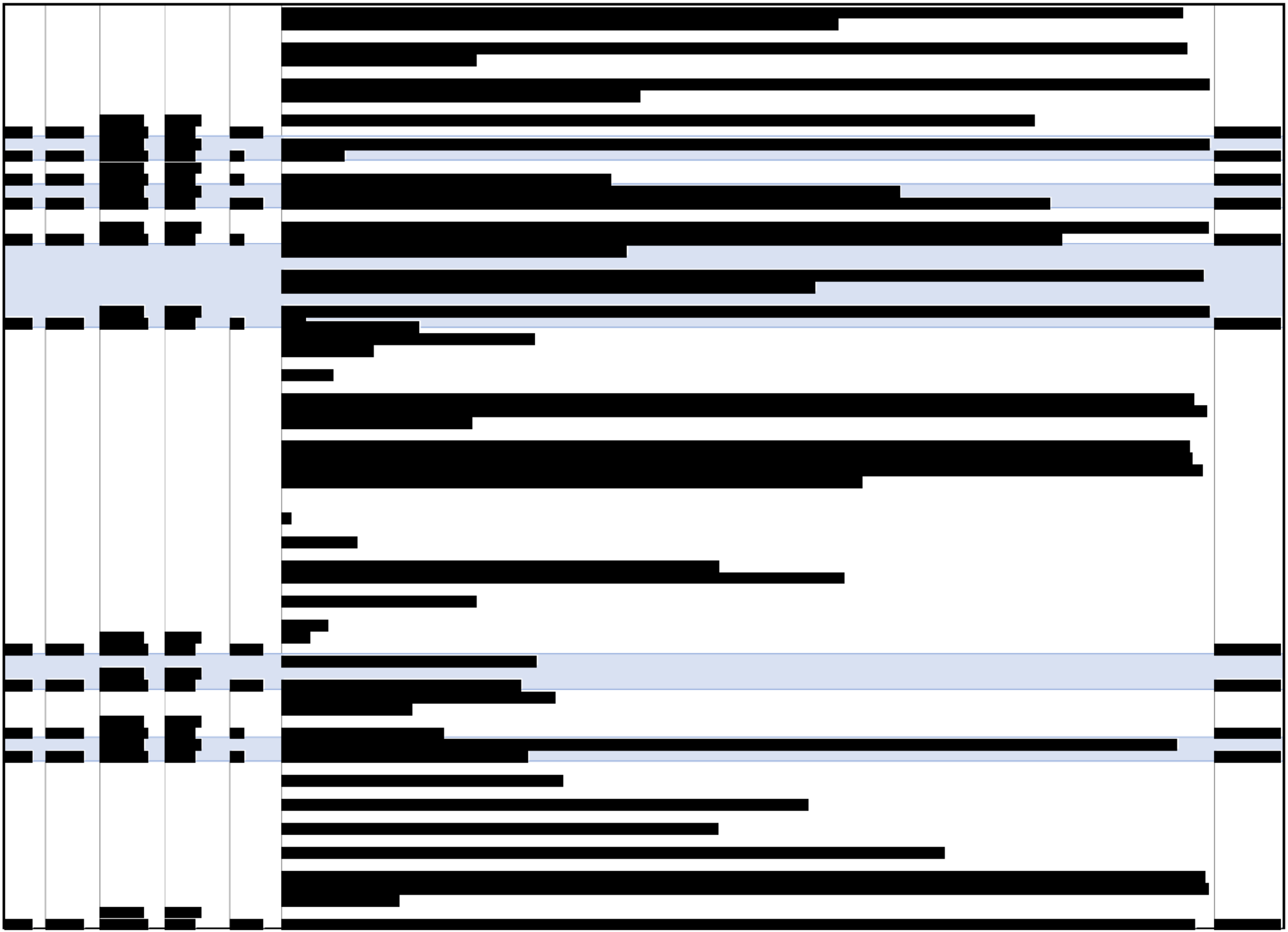

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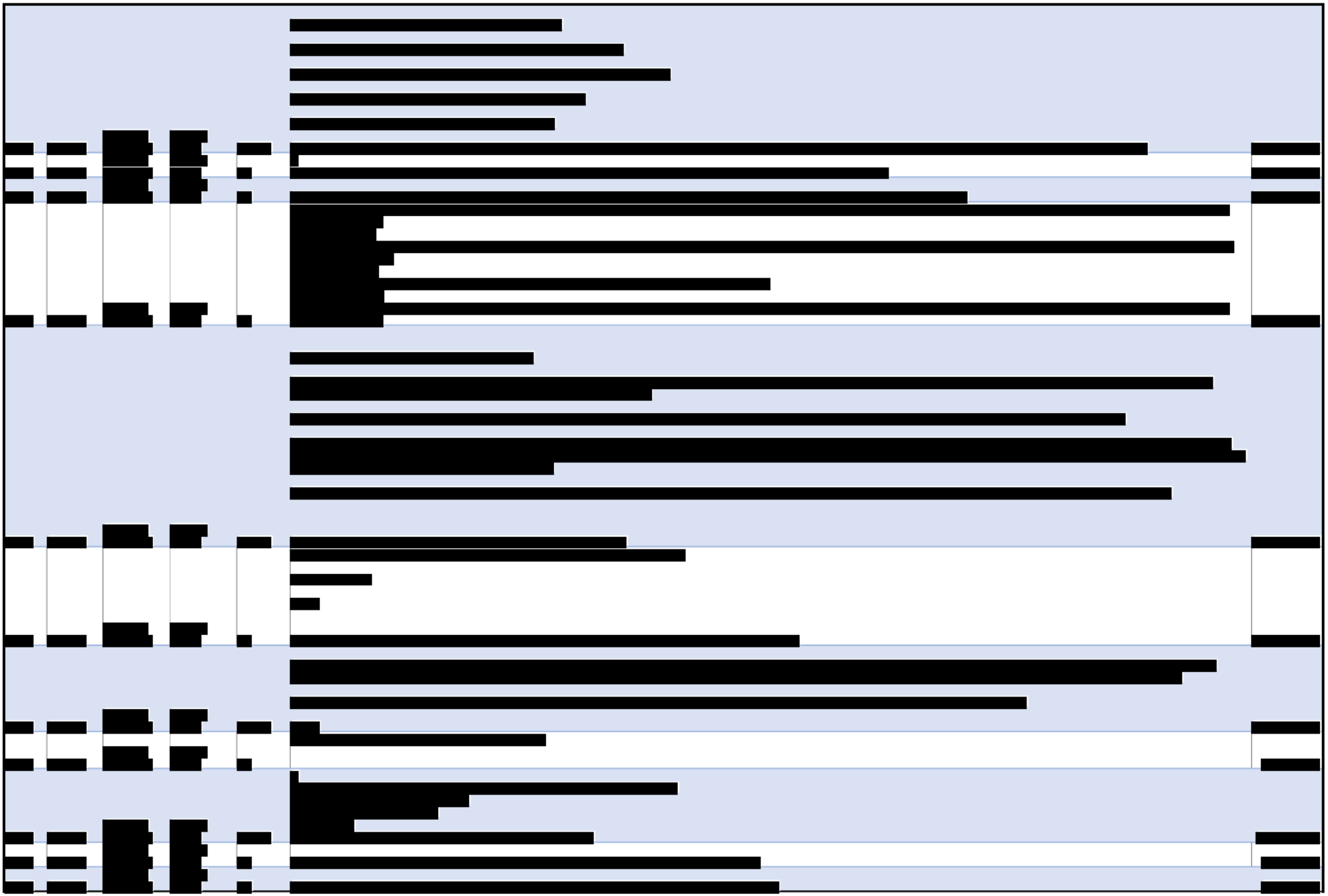

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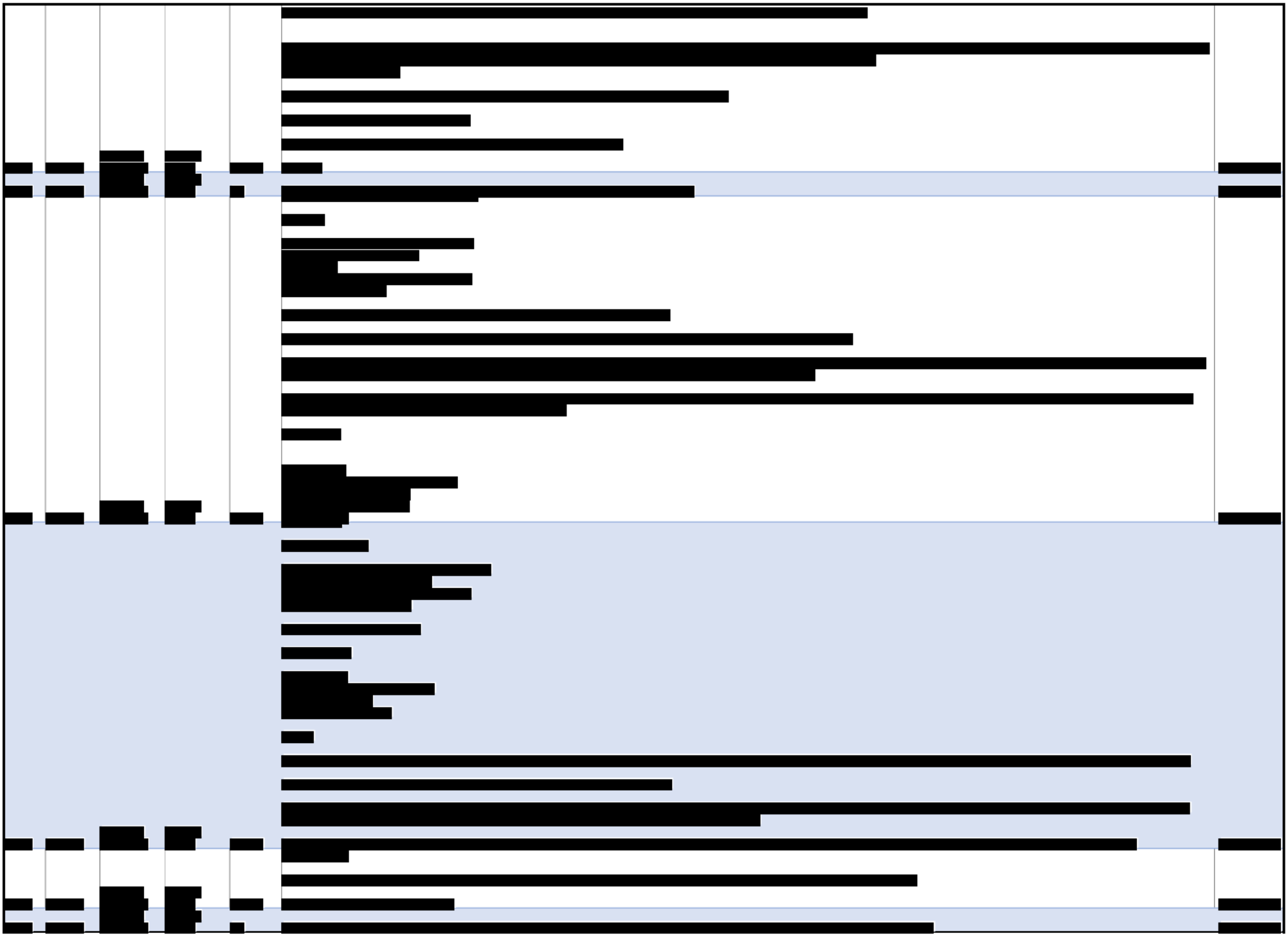

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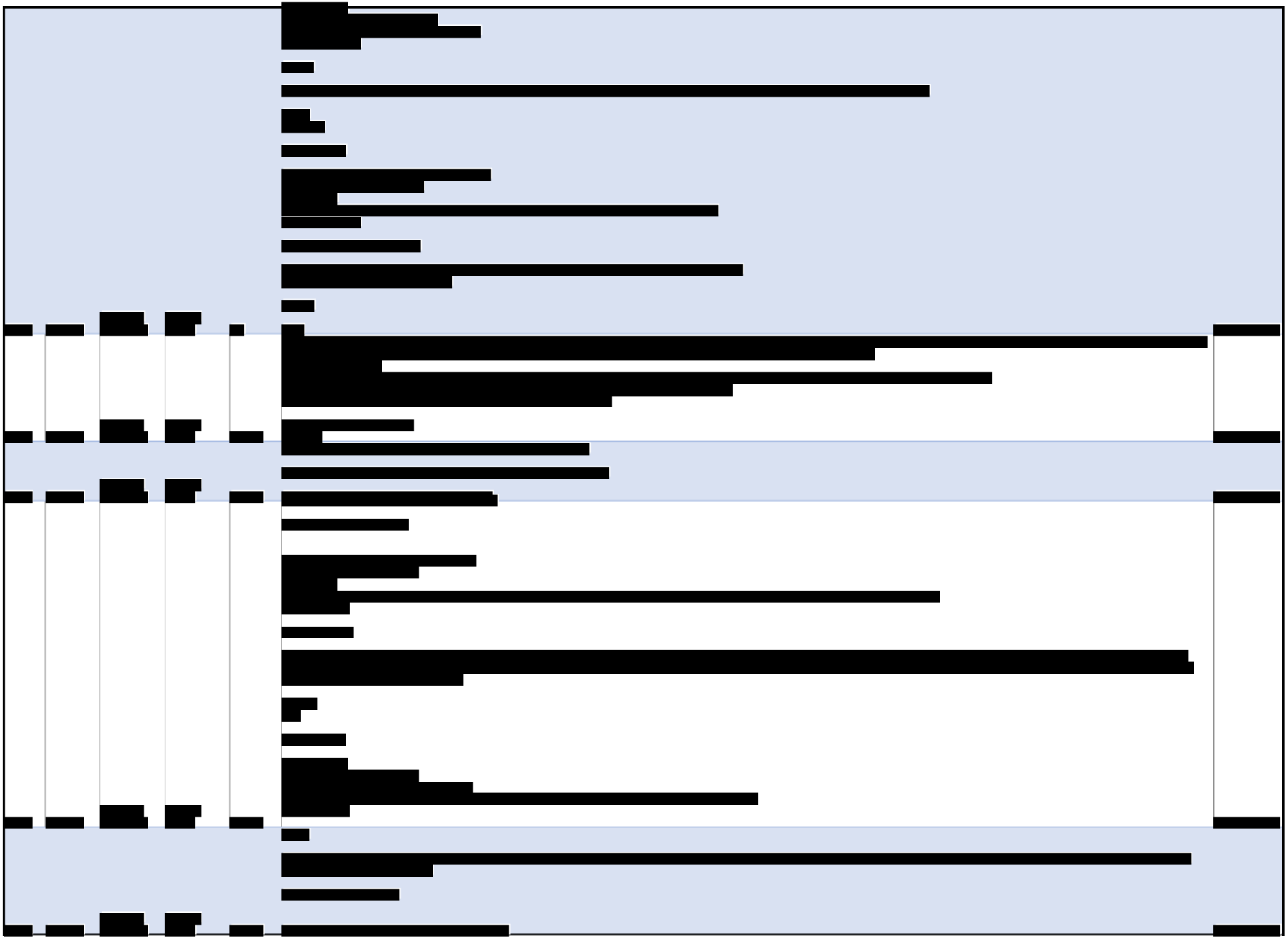
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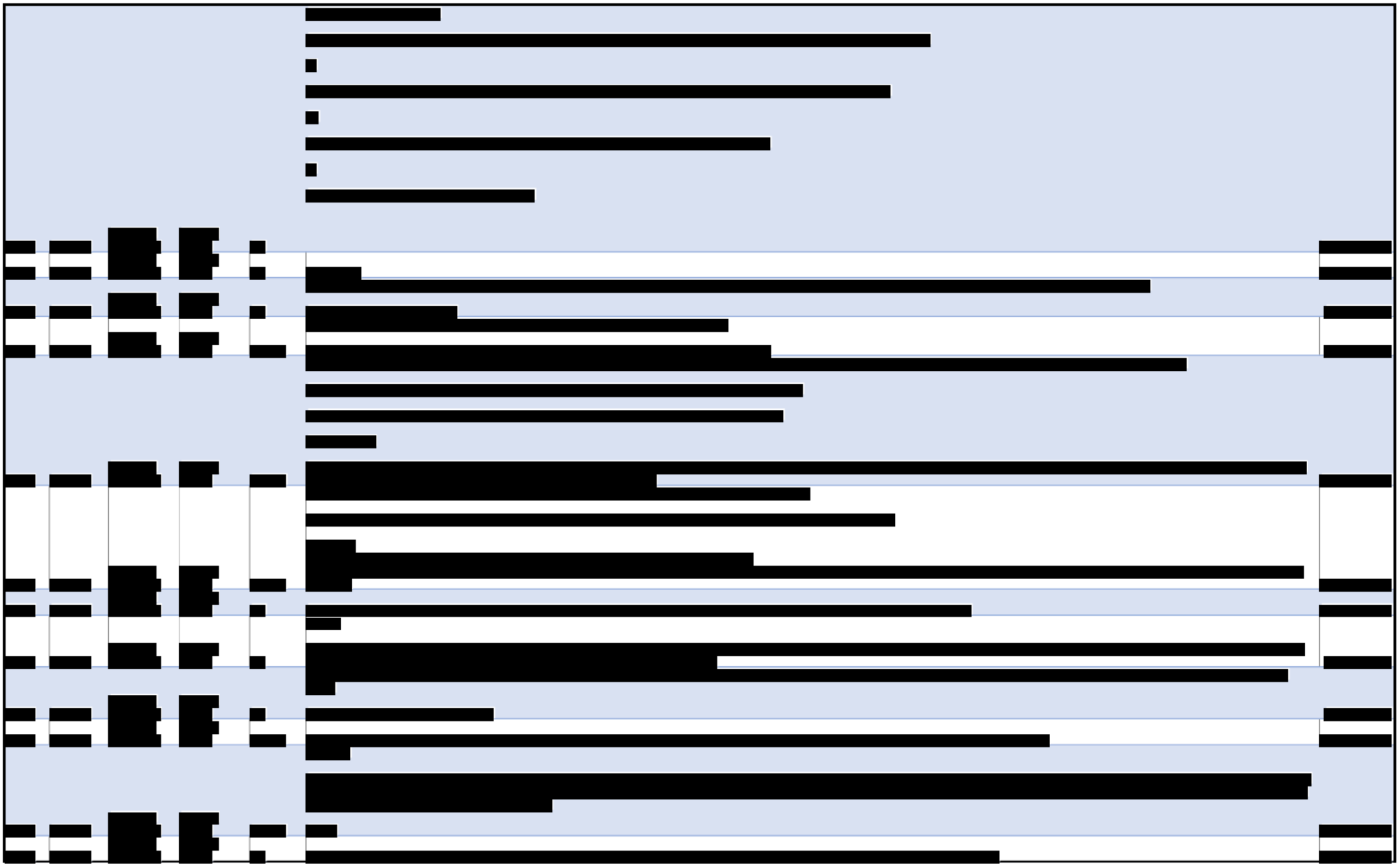

