

14 April 2025

File Ref: OIAPR-1274023063-37940

██████████
By email: ██████████

Tēnā koe ██████████

Request for information 2025-102

I refer to your request for information dated 21 March 2025, which was received by Greater Wellington Regional Council (Greater Wellington) on 21 March 2025. You have requested the following:

“in all your cancellations - see forwarded email below - you use the term “Cancelled due to other cause”. This is a nonsensical statement, what is it supposed to mean? Are there a list of reasons the bus companies are supposed to use, but don't, so you just use this rubbish?”

What are the causes that this is the “other” to?

Would you please give me a list of the cancellations of the 24 service for the last 30 days, including the real reason for their cancellation.”

Greater Wellington’s response follows:

What ‘other’ refers to and list of reasons for cancellations

When an operator inputs a cancellation for an individual trip into the Real Time Information system, there is no option to provide a reason, and our website interprets that as ‘other’.

When Metlink officers go into the website to send out service alerts to customers, we can enter reasons for the cancellation. This is selected from a drop-down list which includes the following:

- weather or natural disaster,
- traffic or vehicle accident,
- holiday or event,

- mechanical or technical problem,
- planned maintenance,
- roadworks or construction,
- emergency services,
- medical or health emergency,
- demonstration,
- staff shortage,
- other cause,
- cause not yet known.

However, please note that we typically rely on our operators to input the cancellations which means that Metlink officers are not often involved in updating cancellations for individual trips and providing the reason why.

List of cancellations of 24 over last 30 days [30 days up to 21 March 2025] and reasons for cancellation

Please refer to Metlink's bus performance data on the Metlink website here:

<https://www.metlink.org.nz/about-us/performance-of-our-network>

The information you are requesting can be found in the excel spreadsheet under Bus performance data.

In this sheet, you can open the tab which contains cancellations and scroll across to find the cancellations by week for the number 24 route.

Metlink are not provided specific reasons for cancellations by our operators. However, each day, we receive 3 situation reports (sitreps) from each of our operators which includes information on cancellations and delays across the network. We have extracted the sitreps which mention the route 24 from our operator over the last 30 days and have included this as part of the response as **Attachment 1**.

The sitrep includes:

- The sitrep name
- The operator that runs the service (in this case Tranzurban)
- The date of the report
- The report type (first, second, or third of the three daily sitreps)

- The date and time the report was submitted to Metlink; and
- Issues compromising reliability and/or punctuality

On occasion, Metlink request further information from our operator on the content of the sitreps provided or they may be discussed as part of our regular meetings with our operators.

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



Samantha Gain

Kaiwhakahaere Matua Waka-ā-atea | Group Manager Metlink

Name	Operator Name	Report Date	Report Type	Date & Time Report Submitted	Issues compromising reliability and/or punctuality
SR021178	Tranzurban	21/02/2025	First Report	21/02/2025 5:40	<p>Wellington - 7 cancellations on route 1, 23, 24, 25, 29 & 32x due to bus availability. More cancellations anticipated due to bus and driver availability.</p> <p>Porirua - All services should run as planned for the morning. Driver availability can cause some issues later in the day.</p> <p>Hutt Valley - All services expected to run as planned for the morning.</p> <p>Roadworks Vogel Street, Naenae works with diversion rt 121 and 130. Reynold Street roadworks, diversion in place via Pearce Crescent for route 110 services from 9am onwards. Parkway, Wainuiomata roadworks, detour in place via Wainuiomata road for all 160 services heading south from 9am onwards.</p>

Proactive Release

SR021227

Tranzurban

25/02/2025 First Report

25/02/2025 5:43

Wellington - 9 cancellations on route 1, 23, 24, 25, 29 & 32x due to bus ad driver availability. More cancellations anticipated due to the same reason.

Porirua - 4 cancellations on route 220, 226 & 236 due to driver availability. More cancellations anticipated due to bus and driver availability.

Hutt Valley - All services expected to run as planned for the morning.

Roadworks: Vogel Street, Naenae works with diversion rt 121 and 130.

Proactive Release

SR021230

Tranzurban

25/02/2025 Second Report

25/02/2025 7:46

Hutt Valley – All the services expected to run as planned for the rest of the day.

