

6 January 2026

File Ref: OIAPR-1274023063-45961

By email: [REDACTED]

Tēnā koe [REDACTED]

### **Request for information 2025-439**

I refer to your request for information dated 9 December 2025, which was received by Greater Wellington Regional Council (Greater Wellington) on 9 December 2025. You have requested the following:

“Please can you give me the following information?

- the process and basis (ie reasons) for an operator cancelling a service
- any penalties for doing so
- any restrictions on cancelling peak time services
- the number and percentage of cancelled peak time services to and from Island Bay to the city in the past 12 months”

### **Greater Wellington’s response follows:**

Please note your questions have been numbered and italicised below for ease of reference.

### **Background**

The Bus Partnering Contract (which includes a number of Schedules and Annexures) is the principal document governing the respective rights and obligations of the parties in relation to the provision of bus services on the Wellington Bus Network. The Wellington Bus Network is divided into 16 Units. A Unit refers to a Metlink service or group of services established for contracting purposes. There is a separate Bus Partnering Contract for each Unit.

Contracts awarded by Greater Wellington in respect of Units (irrespective of mode), broadly follow a similar structure as one another. The Bus Partnering Contracts are largely the same for each bus Unit. However, the detailed content of each Unit Contract is tailored to the specific requirements and circumstances of the individual Bus Unit.

Greater Wellington has entered into a Bus Partnering Contract with each of the Operators, namely:

- Mana Coach Services Limited (Units 8 and 18)
- Madge Coachlines Limited (Uzabus) (Unit 14)
- Tranzit Group Limited (Tranzurban) (Units 1, 4, 7, 9, 10, 11, 13 and 15)
- Wellington City Transport Limited and Cityline Limited (NZ Bus) (Units 2, 3, 5, 6 and 12).

Greater Wellington has published a representative version of the Bus Partnering Contracts on its website. The representative contract published on our website identifies information that we elected to redact; the ground relied on is identified beside each redaction.

A copy of the representative contract can be found at:

<https://www.gw.govt.nz/transport/metlink-bus-train-and-ferry/public-transport-contracts/>

1. *the process and basis (ie reasons) for an operator cancelling a service*

Please refer to the following pages in the contract for answers to your questions:

- Schedule 3 – Service Disruptions (starting page 42)
- Schedule 3 – Cancellation of Scheduled Services, Special Event Services and Alternative Services by the Operator (page 49)

In summary, the process is that when the operator becomes aware that a service is not going to run, they are required to communicate that to Metlink, and to customers as soon as possible. When they cancel the trip, this updates the Real Time Information boards and sends notifications to those customers that are signed up on the app to receive notifications about that service.

In regard to your request for information on the reasons that services are cancelled, our operators are not contractually required to provide this information, therefore it is not information we hold. The information we hold relates to whether the service operated or not. This part of your request is refused under section 17(g) of the Local Government Official Information and Meetings Act 1987 (the Act) on the basis that the information requested is not held by Greater Wellington and there are no grounds for believing that the information is held by another local authority or a department or Minister of the Crown or organisation.

We are aware that generally cancellations are the result of operators being unable to provide last minute cover for staff availability, vehicle availability, or delays caused by traffic accidents or road congestion.

*2. any penalties for doing so*

The contracts between Greater Wellington and our operators set out mechanisms whereby our operators have abatements made to their monthly payment if they fail to meet set Key Performance Indicators (KPIs). There is also a mechanism allowing for a bonus to be paid where the operator has exceeded certain KPIs.

The current KPI framework (effective from 1 July 2021) includes a threshold for Monthly Reliability of 98% and Daily Reliability of 96%. The Daily Reliability measure is to incentivise bus operators to better manage their daily operations. The Punctuality threshold is 95%. Greater Wellington will either:

- Withhold a percentage of the daily payment to operators when the performance is below 96% but higher than 80%; or
- Withhold a percentage of the average daily payment when the performance is below 80%.

**Reliability**

The bus reliability measure is the percentage of scheduled services that actually ran as tracked by our RTI and Snapper systems.

**Punctuality**

The bus punctuality measure is the percentage of scheduled services that depart from origin, leaving between one minute early and five minutes late.

## Abatement amount

The value of the abatements we apply is commercially sensitive and not information that Greater Wellington would release to the public.

### *3. any restrictions on cancelling peak time services*

We do not treat peak services differently from off peak in relation to cancellations, so therefore there is no restriction on cancelling peak time services. We therefore refuse to provide the information requested under section 17(g) of the Act on the basis that the information requested is not held by Greater Wellington and there are no grounds for believing that the information is held by another local authority or a department or Minister of the Crown or organisation.

However, we note that we do provide each operator with some operational guidelines around trip cancellation. In that guidance to each we state the following:

‘In the event of any trips on other routes having to be cancelled the following guidance should be applied where possible:

- Do not cancel sequential trips on any routes
- Do not cancel the same trip on sequential days
- Always run the first and last trips on a timetable

If any of the above trips do need to be cancelled as a last resort, please notify your GW Service Delivery counterpart as soon as possible so that we can let the affected school communities know.’

Most routes contained in the guidelines relate to school trips, or public trips which run close to schools during peak times.

### *4. the number and percentage of cancelled peak time services to and from Island Bay to the city in the past 12 months*

Please refer to **Attachment 1** which contains a copy of the requested information.

The spreadsheet has 2 tabs – one for the number 1 service and one for the number 29 which both run services to and from Island Bay.

As you can see from the spreadsheet, the number 1 service has experienced a total cancellation rate of 5.84% in AM peak times and 2.92% for PM peak times.

The number 29 has experienced a total cancellation rate of 2.03% in AM peak times and 1.76% for PM peak times.

For both, we have provided a view which shows:

- The year and date the trips relate to
- AM and PM split of peak services
- The count of scheduled trips – these are the trips published to run as per our timetable
- The count (against scheduled trips) of sighted trips – these are trips that are recorded by our Real Time Information system as having run once they reach their first bus stop in their trip
- The count (against scheduled trips) of cancelled trips – these are the trips that are cancelled by an operator prior to the service taking place
- The count (against scheduled trips) of part cancelled trips – these are trips which have been terminated after beginning their service – this includes things such as break downs, or accidents
- The count and percentage (against scheduled trips) of overall trip cancellations – these are the cancelled trips and part cancelled trips added together to give the total cancellation amount

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.

Please note that it is our policy to proactively release our responses to official information requests where appropriate. 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 | Group Manager Metlink