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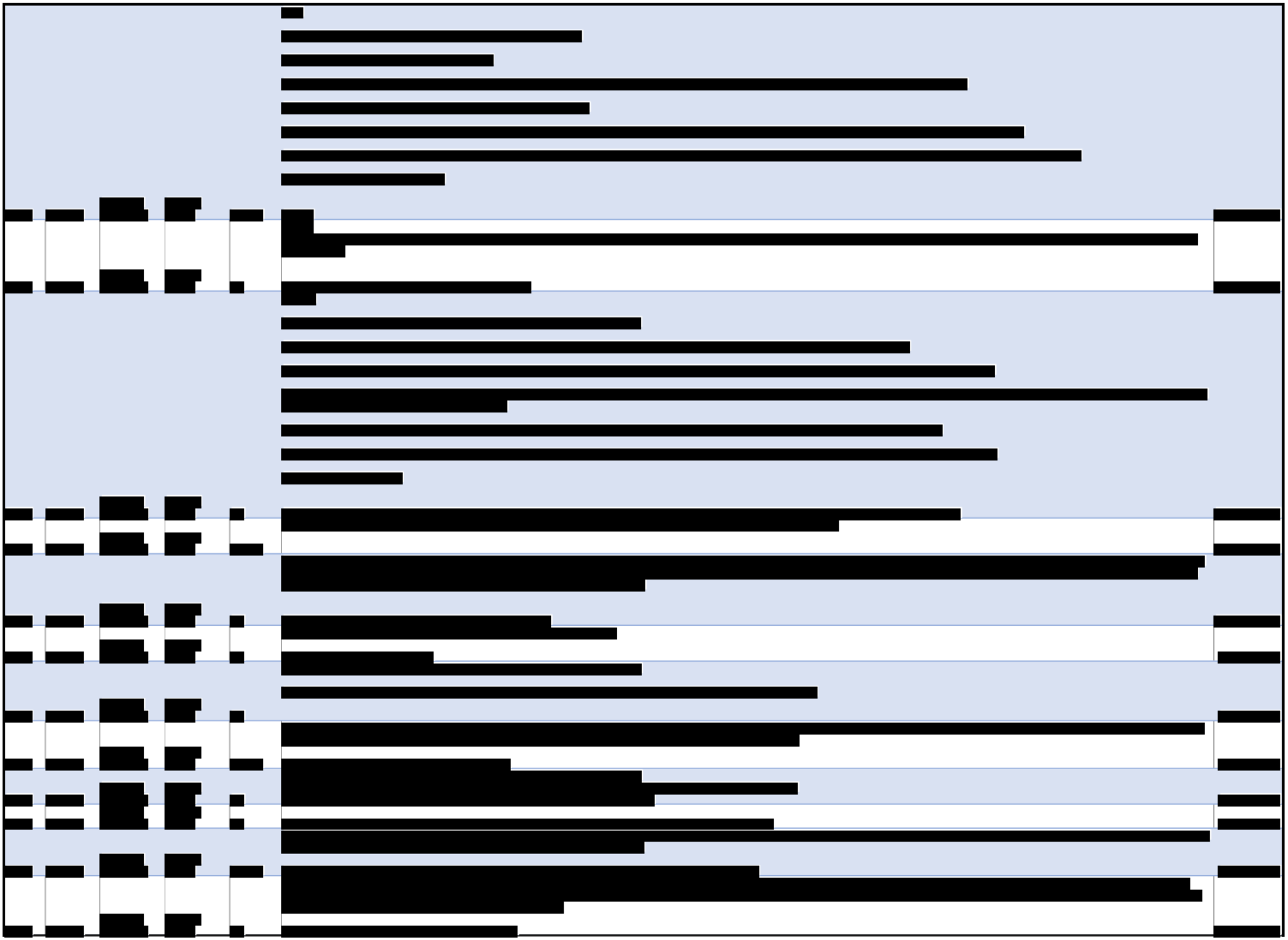

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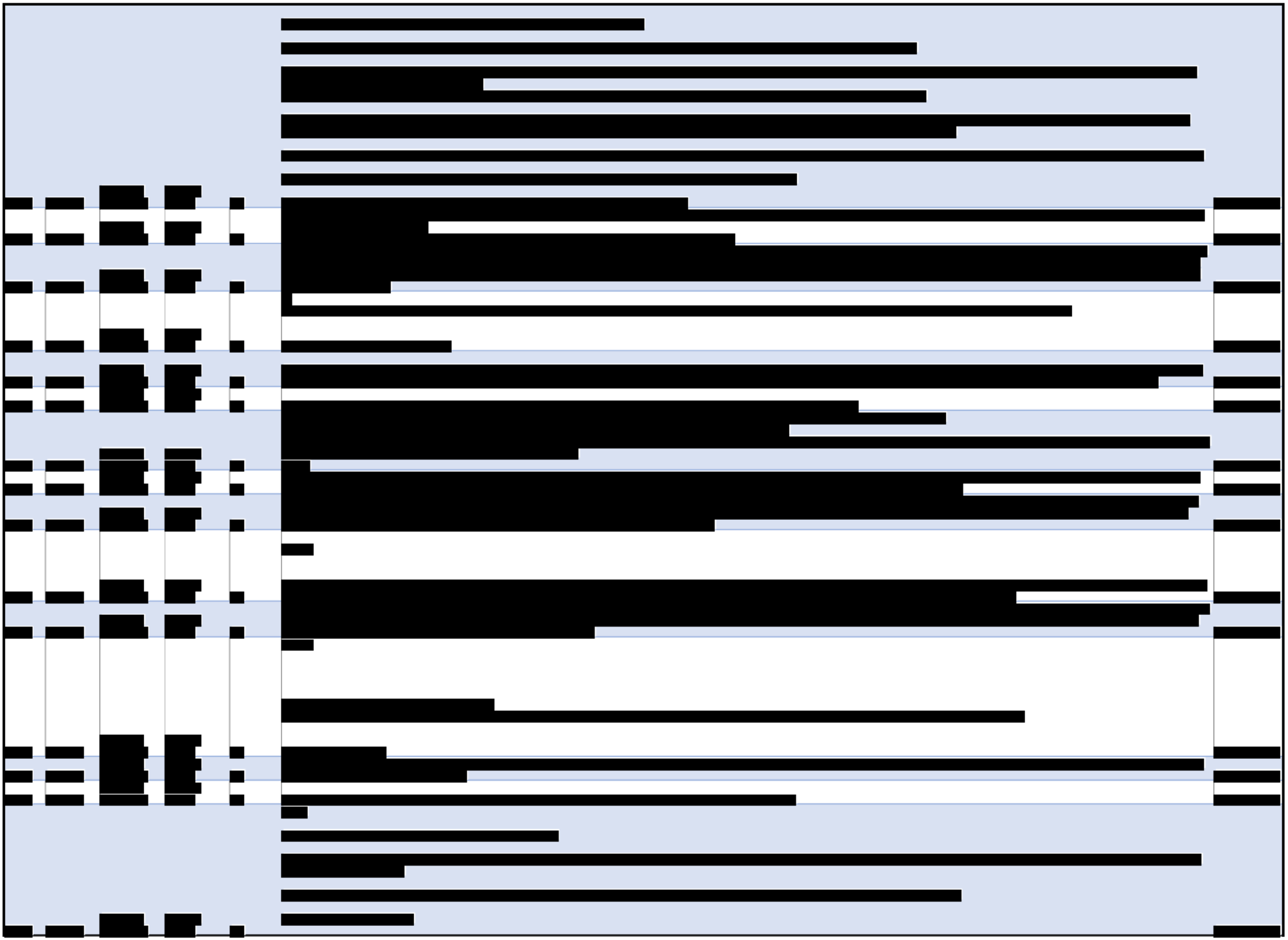

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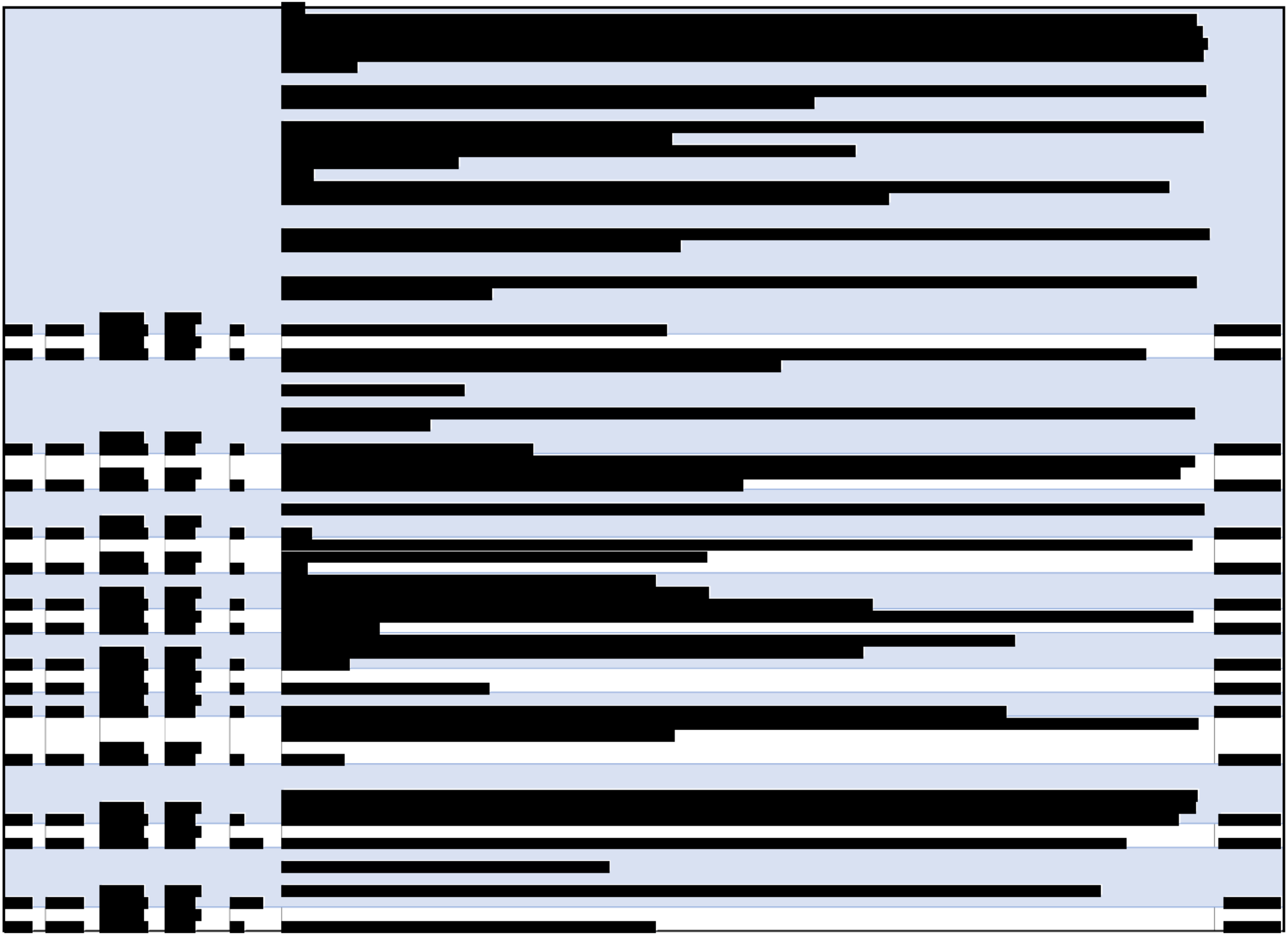

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242179 Complaint Operational Performance Cancelled Services Resolved
Hi there. Is the 39 Owhiro Bay 4.08pm service going to be removed from the timetable? It never runs anymore. So that means no direct service to Owhiro Bay during the first part of the PM peak hour. If is driver shortage perhaps the shifts need to be changed so that Owhiro Bay does not suffer a 25% PM service reduction each weekday. Perhaps a regular route trip could be sacrificed.
28/01/2022 18 46

Out of Scope

242384	Complaint	Operational Performance	Cancelled Services	Resolved	This is a complaint. The Owhiro Bay 39 bus has recently been frequently cancelled. 31 Jan 8.20 from Island Bay. Same for 1 Feb. 5.08 from the station today. I understand there is a driver shortage. Can you please explain how cancelled services are determined? This service is only four am buses and four pm buses servicing locations that are not otherwise serviced. That means, some people in these areas have to find alternatives that are very inconvenient. Does Metlink consider this when cancelling services? Does Metlink think this is an acceptable service to provide? What plans are being made to resolve a consistent issue with providing a reliable service?	2/02/2022 8 39

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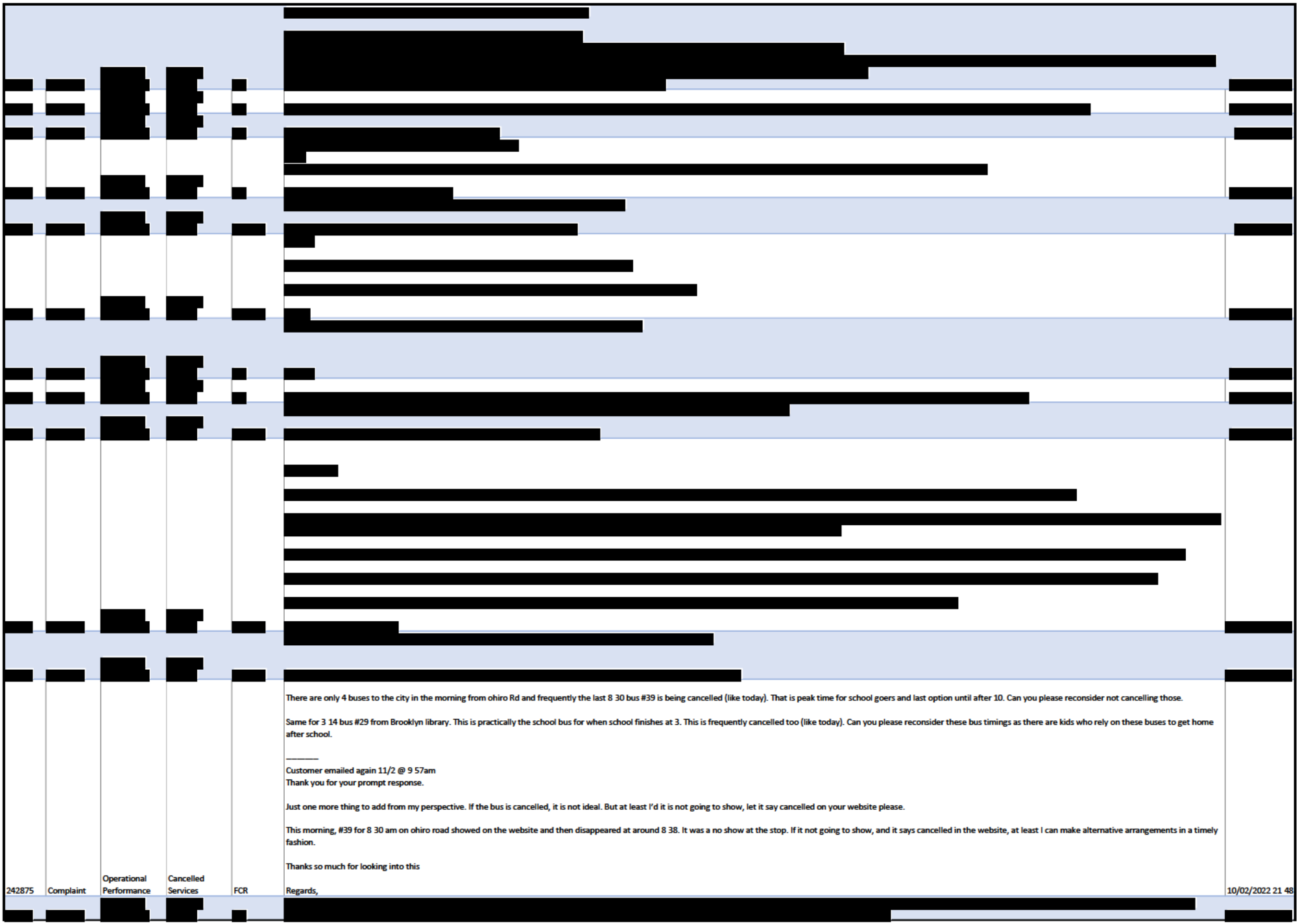

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[redacted]					[redacted]	
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Re CN226327

Hi there,

I regret to inform you that cancellations for the bus services to the Southern Wellington suburbs continues.

How are we supposed to be part of the 'Get Wellington Moving' initiative when we are left stranded and late for meetings, or stranded in the city and unable to get home to feed our pets?

The cancellations are frequent and constant.

What is Metlink doing about this?

What is the council doing to ensure that its rate payers can access the city that we pay increased rates to access?

Please consider this ANOTHER formal complaint.

I'd also like you to send me a record of every cancellation for the bus routes 39, 29, 7 and 17 from the following dates April 2021 - February 2022.

I will undertake to get my employer and the Public Service Commission to lodge a complaint on my behalf - as your inability to provide a reliable service is impacting my ability to do my role.

243325	Complaint	Operational Performance	Cancelled Services	Resolved	[redacted]	18/02/2022 7 47

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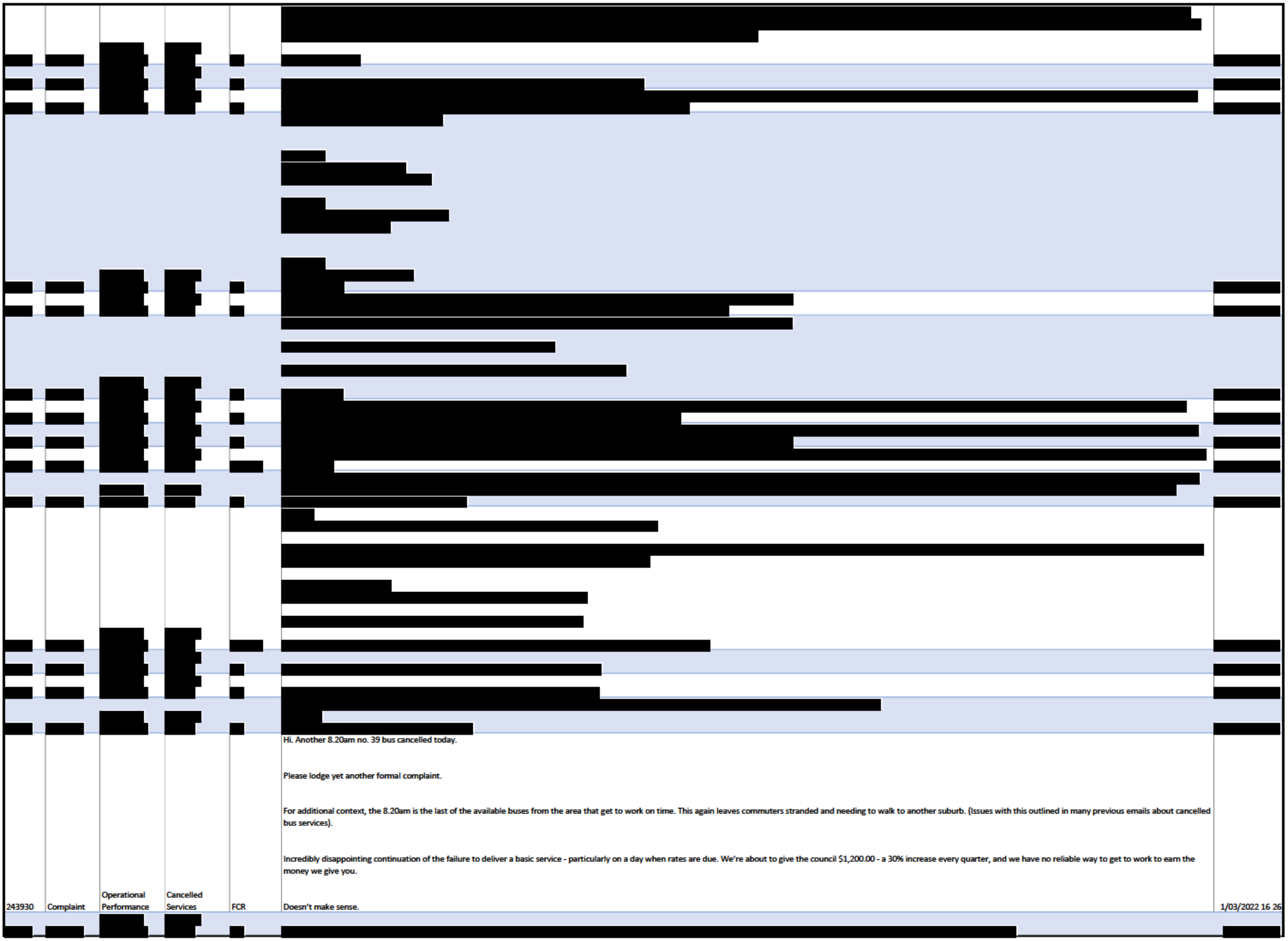

