

15 August 2024

File Ref: OIAPR-1274023063-28772

By email: [REDACTED]

Tēnā koe Matt

### **Request for information 2024-160**

I refer to your request for information dated 18 July 2024, which was received by Greater Wellington Regional Council (Greater Wellington) on 18 July 2024. You have requested the following:

“Please can you escalate again and raise an OIA. Disclosing all meeting minutes and actions relating to improving this service. Internally within Metlink and those with operator. My email address is [REDACTED]. please share any correspondence with the chair of the transport chairs over the last 6 years. Thanks

Note that this is for all 39 services.

[REDACTED]

Can you please also include patronage statistics for the two pm services pre and post the service suspensions. ie 5.08 and 5.38 thanks”

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

#### **Patronage statistics**

Please refer to **Attachment 1** for a copy of the requested data relating to the 5:08pm and 5:38pm route 39 services. The data is from 27 October 2020 through to the date at which this data was extracted, 29 July 2024.

The file shows the date, the trip start time, and the passenger count for the service.

## Correspondence on Improving the #39 service

A content search was completed using the key terms 'route 39' and 'improve', 'improved', or 'improvement' and included correspondence from the two chairs of the Transport Committee over the last six years.

This search resulted in 126 items returned which were filtered through to identify anything that may be relevant or of interest to your request. Refer to **Attachment 2** which contains a copy of the correspondence.

Some information, such as names, email address, and phone numbers have been withheld under section 7(2)(a) of the Local Government Official Information and Meetings Act 1987 (the Act) in order to protect the privacy of natural persons.

When withholding information under section 7 of the Act, we are required to consider the public interest in the release of this information. We have considered this, and do not believe the public interest in this information outweighs our decision to withhold this information.

The majority of the correspondence generally involves email chains between yourself, our Greater Wellington officers, and Greater Wellington Councillors.

Some of these email chains have not been able to be exported without the format of the message changing and becoming unreadable. An example of this in **Attachment 2** is where some of the pictures contained within the email have been corrupted and are now showing as little red 'x' squares.

There are also many responses in the email chains, which has resulted in a lot of duplication within the correspondence. We have done our best to remove duplicates of emails.

We believe we are releasing all correspondence that we have on the matter, however, there has been difficulty in formatting the correspondence after extracting them from the system to ensure they are readable. Therefore, there may be items which were included which became unreadable due to the extraction process and have therefore been deleted. We believe that all of the deleted information were duplicated emails.

If there is anything you specifically require more information on within the correspondence, then you may wish to make another refined request.

### **Additional information**

Greater Wellington values being an open and transparent local government organisation and believes that access to information is a public right. We therefore endeavour to respond to requests for information fulsomely and in a timely manner. However, the frequency, volume and amount of information you have recently requested is significantly impacting Greater Wellington and its officers' abilities to carry out their functions and duties. Therefore, we are advising you that we will consider our options in responding to your future requests in accordance with the Act, including the possibility of charging you for the supply of information.

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