

8 January 2026

File Ref: OIAPR-1274023063-46046

By email: [REDACTED]

Tēnā koe [REDACTED]

Request for information 2025-441

I refer to your request for information dated 12 December 2025, which was received by Greater Wellington Regional Council (Greater Wellington) on 12 December 2025. You have requested the following:

“I would like to know why the buses are so hot at the moment. Often to the point I see people having to get off them early because the heat is unbearable. It seems that often air conditioning is off or is pumping out heat.

What is the policy for when air conditioning should be turned on on a bus.

What is the number of buses where air conditioning is functional.

Are any mitigations put in place when it is known that air conditioning is not functional on a bus.

Any documentation around the risk of passengers or drivers over heating on buses.”

Greater Wellington’s response follows:

What is the policy for when air conditioning should be turned on on a bus.

Air conditioning should automatically be on at all times; the temperature is set at the depot and the driver is not able to make adjustments or turn the system off.

What is the number of buses where air conditioning is functional.

423 of 480 buses have air conditioning installed. Buses which do not have air conditioning installed are all equipped with opening windows for ventilation. All new buses must have air conditioning.

When a new bus is introduced into the fleet, either a test report demonstrating that the air conditioning system can maintain 20°C +/- 2°C in outdoor temperatures between 0°C and 30°C, or the manufacturer's statement that the system is capable of this, is required.

Are any mitigations put in place when it is known that air conditioning is not functional on a bus.

When air conditioning is reported as not working, the operator's maintenance team is required to take the bus into the depot for analysis and repair. Routine maintenance is undertaken frequently to reduce instances of failure.

Any documentation around the risk of passengers or drivers over heating on buses.

Greater Wellington does not complete any risk analysis or capture data related to people or drivers overheating on buses. Therefore, we are refusing this part of your request under section 17(g) of the Local Government Official Information and Meetings Act 1987 (the Act) on the grounds that the information requested is not held by the local authority and the person dealing with the request has no grounds for believing that the information is either

(i) held by another local authority or a department or Minister of the Crown or organisation; or

(ii) connected more closely with the functions of another local authority, or a department of Minister of the Crown or organisation.

Further information

If you are noticing a recurring issue on a particular bus or route, you can contact info@gw.govt.nz with the bus number and we will pass this information on to the operator for investigation.

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 appropriate. Our response to your request will be published shortly on Greater Wellington's website with your personal information removed.

Nāku iti noa, nā



Paul Tawharu

Kaiwhakahaere Matua Waka-ā-atea | Group Manager Metlink (Acting)