243930	Complaint	Operational Performance	Cancelled Services	FCR	Hi. Another 8.20am no. 39 bus cancelled today. Please lodge yet another formal complaint. For additional context, the 8.20am is the last of the available buses from the area that get to work on time. This again leaves commuters stranded and needing to walk to another suburb. (Issues with this outlined in many previous emails about cancelled bus services). Incredibly disappointing continuation of the failure to deliver a basic service - particularly on a day when rates are due. We're about to give the council $1,200.00 - a 30% increase every quarter, and we have no reliable way to get to work to earn the money we give you. Doesn't make sense.	1/03/2022 16 26

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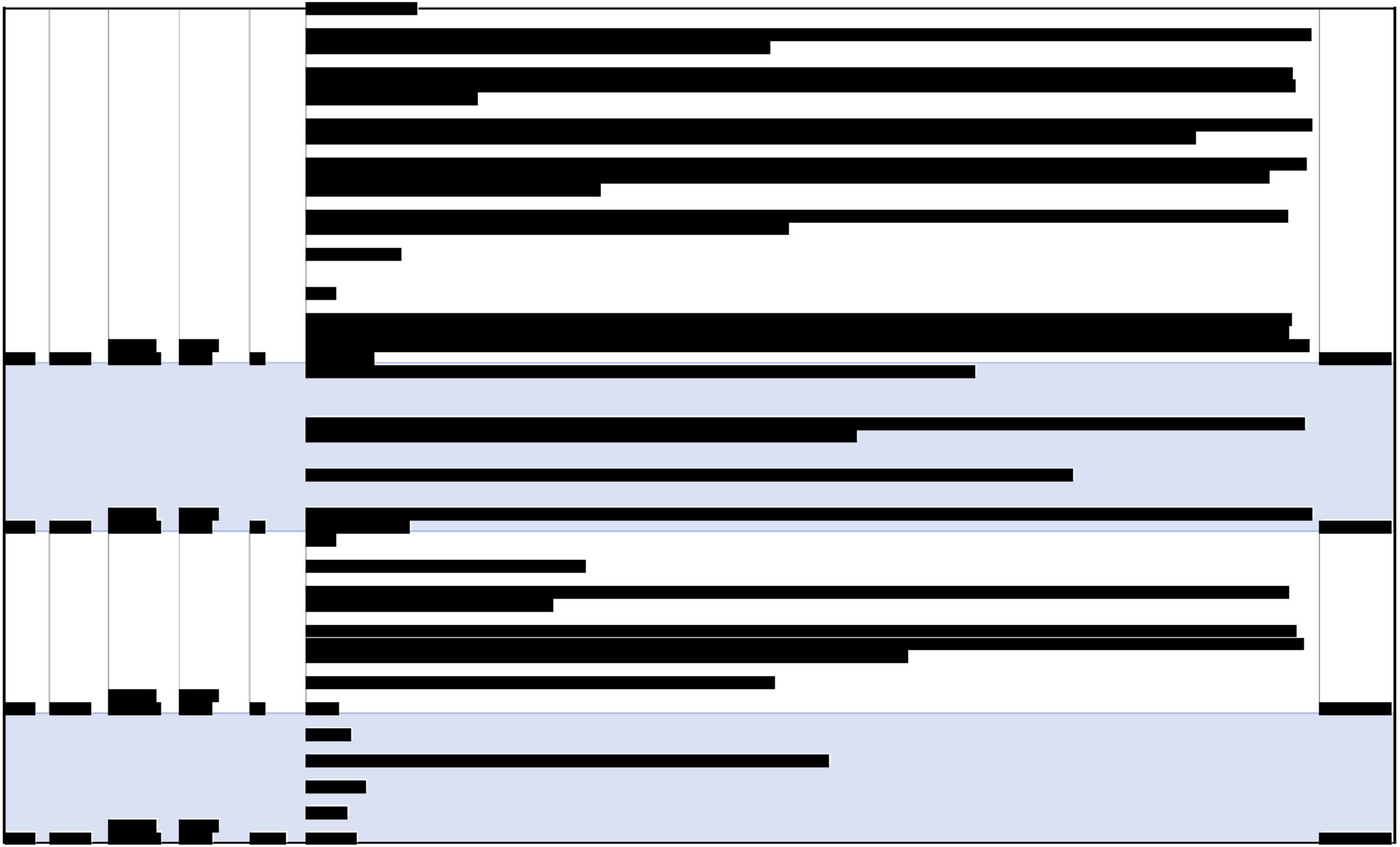

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246840	Complaint	Operational Performance	Cancelled Services	FCR	Good morning. I see there is no service today on route 39. Looks like a long walk today. Is there a strike on?	9/05/2022 8 19

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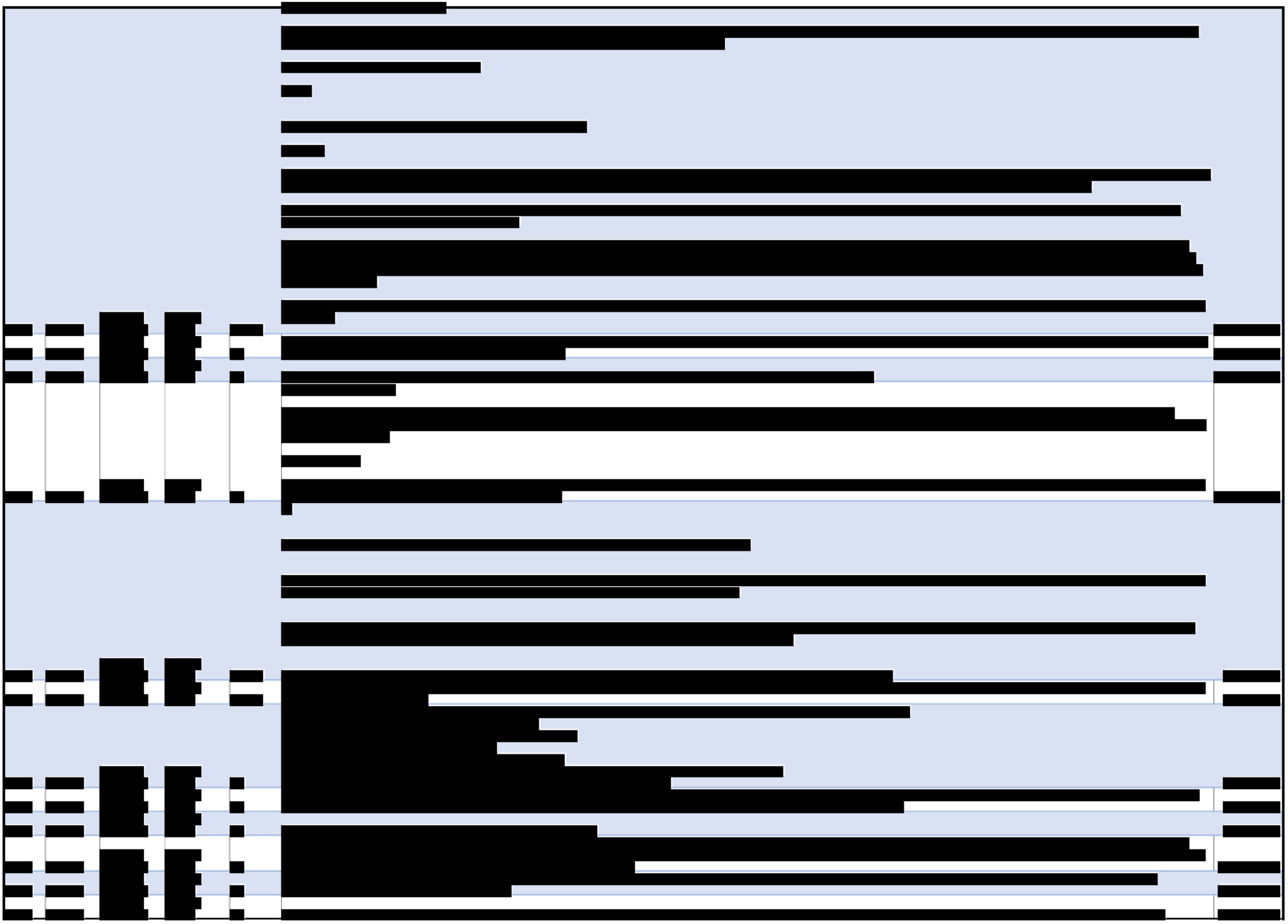

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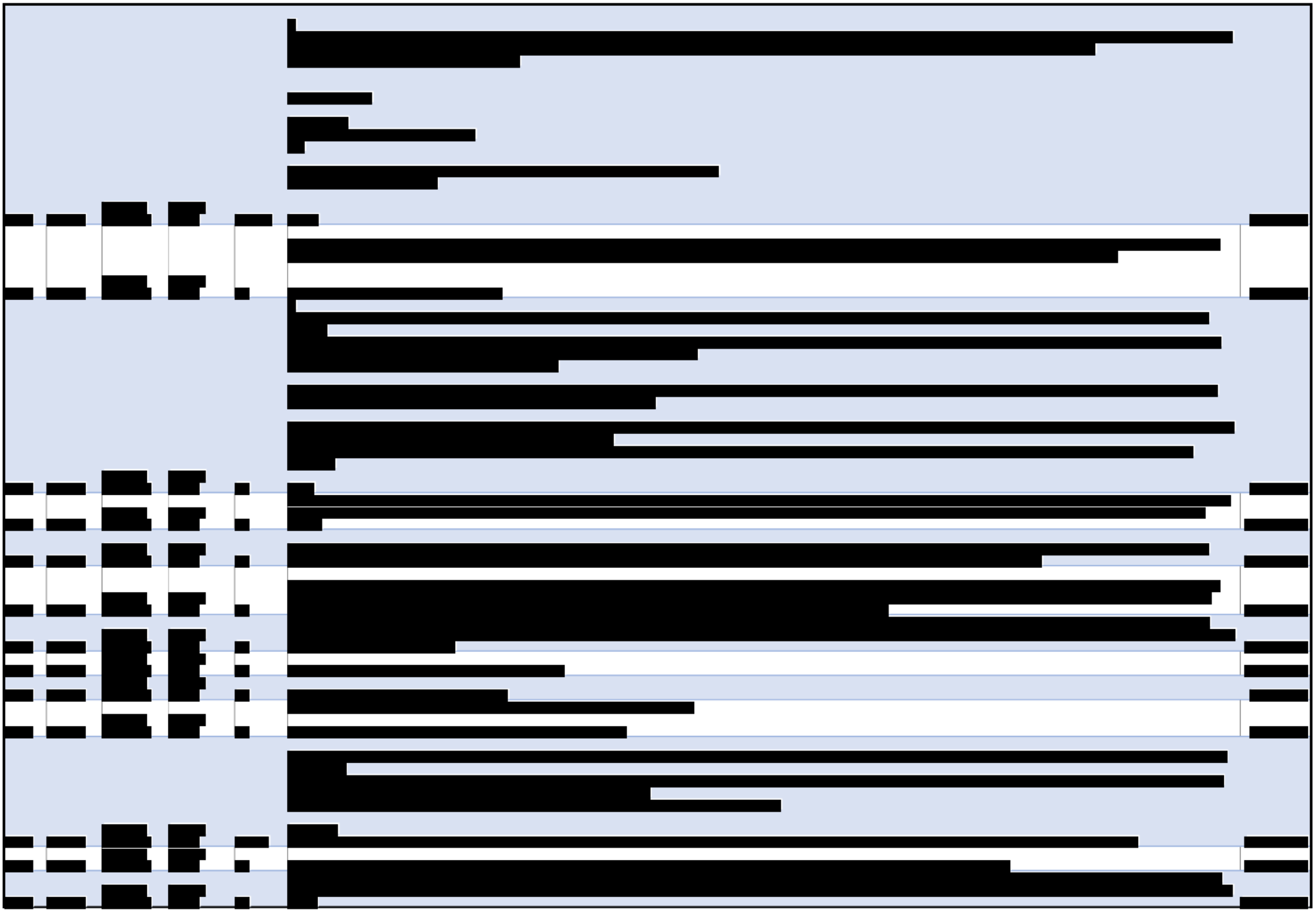

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248516	Complaint	Operational Performance	Cancelled Services	Resolved	Customer highly upset as the 8 20am from Island Bay Shops towards Wellington was cancelled and then the 29 also at 8 46pm. Her son needs to catch the bus to St Bernards College. Was very upset regarding the 39 peak service cancellation. she had to call a taxi on 08/06 as her son had a sports day needed to get to in time. Customer was stressed from both the cancellations occurring. she is hoping this isn't ongoing.	10/06/2022 14 11

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249290	Complaint	Operational Performance	Cancelled Services	FCR	The number 27 has either been cancelled or not shown up almost every day this week. I catch the 8 06am from stop 7751 - it was cancelled this morning, didn't show up on Tuesday (no cancellation message). I've just gone to catch the 6 18pm bus from stop 6000 and the driver didn't even drive past the stop. Just went from being parked up straight to Lambton Quay. The other week I got on the number 27 at stop 6000 with about 4 other people, only for the driver to then change the number on the bus to 39. I ended up having to walk 45 minutes in the rain from Brooklyn back to my house. On Tuesday evening I went to catch the 5 43pm service from stop 6000 and it was 15 minutes late. The unreliability of the number 27 is ridiculous and when a bus doesn't show up it means waiting at least 30 minutes for the next one.	24/06/2022 8 34

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					Caller complaining about the #39 service as today only 1 of the 4 services ran as the rest were cancelled.	
251881	Complaint	Operational Performance	Cancelled Services	Resolved	Caller wanting to speak to someone in regards to this.	15/08/2022 15 27
					Feedback comments The most unreliable bus services (especially #7 and especially the 8.41am Nairn Street stop to Wellington station). Waited for half an hour this evening at the Hunger Street bus stop (to Kingston) and none of the three bus services came between 5.56pm and 6.23pm. However saw two #1 come straight after each other? Aware there are driver shortages but at least distribute your drivers across the different routes equally? The website was also not updated to say any of the services had been cancelled - except for the 5.57 number 39.	
251895	Complaint	Operational Performance	Cancelled Services	FCR	***CC responded***	15/08/2022 18 48
					Hi 75% of !all 39s cancelled today. Can these services be prioritised and not cancelled so often? Ok thanks for your reply. Not overly confident though. Day 2 this week and not much better. What might help I'd a connecting 29 to meet yhe 32 x in Island Bay. I had to add 25 mins to my journey this last two days to go the long way via Southgate Perhaps the 29 6.30am can leave 5 mins earlier to meet the 32 x in Island bay? A proactive fix if this volume of cancellations continue. The 39 works really well for owhiro bay when it runs. A real success from the 2018 changes . Cheers	
251928	Complaint	Operational Performance	Cancelled Services	FCR	***CC responded***	16/08/2022 9 36

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252133
Complaint
Operational Performance
Cancelled Services
FCR
Hi me again. This gome more 39s 75% cancelled but no update on your app.... All still running but no
19/08/2022 8 29

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253738	Complaint	Operational Performance	Cancelled Services	FCR	Feedback comments The #39 which goes by at 8.30 at the corner of domanski cres and murchison st is nearly always canceled. Sometimes the real time app says its scheduled 30 mins out and then, like this morning it got canceled. This happens way too often. It's the last direct bus to town from Owhiro Bay. If you miss the one before and want to get the 8.30 you aree stuffed. Can you just stop scheduling this bus, if you can't service it, just cancel it permanently. At least then there won't be disappointed and annoyed patrons. Thank you ***CC responded***	18/09/2022 13 45

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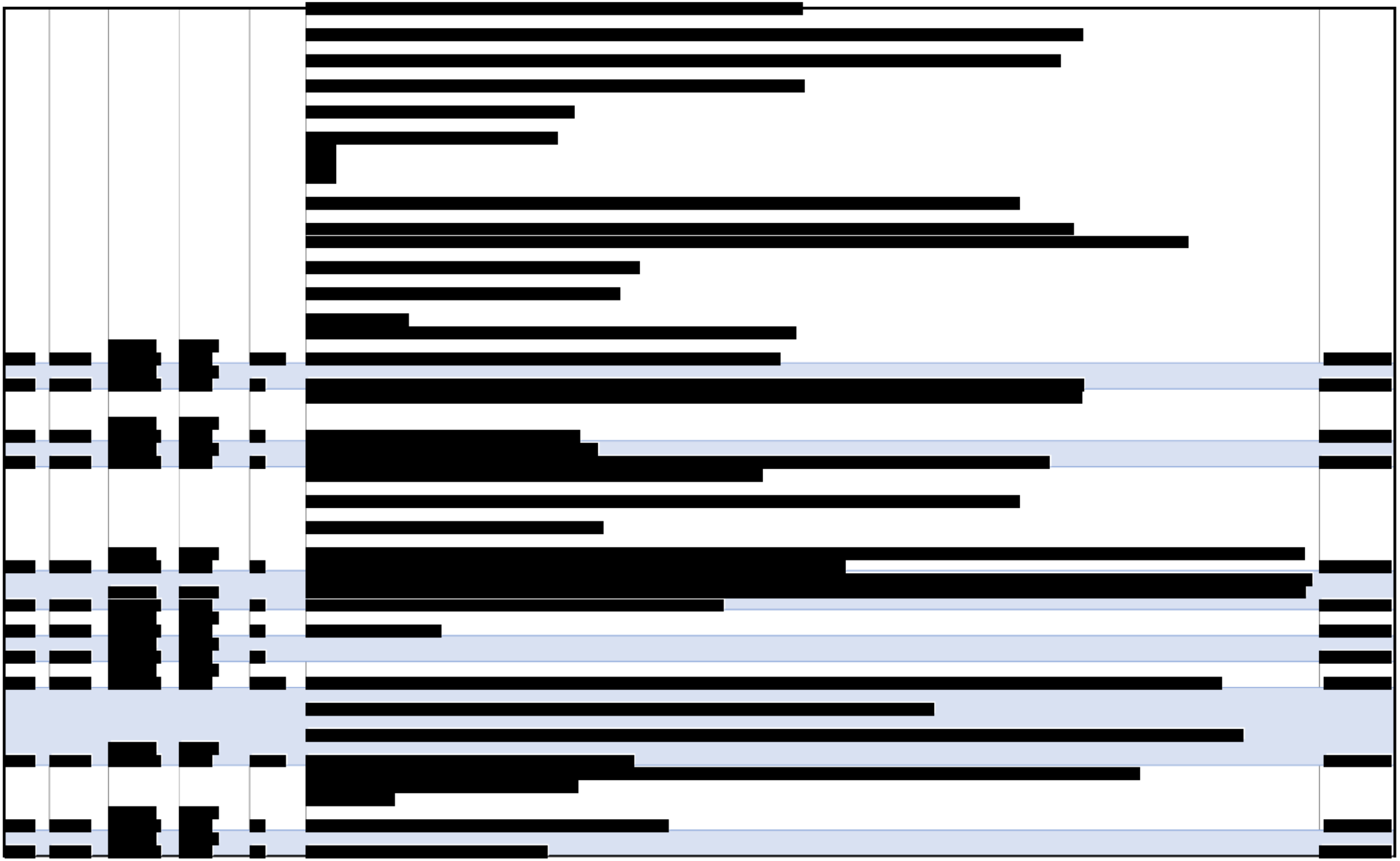

