

By email

11 June 2012

File No: E/01/05/02

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Jonathan Brewer

Dear Mr Brewer

## Request for information (OIA 2012/055)

I refer to your request for information dated 17 May 2012, which was received by Greater Wellington Regional Council (Greater Wellington) on 17 May 2012. You have requested the following information:

"For cancelled trips over the last three calendar years, please provide a spreadsheet detailing the days, departure times, routes, and reason for cancellation for each instance."

## Go Wellington and Valley Flyer services

Enclosed is a set of spreadsheets detailing cancelled Go Wellington and Valley Flyer contracted bus services over the last three calendar years, including date, departure times, routes, and the reason for cancellation.

You will see that cancelled trips have accounted for no more than 0.7 percent, and as little as 0.1 percent, of total scheduled trips per month since July 2011.

Certain operational and scheduling information has been deleted from the spreadsheets on the basis that it is not relevant or does not fall within the scope of your request.

Please note that there is some inconsistency in the terminology used to describe service failures, which is a result of different people using different reasoning when initially reporting the failure. An example is the use of 'Other' or 'No driver' to describe a series of trips missed due to an industrial event.

## Commercially operated bus services

Information relating to commercially operated bus services (services not contracted to Greater Wellington) is not held by Greater Wellington. This includes the Airport Flyer, and routes 81, 83, 84, 85, 110, 120, 32, 80, 90, 92, 93, 98, 99 as well as a number of school bus services.

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Water, air, earth and energy: elements in Greater Wellington's logo that combine to create and sustain life. Greater Wellington promotes Quality for Life by ensuring our environment is protected while meeting the economic, cultural and social needs of the community.



Information relating to commercial bus routes has been refused in accordance with section 17(g) of the Local Government Official Information and Meetings Act 1987 (the Act), as the information requested is not held by Greater Wellington.

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.

Yours sincerely

**Leigh-Anne Buxton** 

General Manager, People & Capability

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