Wellington – Three further cancellations on route 1 and 24 due to bus availability. Bus and driver availability may cause further cancellations.

Porirua – Three further cancellations on route 230 and 236 due to driver availability. Bus and driver availability can cause more cancellations later in the day.

Peak morning traffic, school kids/public travelling to school and work can cause some heavy loading and delays.

Roadworks:

Vogel Street, Naenae works with diversion rt 121 and 130.

Proactive Release

SR021242

Tranzurban

26/02/2025 Second Report

26/02/2025 7:57

Wellington - 11 further cancellations on route 1, 7, 23, 24 & 39 due to driver and bus availability and bus breakdown. More cancellations expected due to bus and driver availability.

Porirua - No further cancellation at the moment. Driver availability can cause some cancellations later in the day.

Hutt Valley - All services expected to run as planned for the rest of the day. Bus availability can cause some issues but no cancellations anticipated.

Peak morning traffic, school kids/public travelling to school and work can cause some heavy loading and delays.

Roadworks: Vogel Street, Naenae works with diversion rt 121 and 130.

Proactive Release

SR021292

Tranzurban

2/03/2025 Third Report

2/03/2025 13:29

Wellington - Two cancellations on route 24 and 27 due to driver availability. Heavy traffic caused by Newtown festival and road closures resulting in late running's upto 30 minutes.

Porirua & Hutt Valley - All services expected to run as planned for the rest of the day.

Road works and closures:

Newtown festival road closures that will effect routes 1, 23 and 29 between 0600hr to 2100hr today. Diversions are in place.

Vogel Street, Naenae works with diversion rt 121 and 130.

Proactive Release

SR021295

Tranzurban

3/03/2025 First Report

3/03/2025 5:33

Wellington - Two cancellations on route 1 and 24 due to bus availability. More cancellations anticipated due to the same reason.

Porirua - All services expected to run as planned for the morning. Bus availability can cause some issues but no cancellations anticipated as of now.

Hutt Valley - All services expected to run as planned for the morning.

Roadworks and closures:

Vogel Street, Naenae works with diversion for 121 and 130 services.

Multiple works in Wainuiomata affecting both 160 & 170 services. diversion in place.

Proactive Release

SR021301

Tranzurban

3/03/2025 Second Report

3/03/2025 7:58

Wellington - Seven further cancellations on route 1, 7, 23, 24, 25, 29 and 32x due bus availability. More cancellations anticipated due to the same reason.

Porirua - One cancellation on route 220 due to bus availability. Rest of the services expected to run as planned.

Hutt Valley - All services expected to run as planned for the rest of the day.

Peak morning traffic, school kids/public travelling to school and work can cause some heavy loading and delays.

Roadworks and closures:

Vogel Street, Naenae works with diversion for 121 and 130 services.

Multiple works in Wainuiomata affecting both 160 & 170 services. diversion in place.

Proactive Release

SR021313

Tranzurban

4/03/2025 Second Report

4/03/2025 8:03

Wellington - Five cancellations on route 1, 24, 25, 29 & 32x due to bus availability. More cancellations anticipated due to the same reason.

Porirua - All services expected to run as planned for the rest of the day.

Hutt Valley - All services expected to run as planned for the rest of the day.

Peak morning traffic, school kids/public travelling to school and work can cause some heavy loading and delays.

Roadworks: Vogel Street, Naenae works with diversion for 121 and 130 services.

Proactive Release

SR021321

Tranzurban

5/03/2025 First Report

5/03/2025 5:47

Wellington - Most of the services expected to run as planned for the morning.

Porirua - All services expected to run as planned for the morning.

Hutt Valley - All services expected to run as planned for the morning.

Rain is expected to increase morning peak traffic and cause delays to Hutt Valley and rt 1 and 24 services

Roadworks:

Vogel Street, Naenae works with diversion for 121 and 130 services.

Parkway, Wainuiomata closed with diversion for rt 160 outbound to LH 9am to 11am, then reverse 11am to 1pm today

Proactive Release

SR021385

Tranzurban

10/03/2025 Third Report

10/03/2025 13:57

All depots have bus availability concerns this afternoon. Some cancellations are anticipated.