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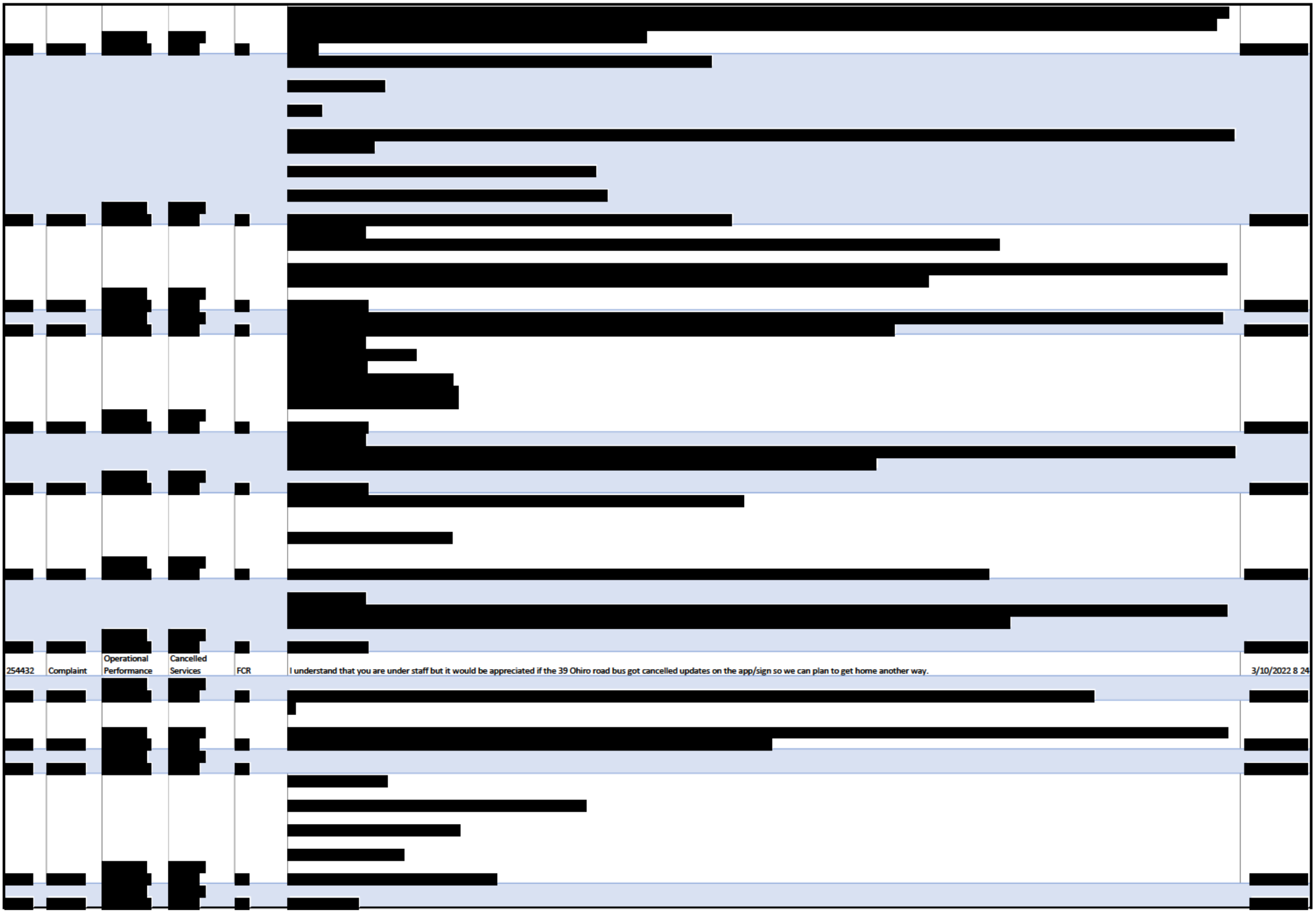

254432	Complaint	Operational Performance	Cancelled Services	FCR	I understand that you are under staff but it would be appreciated if the 39 Ohiro road bus got cancelled updates on the app/sign so we can plan to get home another way.	3/10/2022 8 24

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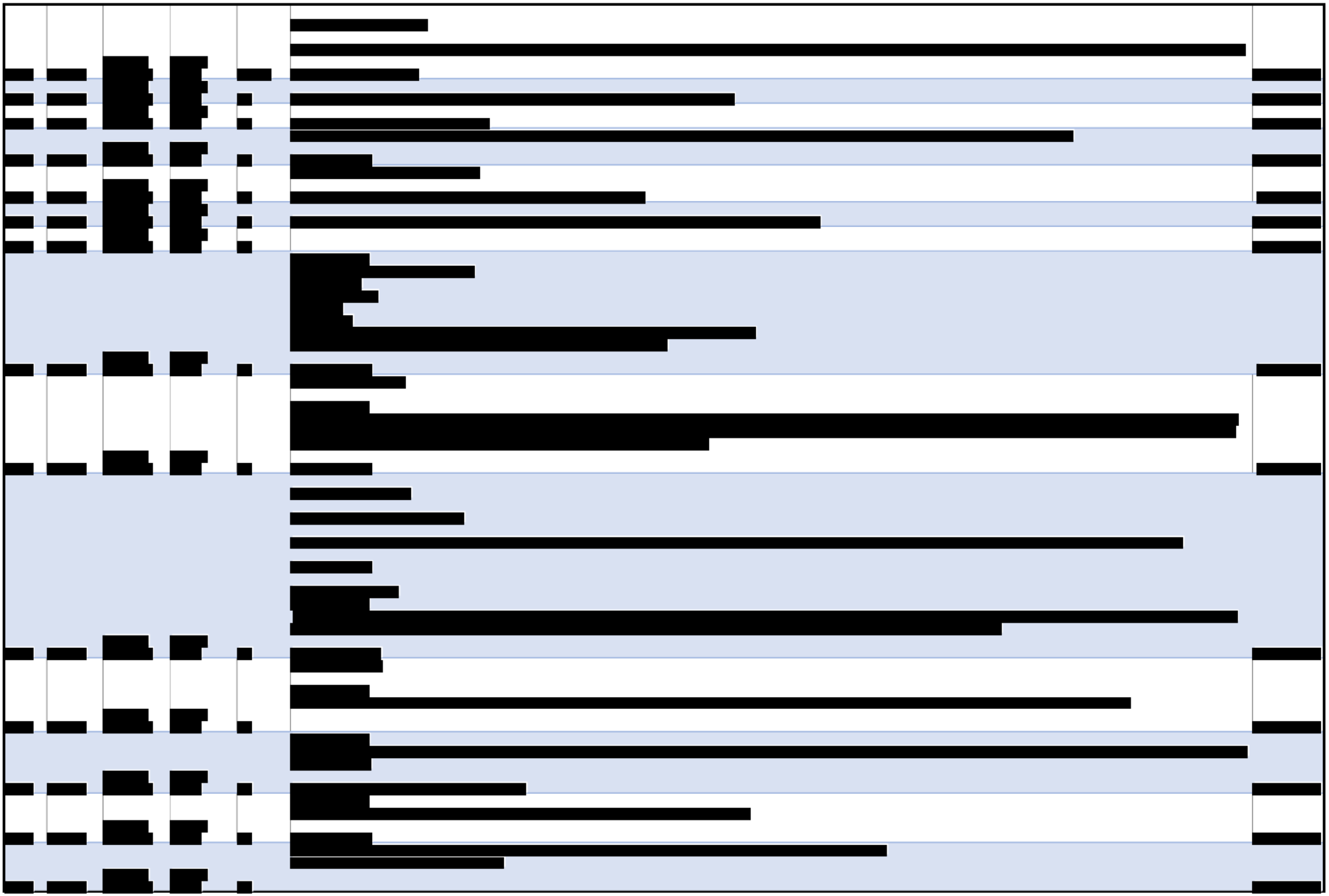

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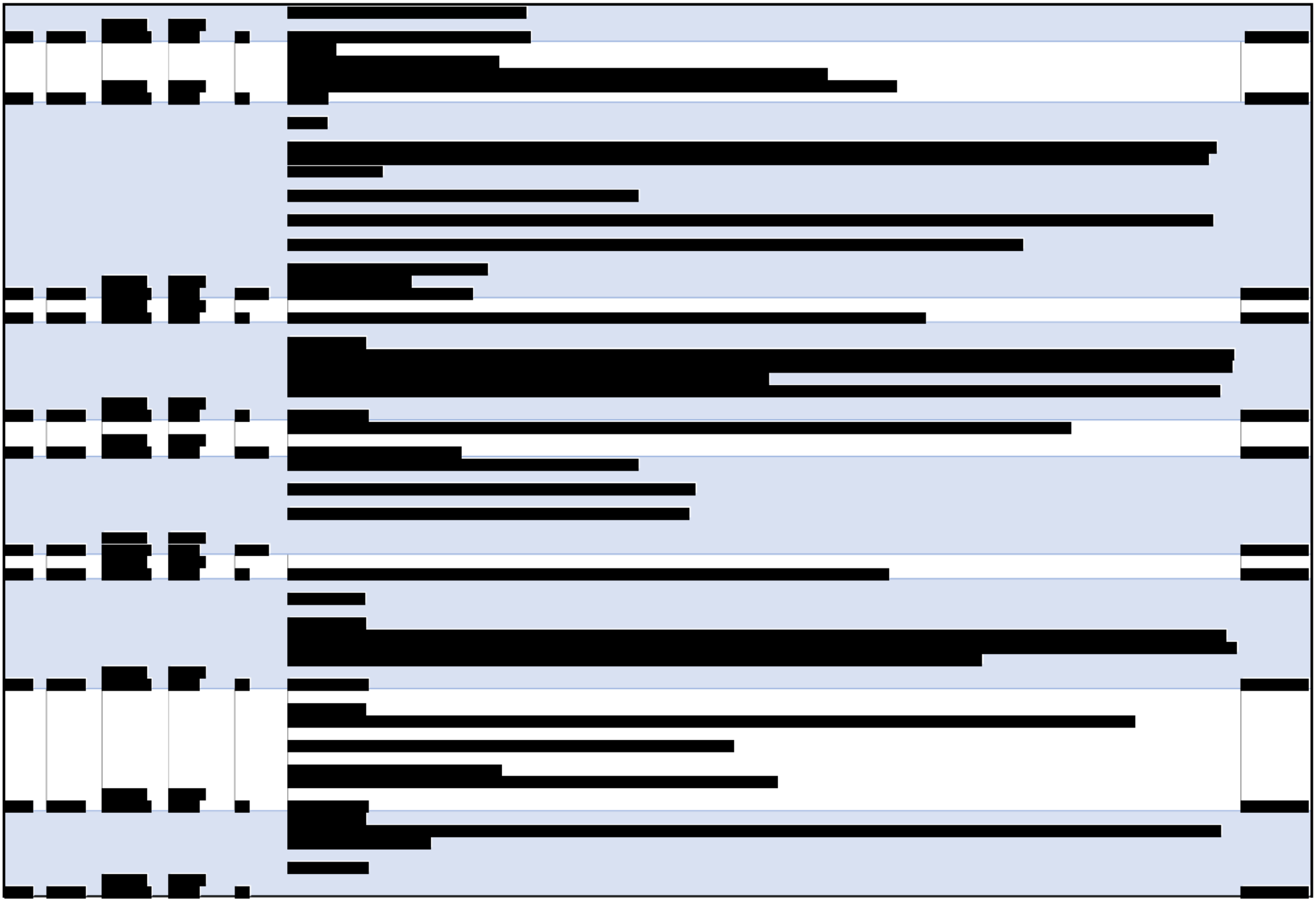

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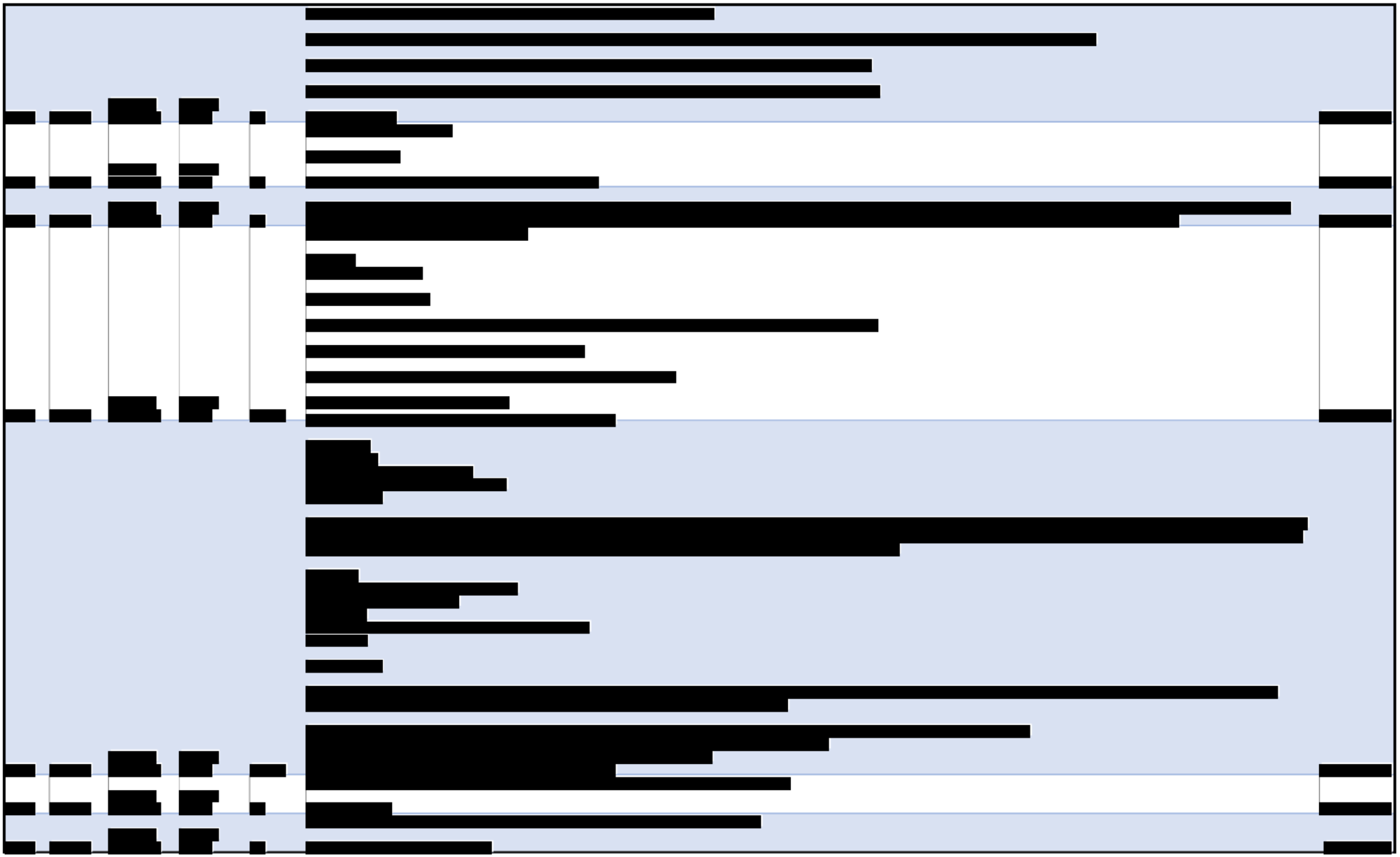

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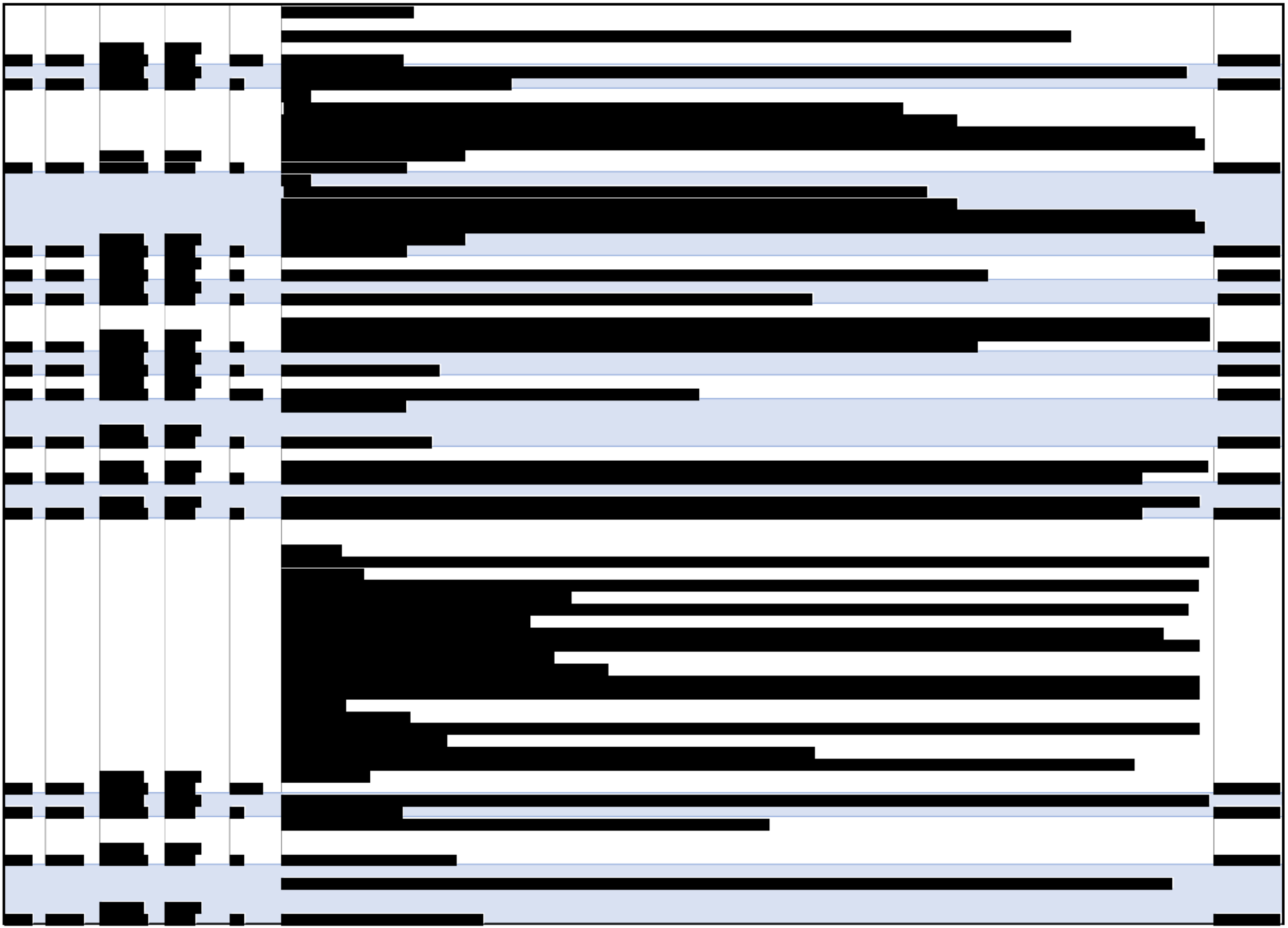

