

14 November 2022

File Ref: OIAP-7-26365

Tēnā koe

Request for information 2022-198

I refer to your request for information dated 27 October 2022, which was received by Greater Wellington Regional Council (Greater Wellington) on 27 October 2022. You have requested the following:

“Can you please provide the average number of bus cancellations on the 24 bus line since the temporary bus changes from 17 October, versus the average number of bus cancellations on the 24 bus line prior to 17 October?”

Why is the 24 affected by bus cancellations even though it is not one of the lines affected by the temporary bus changes? There has been a noticeable decrease in the number of 24 bus service cancellations during peak hours since 17 October.”

Greater Wellington’s response follows:

The average number of bus cancellations on the route 24 before the scheduling changes, and the average number after the scheduling changes are shown in the table below:

Route 24

Average scheduled trips & cancellations

Date	Average daily scheduled services	Average daily cancelled services	% of average services cancelled
Jul	61	5	7.5%
Aug	64	10	15.4%
Sep	62	8	13.6%
1-16 Oct	59	6	10.3%
Total 1/7-16/10/22	62	7	11.9%
17-31 Oct 2022	61	9	15.6%

The 17 October changes to the bus timetable were for NZ Bus operated services. The route 24 is operated by Tranzurban who are also experiencing a driver shortage. We are working closely with Tranzurban to investigate similar interventions such as service suspensions.

We are currently working with all our bus operators on the driver shortage problem. This is a nationwide issue and have taken several steps to ease the shortage, such as:

- Increasing wages for bus drivers
- Working with Central Government on fair pay agreements
- Working on a set of standards that nationally recognise the workforce with pay rates that can be targeted to city, suburban and rural duties
- Lobbying the Government on immigration to further recognise public transport and to get a regular recruitment pipeline back in place without eroding existing pay and conditions.

If you have any concerns with the decision 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



Samantha Gain
Kaiwhakahaere Matua | General Manager Metlink