

28 April 2023

File Ref: OIAPR-1274023063-1042

[REDACTED]

Tēnā koe [REDACTED]

Request for information 2023-065

I refer to your request for information dated 27 March 2023, which was transferred by Wellington City Council to Greater Wellington Regional Council (Greater Wellington) on 27 March 2023. Greater Wellington is responsible for your second question in the request you sent to Wellington City Council about their free guide “To Tatou Poneke Our Wellington”. You have requested the following:

“2. On page 6 there is an article headed “Making it easier to bus”. It would be easier to “bus in Wellington” if the buses that were scheduled actually arrived and weren’t cancelled. The bus service from Ngaio/Khandallah has reached an all time low and is actually dire.

Can I please have all information relating to:

(a) the current rate of cancellations; and

(b) what steps are being taken to reduce cancellations and improve the bus service in Wellington; and

(c) any proposals to pay drivers more rather than spending more money on bus and cycle lanes.”

Greater Wellington’s response follows:

(a) The current rate of cancellations is published on our website in the performance reporting section: <https://www.metlink.org.nz/news-and-updates/surveys-and-reports/performance-of-our-network/>. Refer to the link under bus performance data which will provide you with an excel spreadsheet which can be filtered down to identify cancellations, by operator, by date. This is regularly updated each month so you can revisit and extract data each month as it is updated.

(b) The current service cancellations and performance of the network is heavily impacted by the workforce shortage affecting the bus driver industry. Driver shortages and the impact that they have

had, and will continue to have, on our ability to provide essential bus services is front of mind for Metlink and our operators.

Addressing the driver shortage will in turn have a positive impact on our services to reduce cancellations and become more reliable.

(c) Greater Wellington has recently agreed to contribute to the funding of an increase in bus driver wages, as outlined in a report to Council on 30 March 2023. Refer to Report 23.94 starting on page 64 here: <https://www.gw.govt.nz/assets/Documents/2023/03/Council-30-March-2023-order-paper-public.pdf>.

This report also includes information on the bus driver shortage and what we are doing to address this. However, Greater Wellington do not fund bus and cycle lanes, this is the responsibility of Wellington City Council. It is our understanding that Wellington City Council have also received this request for information. Any information regarding bus and cycle lanes will be responded to by them.

We note that bus and cycle lane funding is from territorial authorities (i.e. city or district councils), in some cases with co-funding from Waka Kotahi NZ Transport Agency, and is not connected to any Public Transport Authority initiative relating to driver wages.

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