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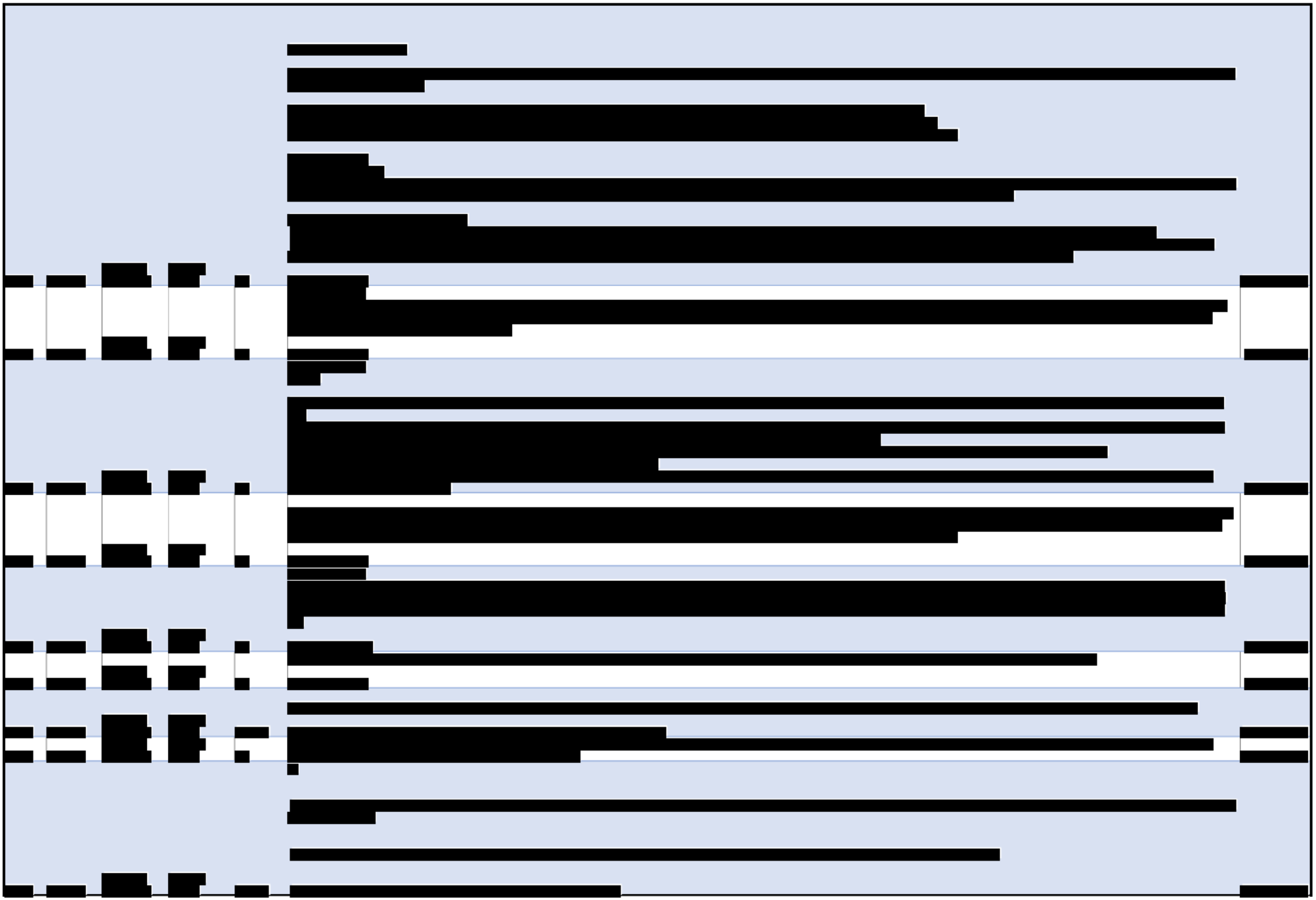

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Kia Ora
Yet again at afternoon rush hour the buses are appalling. My daughter managed to get to Brooklyn but the 17 and 7's were cancelled either side so ended walking up the hill in the rain. The 4.14 # 17 was a ghost bus the No 7 before that was also a ghost bus and the next 7 was cancelled. I am on the 39 which is jam packed - only a single decker.

And to continue It seems ridiculous to have buses NIS going to Kōwhai park when the scheduled bus can just. Trim around and go back down the hill.

Then to add insult to injury Just when I had slogged up the hill I saw a number 17 (double decker) of course! Come round the corner.

Really this situation has become untenable let alone a joke!
Please can you look at your timetables/ sort them out and think about your paying customers. I've almost lost count of the times I've written and received platitudes in response. It is not working and we the paying public are sick of paying the price.

This happened last Friday night too (fortunately I was able to get someone to pick me up- but that just adds to the congestion and is not an efficient way to go forward. You are in danger of losing more customers (you've already lost my good will and patience).

I don't think you can blame congestion- there were so many buses cancelled the scheduled buses are running early! I get tired of seeing buses 'due' when in fact they have been and gone!

The real time screens are not real time at all. Fictional time more like.

As the 17 wasn't showing on the app (and showing 'scheduled' on the screen at the stop) I took the 39 (as it was real - and I had to be home before 5 pm, hence leaving work at 4 pm to get the 4.14 No 17.....

		Operational	Cancelled			
257392	Complaint	Performance	Services	FCR	I'm sorry that this has come out in multiple emails - but I am so very frustrated.	23/11/2022 12 57

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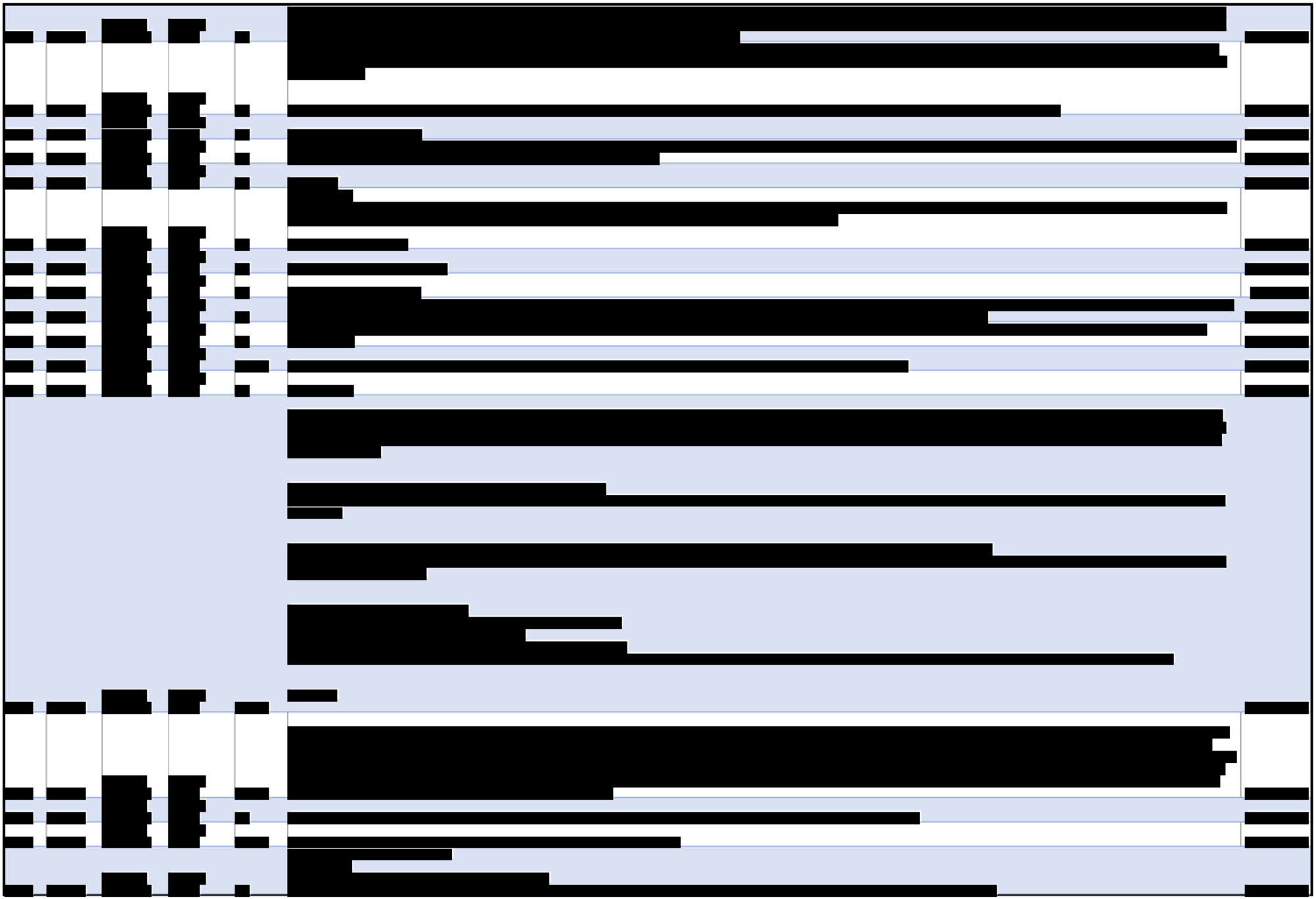

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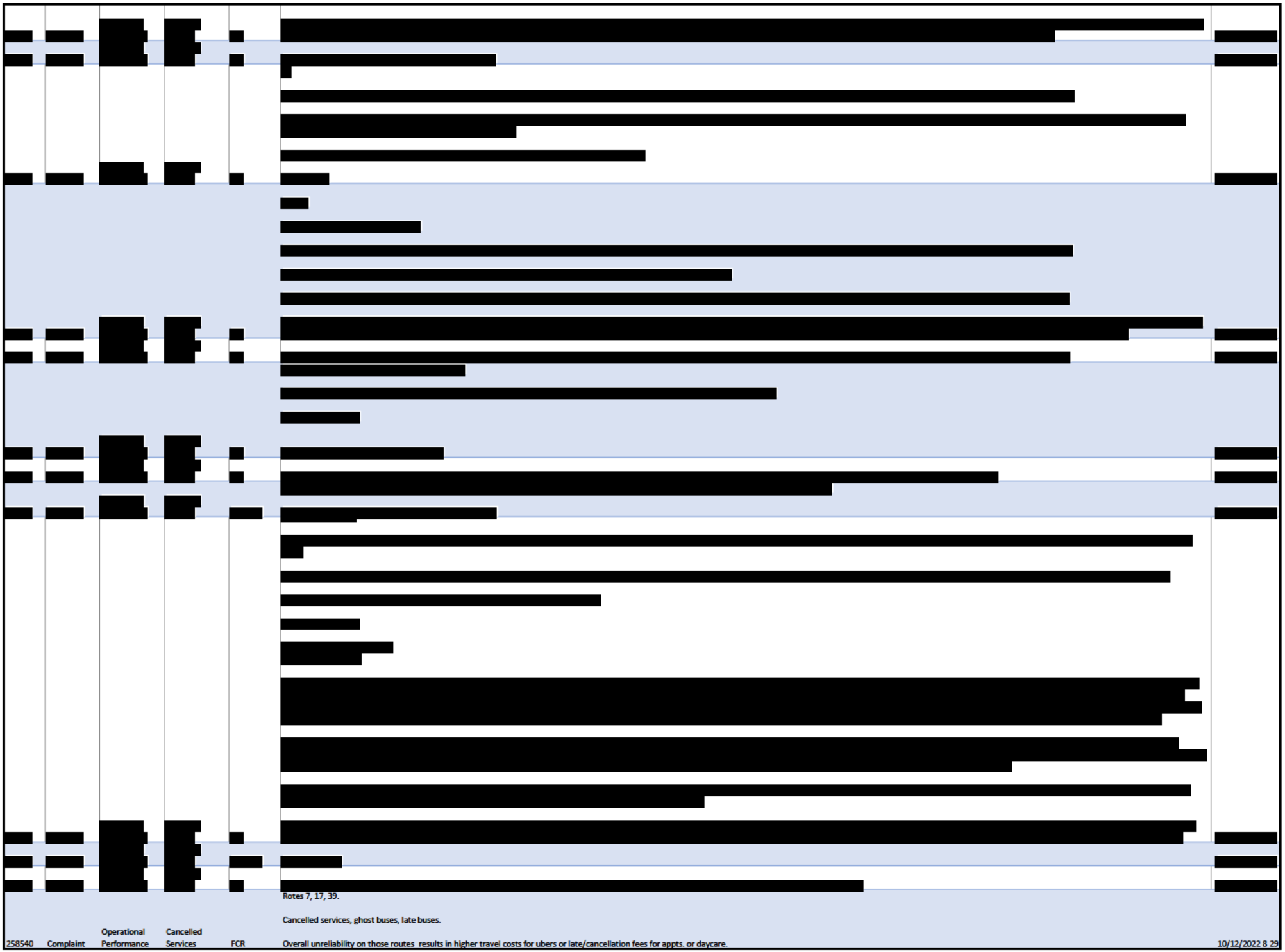
Rotes 7, 17, 39.
Cancelled services, ghost buses, late buses.
258540 Complaint Operational Performance Cancelled Services FCR
Overall unreliability on those routes results in higher travel costs for ubers or late/cancellation fees for appts. or daycare.
10/12/2022 8 29

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259089	Complaint	Operational Performance	Cancelled Services	FCR	Tēnā koutou, I'm emailing, like many others before me, to express my concern and frustration about the Metlink bus service in our city. We recently made the call to stop paying for the regular use of a city car park to save dollars and bus instead. Due to the current state of our bus network system this is proving a false economy and a drain on time - waiting for buses that are cancelled at last minute, that never come, or when they do are so full they don't allow any more passengers. It's embarrassing! Wellington's a capital city with international outreach - there are 52 consular and ambassadorial offices here. It seems as though the city is trying super hard to encourage people to visit and to reduce carbon emissions - we need a high functioning public transport system to support both endeavours. I understand there's a shortage of drivers and that COVID may have an impact but the biggest cause is rates of pay! Profit has been prioritised, but the irony is that profit is being lost bc people like me who want to do the right thing will go back to occupying the inner city with cars. Please pay our drivers properly!! Yours en route to Ōwhiro Bay via Island Bay bc the 39 is cancelled yet again.	16/12/2022 14 42
					Bus 7, 17, 39 routes Feedback comments These buses have been incredibly unreliable this week! Ive had 4 buses now show up in the span of 15 minutes once every couple of days.	
259129	Complaint	Operational Performance	Cancelled Services	FCR	***CC responded***	17/12/2022 14 19

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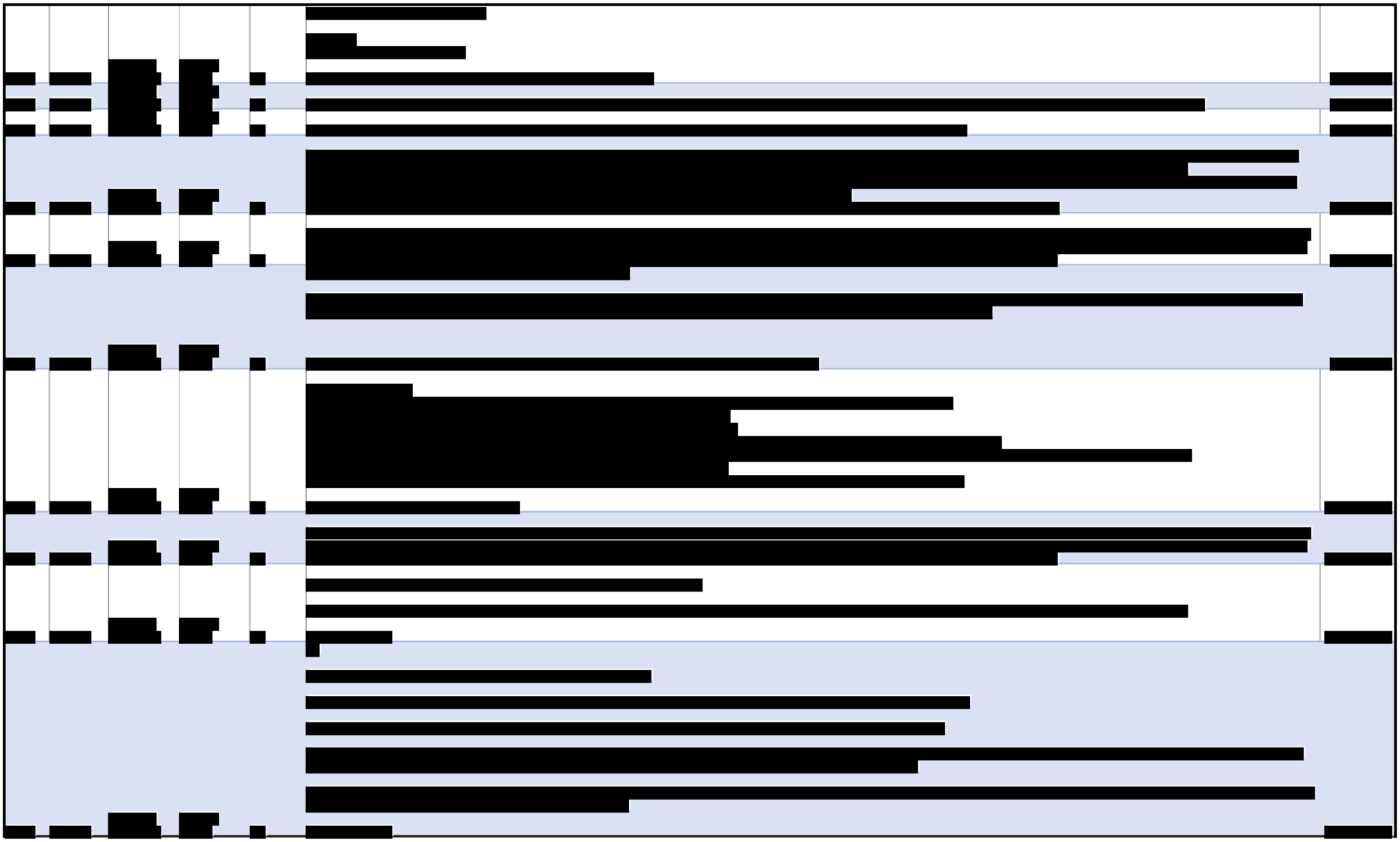

