

20 October 2022

File Ref: OIAP-7-25982

Tēnā koe ■

Request for information 2022-172

I refer to your request for information dated 20 September 2022, which was received by Greater Wellington Regional Council (Greater Wellington) on 20 September 2022. You have requested the following:

“Would love to know what kind of financial penalties are being imposed on NZBus for the collapse in Karori bus services”.

Greater Wellington’s response follows:

Metlink contracts four bus operators to deliver the scheduled services in the Wellington Region. NZ Bus operates Route 2 and other Karori services, and other services in Wellington City.

Bus operators are required to meet certain minimum achievement benchmarks for their average monthly and daily performance of Key Performance Indicators (KPIs) such as Reliability and Punctuality. Reliability measures a number of criteria, including that the service ran (i.e. was not cancelled); that the service was correctly connected to the Snapper system (to ensure fare collection and accurate RTI information); and that the service departed within 30 minutes of its scheduled departure time

When a bus operator’s performance results fall below the benchmarks, the monthly payment made to the relevant bus operator is reduced accordingly.

We can confirm Metlink has imposed financial penalties on NZ Bus for not achieving its performance benchmarks, however we do not disclose the details. Metlink is withholding this information under section 7(2)(b)(ii) in that release of the information would unreasonably prejudice the commercial position of the person who is the subject of the information.

We have considered whether the public interest in the amount of the financial penalties outweighs Greater Wellington's need to withhold them. As a result, we do not consider that the public interest outweighs Greater Wellington's reason for withholding the information under the ground 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 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

A handwritten signature in blue ink that reads "sugar". The signature is written in a cursive style and is enclosed in a thin black rectangular border.

Samantha Gain
Kaiwhakahaere Matua | General Manager Metlink