

10 March 2023

File Ref: OIAP-7-27230

[REDACTED]

Tēnā koe [REDACTED]

Request for information 2023-029

I refer to your request for information dated 10 February 2023 which was received by Greater Wellington Regional Council (Greater Wellington) on 10 February 2023. You have requested the following:

“Can you please provide us with instances where the train service Ngauranga Station to Trentham was, either:

- 1) canceled and did not run at all, or*
- 2) a temporary or planned bus replacement was arranged*

For the period:

36 months prior to the present 10 Feb '22”

Greater Wellington’s response follows:

Your request asks for data for ‘36 months prior to the present 10 Feb ‘22’. We have assumed that you mean 36 months prior to this year – ie 10 February 2023. Please refer to **Attachment 1** which contains a breakdown of the requested data from 1 February 2020 to 10 February 2023.

The “Data” tab has every service that stops at both Ngauranga Station and Trentham Station. The Planned Bus column identifies where a bus has replaced the service, and this was planned (marked ‘1’ in that column to indicate a bus ran). The Unplanned Bus column presents the ‘temporary bus’ you have referred to (also marked ‘1’ to indicate a bus ran). The Full cancellation column means the service did not run and no bus replacement was run for that service (again marked ‘1’ to indicate cancelled).

In summary:

	Number of services	Planned bus replacements	Unplanned bus replacements	Full cancellations
1 February 2020 – 10 February 2021	24573	7503	216	17
11 February 2021 – 10 February 2022	27928	7510	309	89
11 February 2022 – 10 February 2023	25967	5816	383	396

The general reasons for the numbers above include:

- For Planned bus replacements – planned maintenance work has occurred on the network.
- For Unplanned bus replacements – disruptions have occurred, and alternate transport (bus) has been sourced to move passengers.
- For Cancellations – no train or bus service has been provided for any part of the trip. Generally, there was an increase in cancellations in the 2022-2023 period due to staff absenteeism. This includes sickness/Covid.

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



Samantha Gain
Kaiwhakahaere Matua Waka-ā-atea | General Manager Metlink