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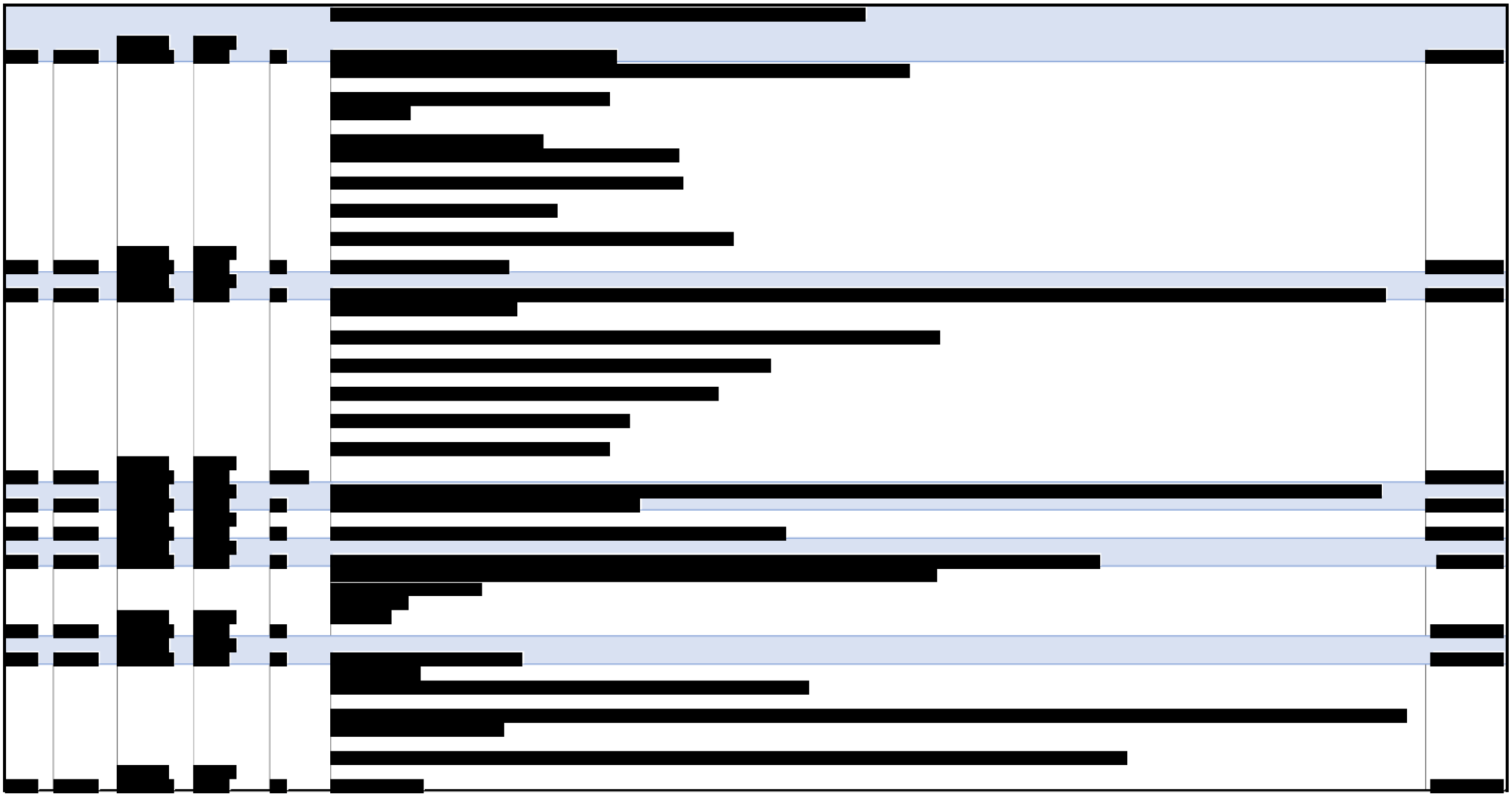
[redacted]					[redacted]	
					Hi I just see the 6.50 39 is cancelled just now. The 7.50 also cancelled. Are any 39s running. Stuck at home up on the hill with 28s also cancelled.... No 29s and 39s tonight. So answer above does not hold either You do realize that there is 4 39 pm services however 2 have been suspended. One was cancelled leaving one service at 4.08pm. Do you Aldo understand that with the 6.50am cancelled that means a short work day to catch that one 4.08 service. So the mismatch does not work well. An 8.20 am service is not much good if ther is no return service with the 4.38, 5.08 and 5.38 services cancelled.	
261783	Complaint	Operational Performance	Cancelled Services	FCR	***CC responded***	30/01/2023 18 38
[redacted]					[redacted]	
					[redacted]	
					[redacted]	



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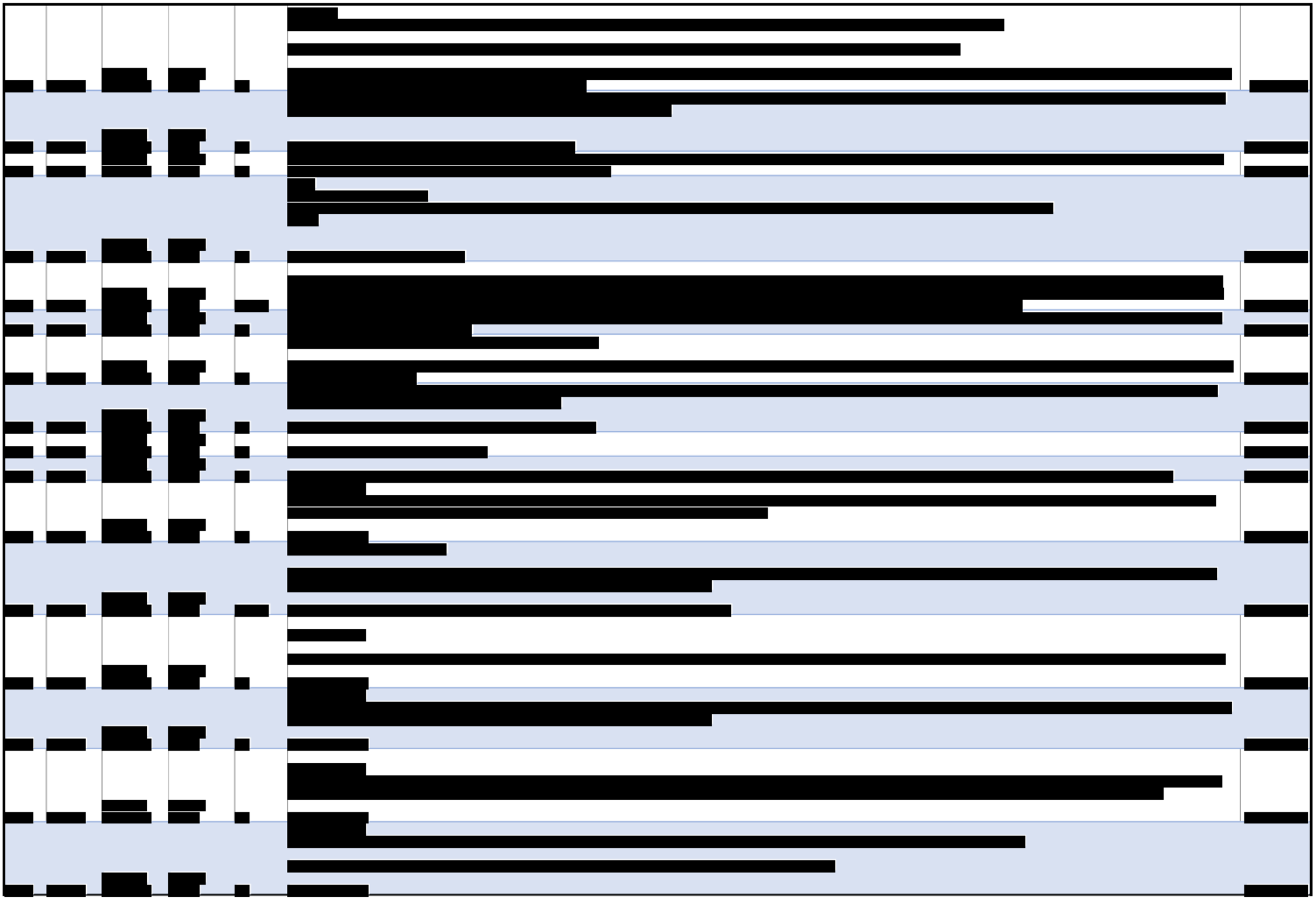

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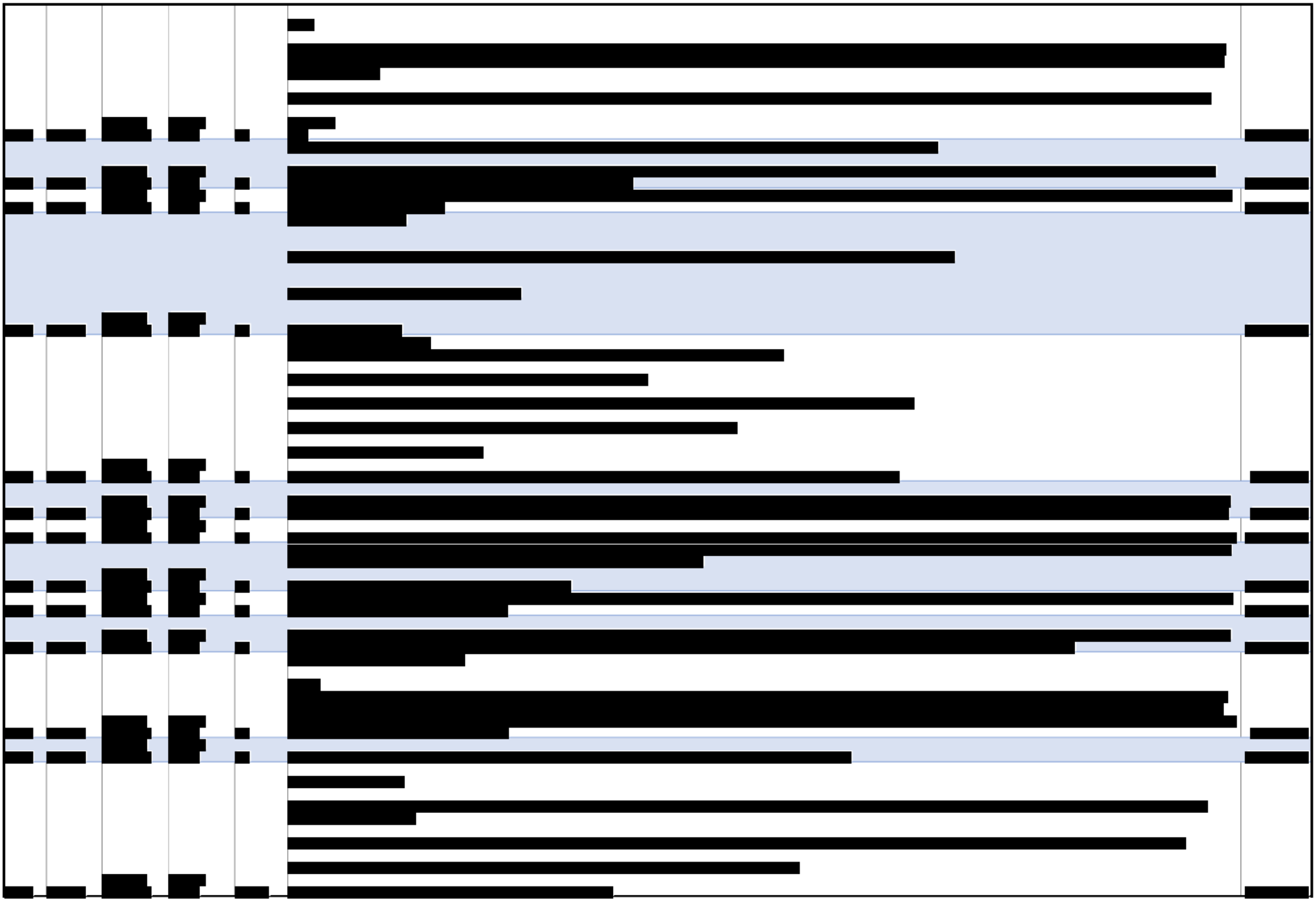

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262604 Complaint Operational Performance Cancelled Services FCR Complaint please. No 39s tonight. So no commuter service to Owhiro Bay. 4..08 cancelled. 4.38pm cancelled. 5.08 suspended. 5.38 suspended. 100% service reduction. Thanks 8/02/2023 15 28

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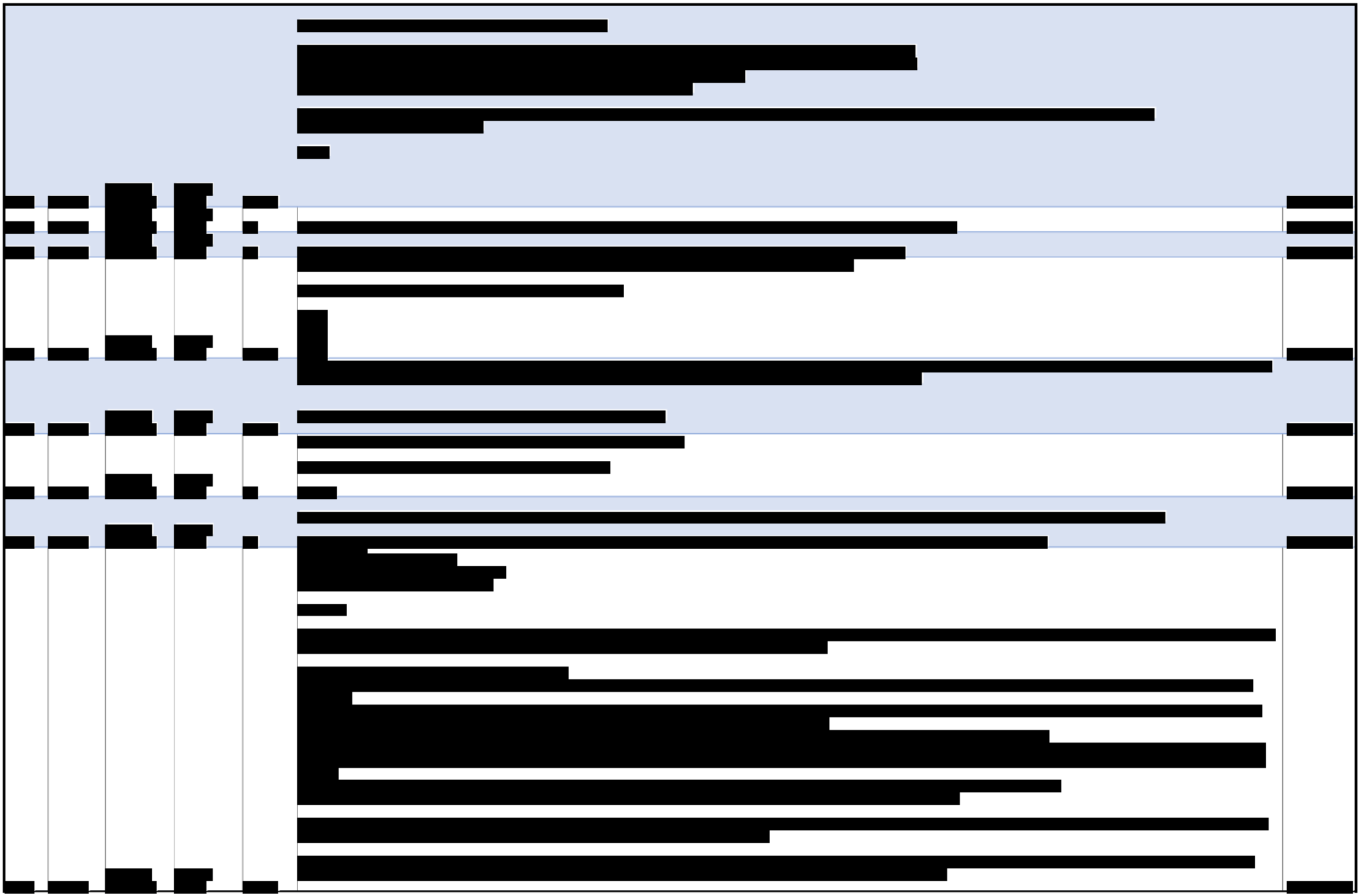

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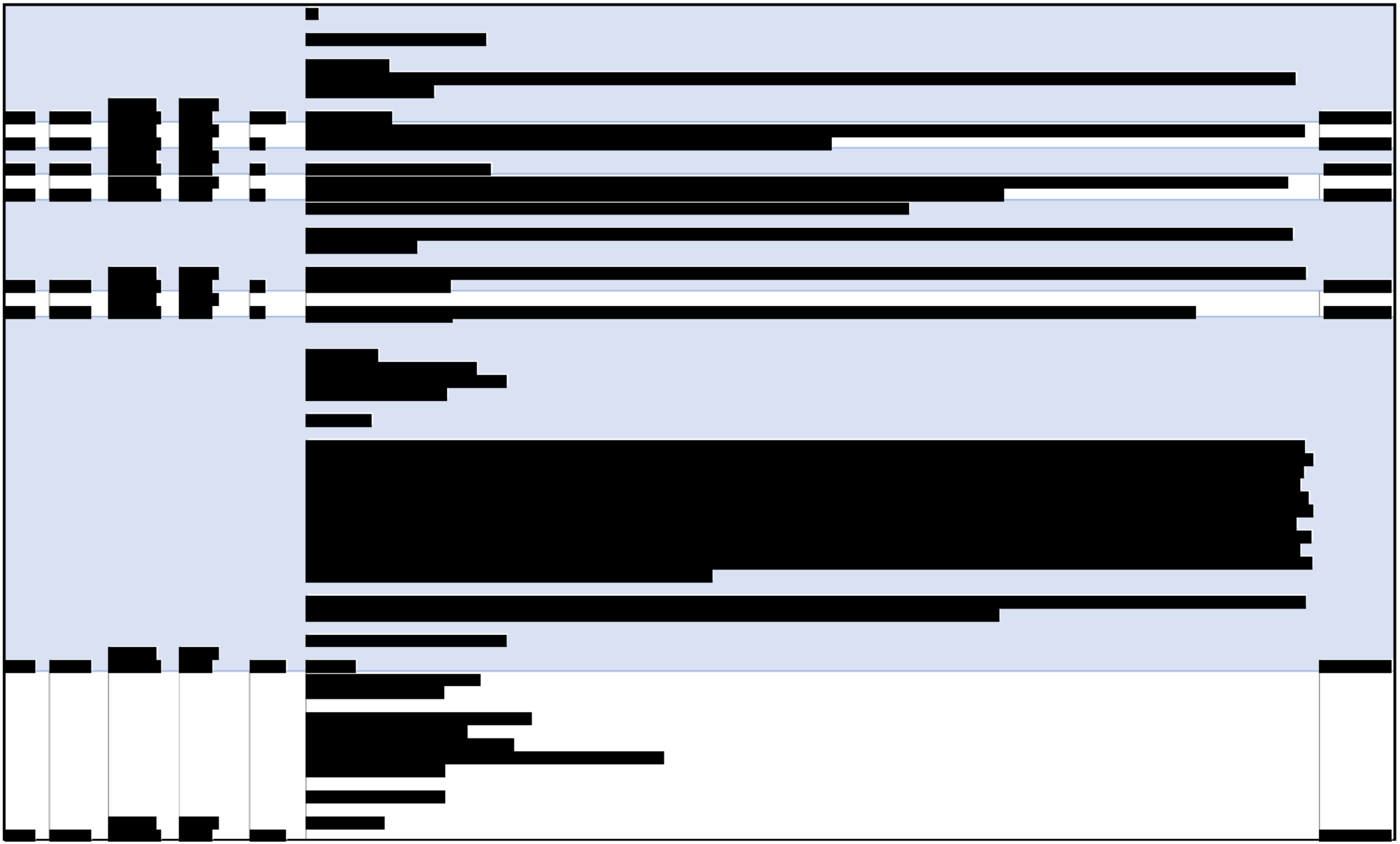

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263520	Complaint	Operational Performance	Cancelled Services	FCR	FYI The timetable for the #39 is incredibly limited at the best of times. four buses into town in the morning, then two between 4pm and 5pm from town and that is all. In the morning, with extreme regularity, one or two of those services are cancelled. In the afternoons, well, you are pretty much screwed. if you want to get a direct bus home and you finish after 5pm - which most people do, you cannot get the 39 home. the service does not run (4.38pm is the last bus from the station). the only option is the 29, but of you finish work at 5, the next bus from that end of town is at 5.50 pm and you will be on that bus for more than 45 minutes. The other option are two buses, one to brooklyn then wait for the 29. now don't get me started on the irregularity of these "connections" and the long waits in brooklyn for a connecting bus. I get there are driver shortages, but it seems that the people of Owhiro Bay are not cared for at all by metlink. they are so poorly serviced already, and seem to be so easily cancelled upon. it is really bad. can you not service the 39 better and cancel another route which has way more frequent buses? its really really bad. ***CC responded***	18/02/2023 17 01