Roadworks today on Knights Rd and Bloomfield, LH rt 121 with diversion in place until 3pm

Roadworks on route 160 and 170 on Waterloo road with a diversion until 3pm

Roadworks on Frobisher road with reduced speed on route 29

R220 and R430

Work on Warspite avenue this week

Bus stop 2124 moved north to opposite Commerce Cres – stop moved all week during the work

Proactive Release

SR021408

Tranzurban

12/03/2025 Third Report

12/03/2025 13:31

Hutt Valley – All the services expected to run as planned for the rest of the day.

Wellington - Five further cancellations on route 1 & 24 due to driver availability. Most of the services expected to run as planned for the rest of the day.

Porirua - All services expected to run as planned for the rest of the day.

Peak afternoon traffic, school kids and general public returning home can cause some heavy loading and delays.

Roadworks: Vogel Street, Naenae works with diversion rt 121 and 130.

Proactive Release

SR021431	Tranzurban	14/03/2025 First Report	14/03/2025 5:49	<p>Hutt valley – All services expected run as planned for the morning.</p> <p>Wellington – Most of the services expected to run as planned for the morning. Some cancellations expected this morning due to bus and driver availability. PC 1x2</p> <p>Porirua – Majority of the services expected to run as planned for the morning. Some cancellations expected this morning due to bus and driver availability. PC 26 x 3</p> <p>School services will run as scheduled.</p> <p>Road works that may cause delays later in the day: Naenae Route 121 & 130, Wellingtons Route 1, Traffic and on going works Route 24</p>
SR021449	Tranzurban	16/03/2025 First Report	16/03/2025 5:50	<p>All services in Hutt, Wellington, and Porirua are expected to operate in adherence to the established schedules. However, please anticipate potential delays due to road closures associated with the Weet-Bix Kiwi Kids Tryathlon, which will affect Route 24 from 0600 to 1500 hours.</p> <p>Additionally, road work at the Vogel Street Naenae roundabout may continuously impact Routes 121 and 130.</p>

SR021452

Tranzurban

16/03/2025 Second Report

16/03/2025 7:40

Wellington / Porirua / Hutt Valley - All services expected to run as planned for the rest of the day.

Road closures associated with the Weet-Bix Kiwi Kids Tryathlon, which will affect Route 24 from 0600 to 1500 hours. Delays can be expected.

Roadworks: Vogel Street, Naenae works with diversion rt 121 and 130.

SR021456

Tranzurban

16/03/2025 Third Report

16/03/2025 13:34

Wellington / Porirua / Hutt Valley - All services expected to run as planned for the rest of the day.

Major delays on route 24 due to the Triathlon at Kilbirnie Park and heavy traffic around Oriental Parade.

Roadworks: Vogel Street, Naenae works with diversion rt 121 and 130.

Proactive Release

SR021462

Tranzurban

17/03/2025 First Report

17/03/2025 5:40

Wellington - Two cancellations on route 24 due to driver availability. More cancellations anticipated due to bus and driver availability.

Porirua - All services running as planned for now. Cancellations anticipated due to driver availability.

Hutt Valley - All services running as planned for now. Driver availability can cause some cancellations later in the day.

Roadworks: Vogel Street, Naenae works with diversion rt 121 and 130.

Proactive Release

SR021479

Tranzurban

18/03/2025 Third Report

18/03/2025 13:31

Hutt Valley – Two cancellations on route 130 due to bus availability. All the services expected to run as planned for the rest of the day.

Wellington – A total of 8 cancellations so far on route 1, 24, 25 and 32x due to bus and driver availability. More cancellations can be anticipated due to the same reasons.

Porirua – All services expected to run as planned for the rest of the day. Bus availability can cause some issues but no cancellations anticipated as of now.

Peak afternoon traffic, school kids and public returning home can cause some heavy loading and delays.

Rain and wind across the region might cause some delays.

Roadworks: Vogel Street, Naenae works with diversion rt 121 and 130.

Proactive Release

SR021498

Tranzurban

20/03/2025 Second Report

20/03/2025 7:29

Wellington and Porirua - Likely cancellations this morning due to bus availability.

Hutt Valley - All services running as planned

Vogel Street, Naenae works still in place with diversion. No other known new roadworks this morning.

Wet weather will cause delays this morning from Grenada to Johnsonville through to Wellington city, impacting routes 1 24 19 25

Proactive Release