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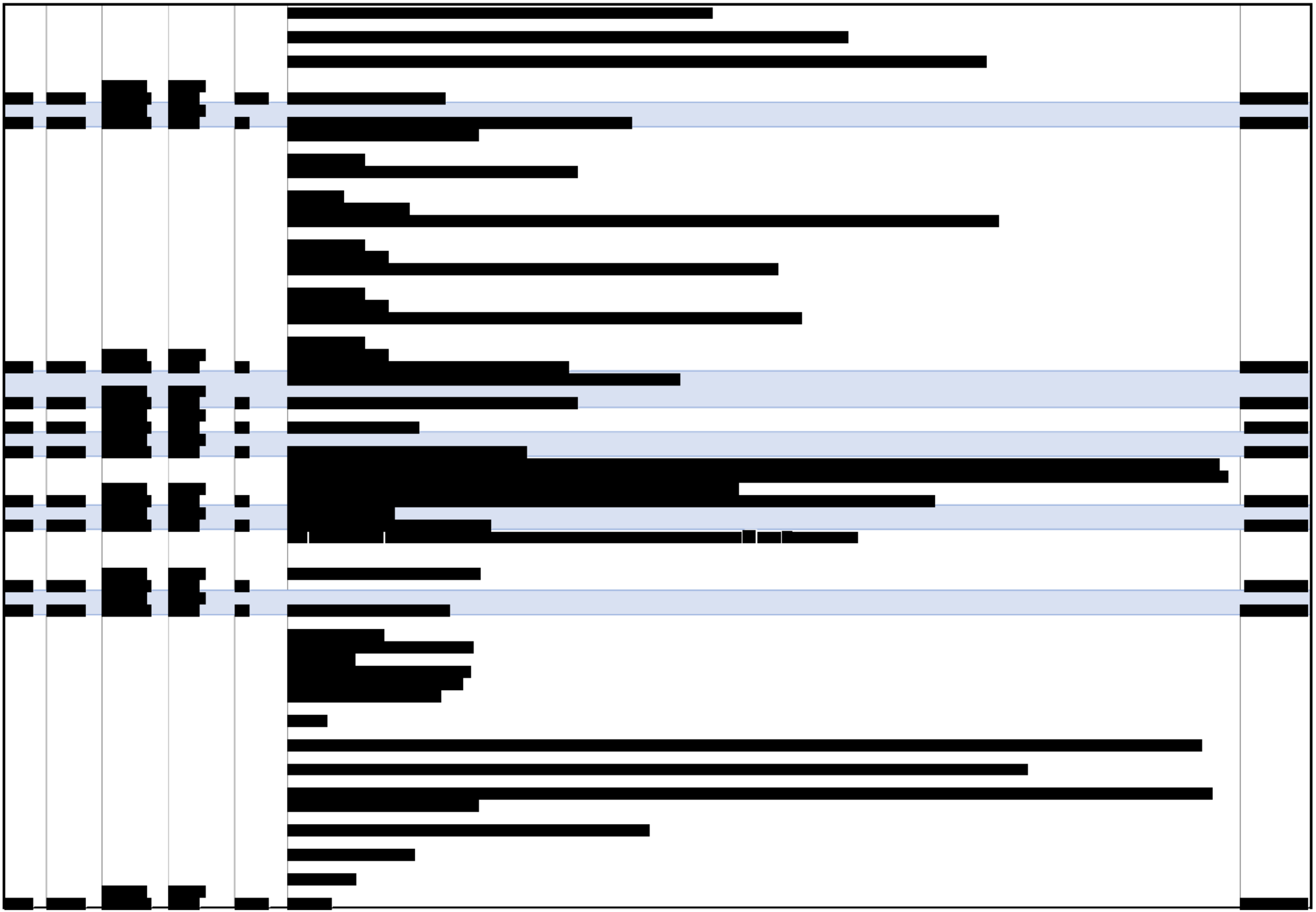

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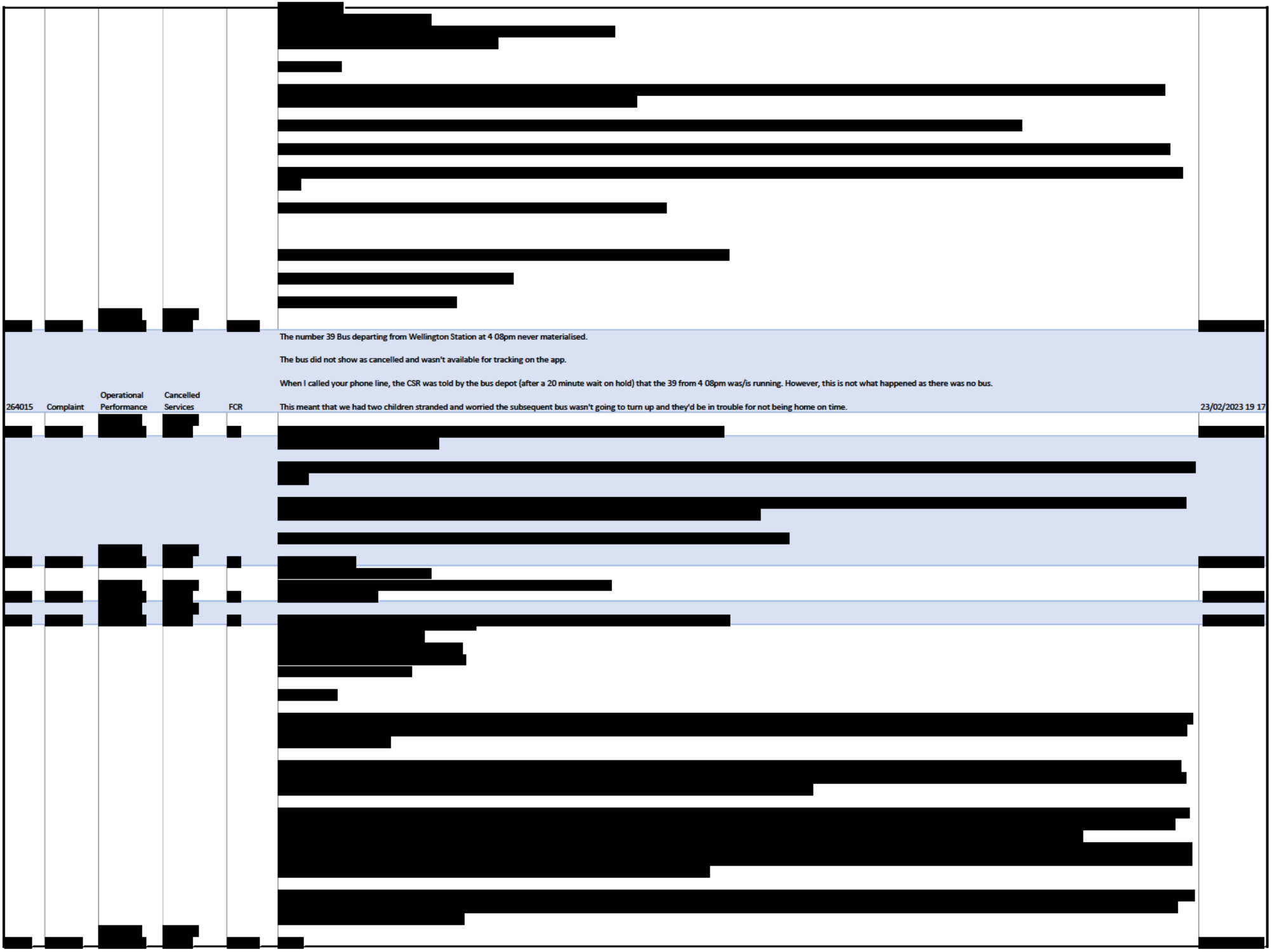

264015	Complaint	Operational Performance	Cancelled Services	FCR	The number 39 Bus departing from Wellington Station at 4 08pm never materialised. The bus did not show as cancelled and wasn't available for tracking on the app. When I called your phone line, the CSR was told by the bus depot (after a 20 minute wait on hold) that the 39 from 4 08pm was/is running. However, this is not what happened as there was no bus. This meant that we had two children stranded and worried the subsequent bus wasn't going to turn up and they'd be in trouble for not being home on time.	23/02/2023 19 17

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[redacted]						

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264504	Complaint	Operational Performance	Cancelled Services	FCR	Could you please advise why the Metlink app is not accurately reporting bus statuses? The 4.08 Number 39 was showing as cancelled (pic attached) but turned up anyway. Luckily I was at the station but was planning to try for alternate buses based on the app. It's hard enough to plan a trip with the level of cancelled services currently without having to plan for inaccurate info too.	27/02/2023 17 27

Out of Scope

Customer's messages on Facebook sent on 28th February 2023, around 5 pm

Hi are the 39s both cancelled tonight?

So 100% no direct services to Owhiro Bay tonight. Excellent.

Are any 29s running to Owhiro bay?
Not according go the app.
Wow
What options do I have?
Please escalate again.

There is no bus to Owhiro bay tonight 39 or 29.. not much point waiting at a bus stop if they are all cancelled as per the app.
Quicker to walk than wait 2 hours plus.
I think you need to ensure that the operator operates the contracted routes.
No 4.08 . 4.38 39 services. No 29s to Owhiro bay.

		Operational Performance	Cancelled Services	FCR	I had to make alternative plans. Great if only three are cancelled now but the app was saying that a few minutes ago... three is still very high for an hourly service. Makes the service somewhat pointless.	
264594	Complaint	[redacted]	[redacted]	[redacted]	[redacted]	28/02/2023 15 03

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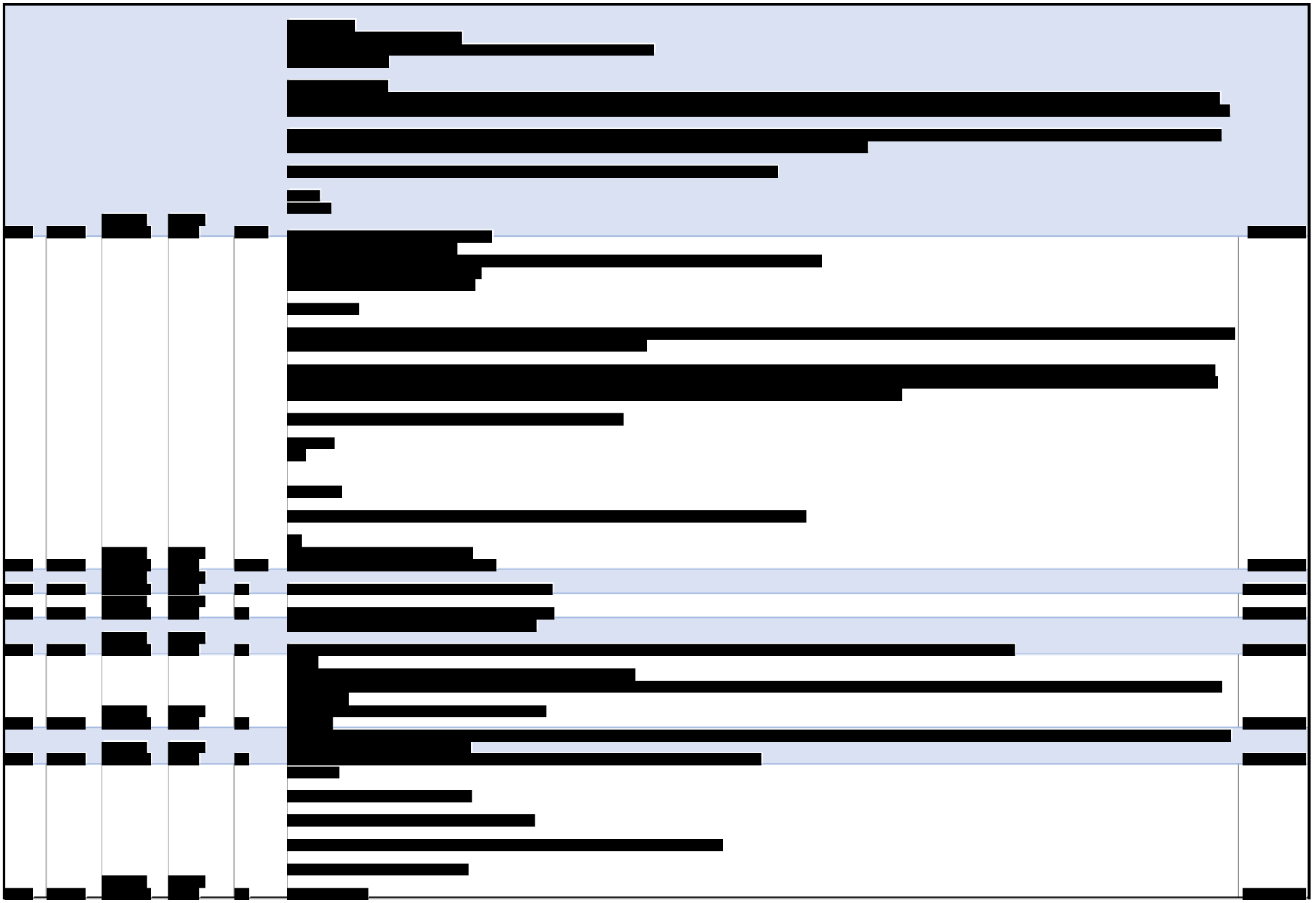

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265938	Complaint	Operational Performance	Cancelled Services	FCR	High percentage of 39 bus services being cancelled. no specific times just a general complaint.	15/03/2023 13 55

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[redacted]

Hi I just see the 6.50 39 is cancelled just now. The 7.50 also cancelled. Are any 39s running. Stuck at home up on the hill with 28s also cancelled....

No 29s and 39s tonight. So answer above does not hold either

You do realize that there is 4 39 pm services however 2 have been suspended. One was cancelled leaving one service at 4.08pm. Do you Aldo understand that with the 6.50am cancelled that means a short work day to catch that one 4.08 service. So the mismatch does not work well. An 8.20 am service is not much good if ther is no return service with the 4.38, 5.08 and 5.38 services cancelled.

261783	Complaint	Operational Performance	Cancelled Services	FCR	***CC responded***	30/01/2023 18 38

[redacted]

From Daran Ponter - Chair <Daran.Ponter@gw.govt.nz>
Sent Monday, 30 January 2023 8 50 pm
To Metlink Councillor Liaison <PTCRS@gw.govt.nz>
Cc Thomas Nash <Thomas.Nash@gw.govt.nz>; Simon Woolf <Simon.Woolf@gw.govt.nz>
Subject Southee routes

Have you got th se routes in your sights? Any worse than any routes in the network?

Daran

Get Outlook for iOS

261813	Complaint	Operational Performance	Cancelled Services	Resolved	[SEE ATTACHMENT FROM CUSTOMER - Message to Daran about routes 29 and 39 being hard-hit]	31/01/2023 8 52

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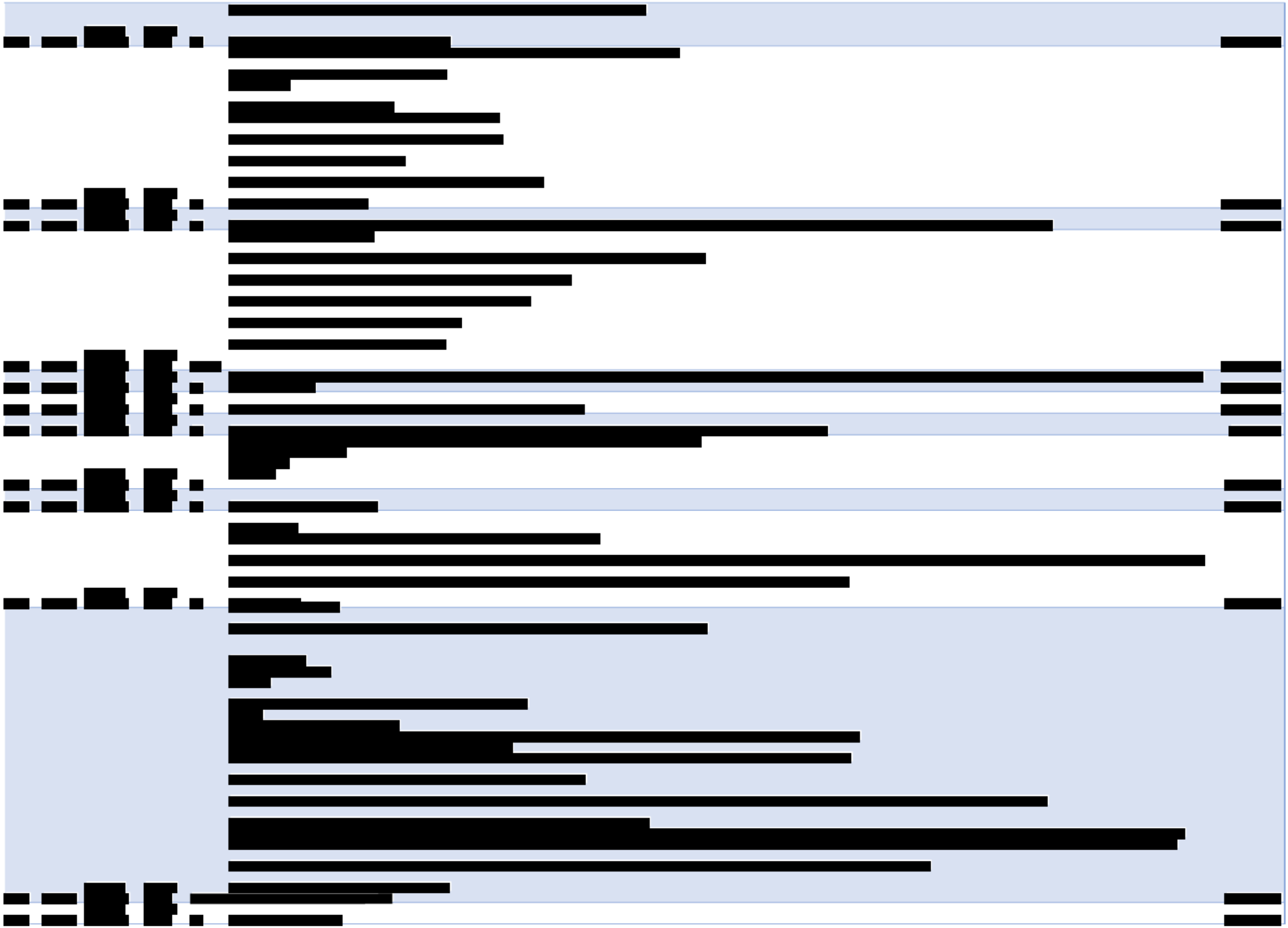

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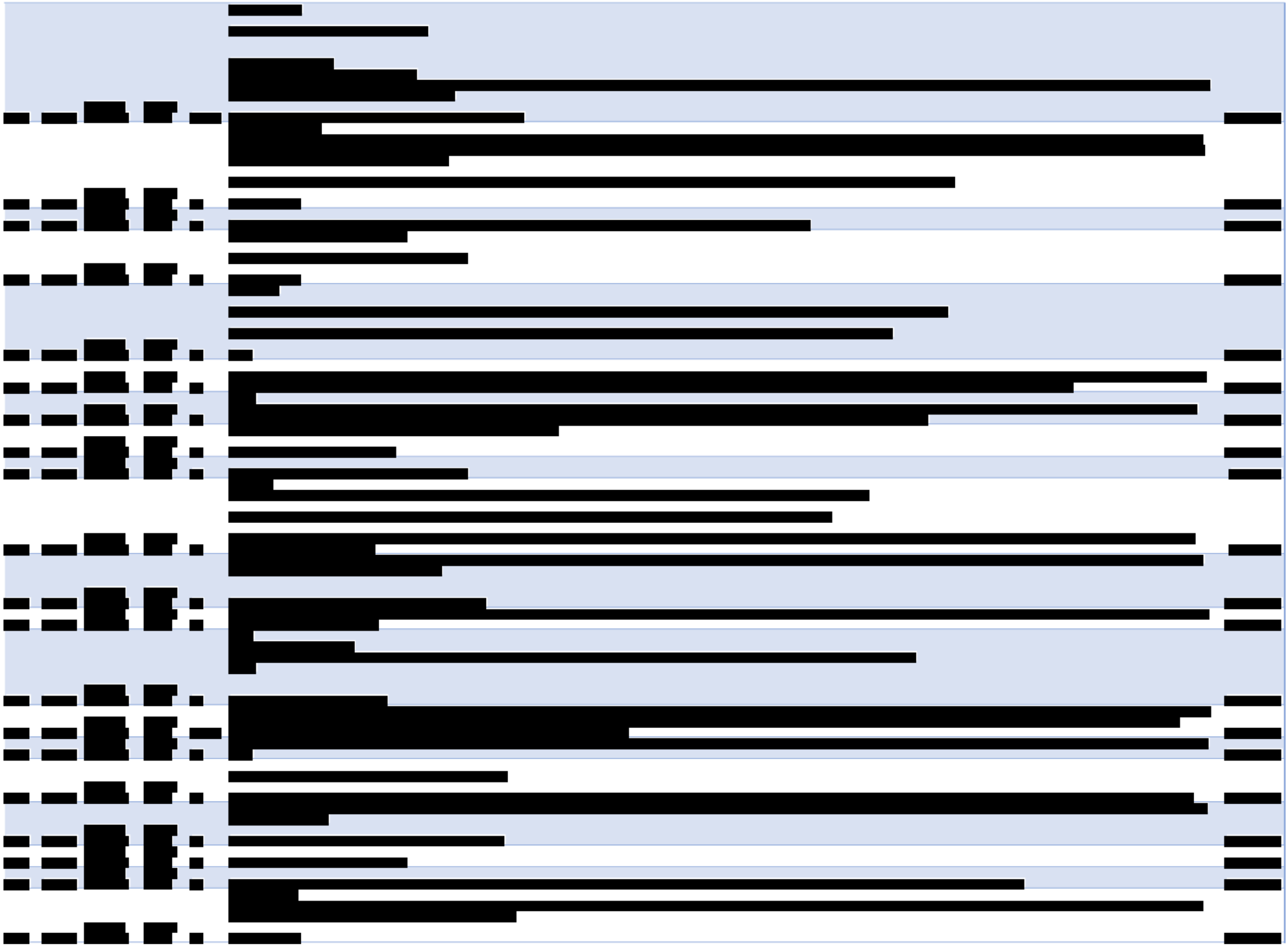

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262604
Complaint
Operational Performance
Cancelled Services
FCR
Complaint please. No 39s tonight. So no commuter service to Owhiro Bay. 4..08 cancelled. 4.38pm cancelled. 5.08 suspended. 5.38 suspended. 100% service reduction. Thanks
8/02/2023 15 28

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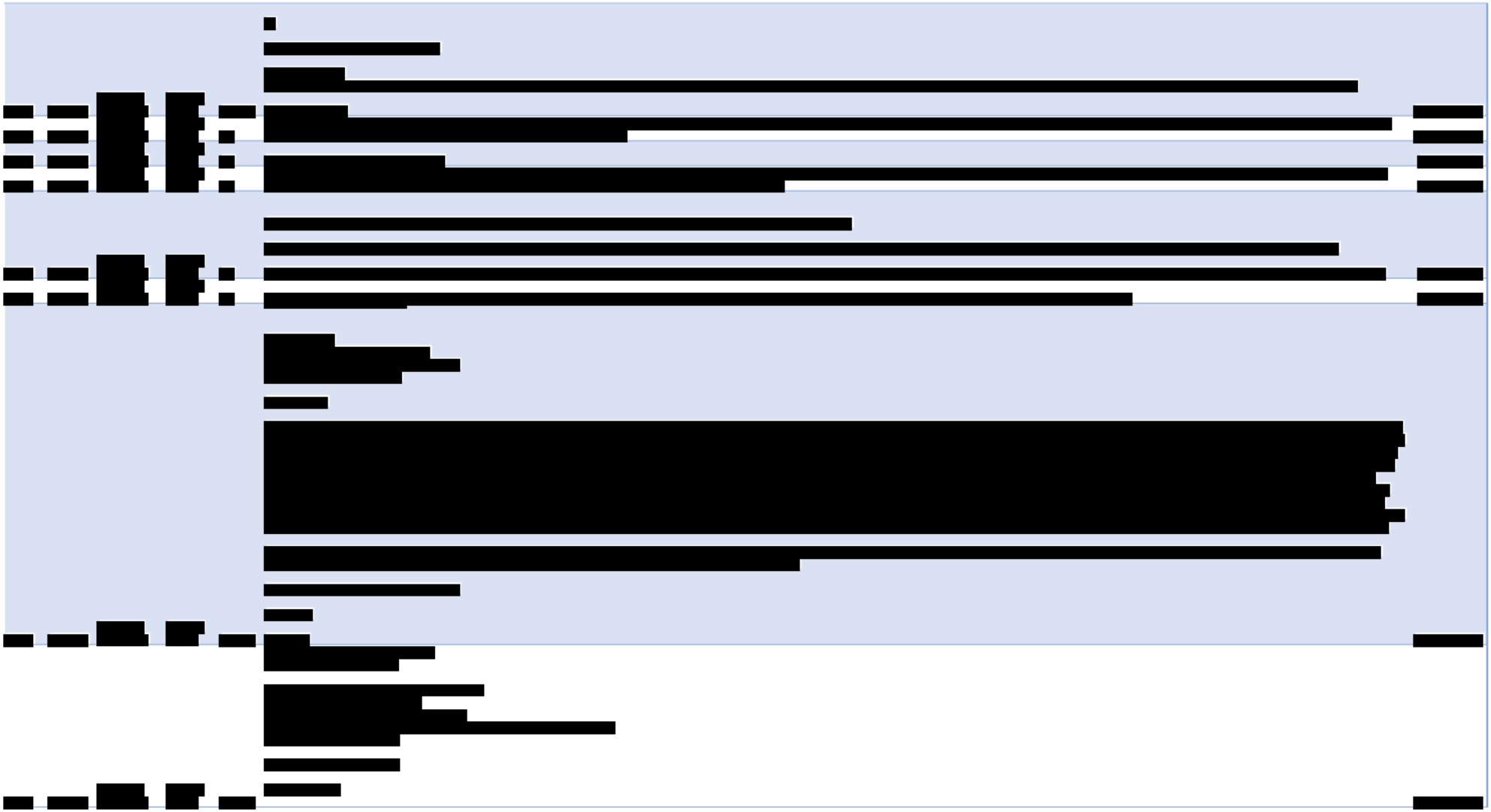

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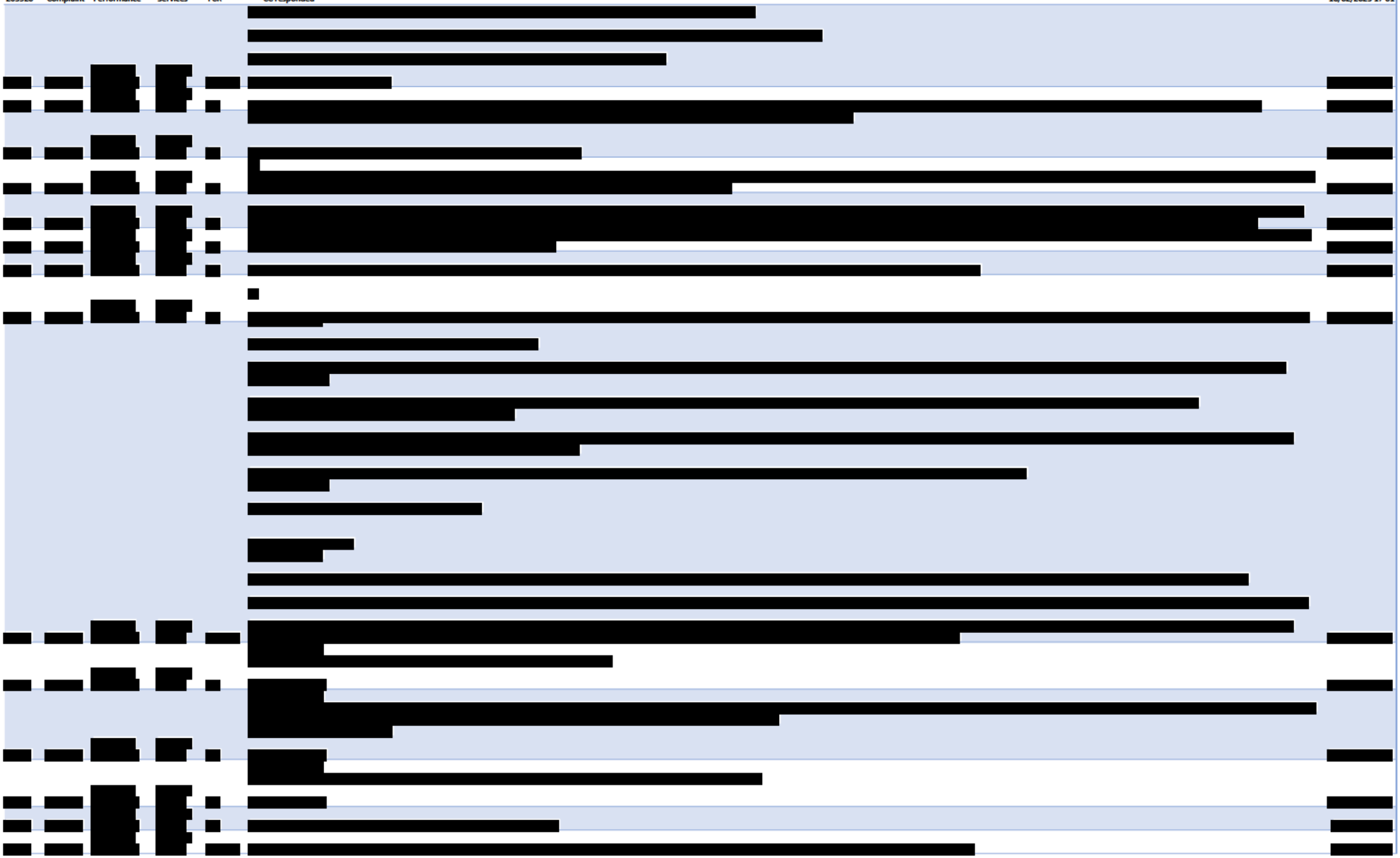

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I will head this with I know there's a shortage of drivers. That seems the inevitable consequence of privatizing an essential service with multiple contractors so the companies make a profit and offer minimum wages to drivers and noone has accountability for terrible services.

I will mention I couldn't get to work in January as my service the 39 was suspended and didn't run due to only Saturday services running. Even now at the end of Feb only one service runs to my home in the evening at 4 40 a time which I imagine is too early for many workers without flexibility.

I had the privilege of being able to work from home the entire month of jan and opting out of the buses. But not everyone has such privilege. And generally it's the people on the lowest wages that have to show up , and have to pay the consequences of their bus services taking twice as long and the consequences in lost wages or lost time with family as a result.

Today. I checked the buses when i got up to make sure all were running as scheduled, and all well. but just as I was walking out the door the 8 30 bus was cancelled (that has me arrive for 9) . I then check the 830 going the other way (which is slower and would take til 9 30. Also cancelled. The next one is a slow bus leaving at 9 09 which means I get to work for 10! An hour late.

Again, I am lucky. I can call my boss and say I will work from home and be there late. And everyone knows how terrible the buses are. However not all people can do that without losing wages or working later into the evening.

Please AT LEAST notify your cancellations in advance. I could have taken an earlier bus if you had told us in time!

264172	Complaint	Operational Performance	Cancelled Services	FCR	I see tomorrow will be PUMS for drivers so God knows how bad things will be.	25/02/2023 9 01

[redacted]

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264504	Complaint	Operational Performance	Cancelled Services	FCR	Could you please advise why the Metlink app is not accurately reporting bus statuses? The 4.08 Number 39 was showing as cancelled (pic attached) but turned up anyway. Luckily I was at the station but was planning to try for alternate buses based on the app. It's hard enough to plan a trip with the level of cancelled services currently without having to plan for inaccurate info too.		27/02/2023 17 27

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		Operational Performance	Cancelled Services	FCR		
264594	Complaint	[redacted]	[redacted]	[redacted]	I had to make alternative plans. Great if only three are cancelled now but the app was saying that a few minutes ago... three is still very high for an hourly service. Makes the service somewhat pointless.	28/02/2023 15 03

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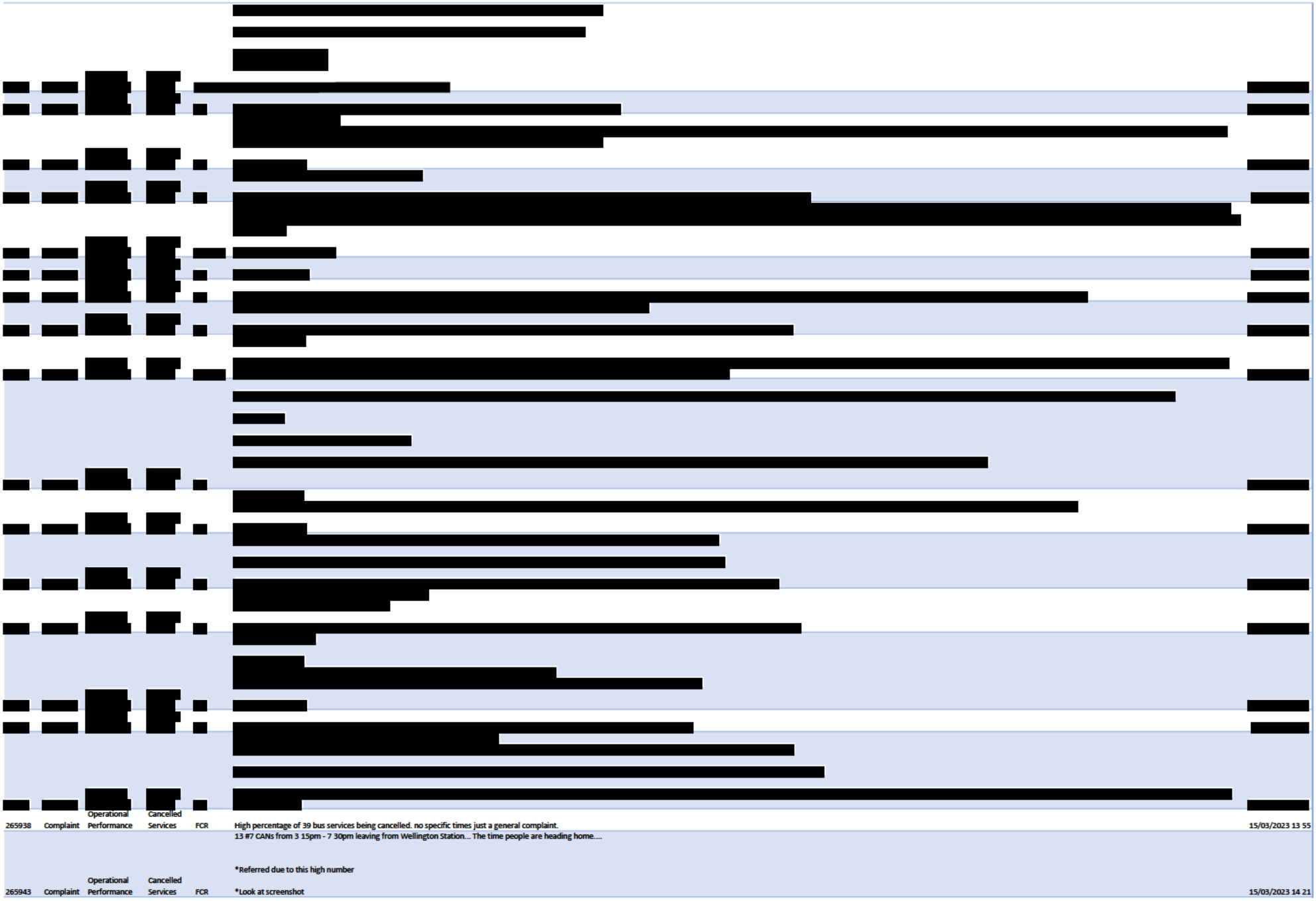
265938 Complaint Operational Performance Cancelled Services FCR High percentage of 39 bus services being cancelled. no specific times just a general complaint. 15/03/2023 13 55
13 #7 CANs from 3 15pm - 7 30pm leaving from Wellington Station... The time people are heading home....
*Referred due to this high number
265943 Complaint Operational Performance Cancelled Services FCR *Look at screenshot 15/03/2023 14 21

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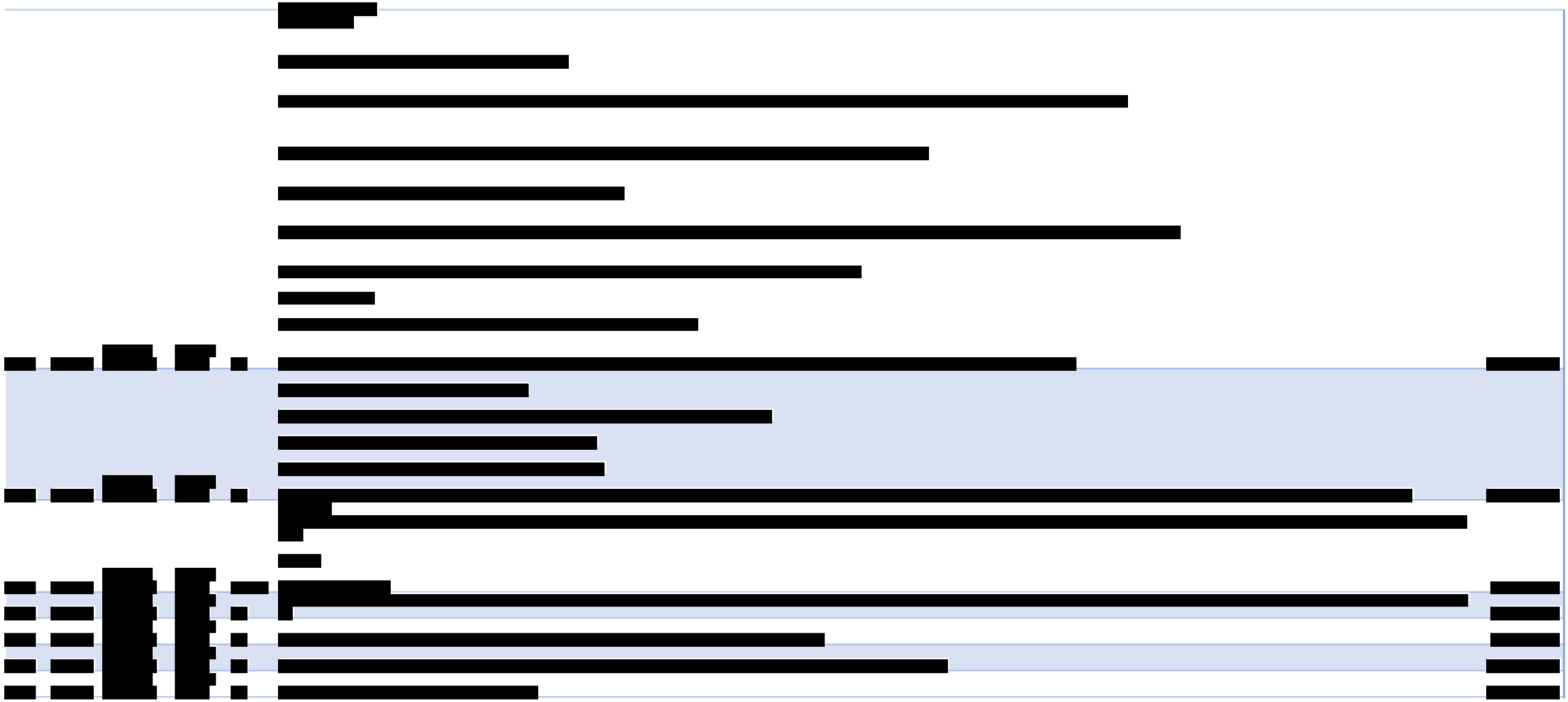

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