

7 February 2024

File Ref: OIAPR-1274023063-24889

By email: [REDACTED]

Tēnā koe [REDACTED]

Request for information 2024-001

I refer to your request for information dated 8 January 2024, which was received by Greater Wellington Regional Council (Greater Wellington) on 8 January 2024. You have requested the following:

“As per the official information request act, can you please supply the planning the resulted in two buses required for the 5.03 pm service from Upper Hutt to Masterton today Monday 8 January.

I am sure this request will show the normal people on a typically Monday, how many people expected on this service based on historical information (can the years be shown) on the first Monday back after New Years which then resulted two buses required.”

Greater Wellington’s response follows:

Transdev, as the Operator of our rail network, make all decisions regarding capacity on rail network services. This includes for trains and also bus replacements. To do this, Transdev generally review historical patronage data and make decisions on capacity required based on that. Metlink also hold this patronage data, but we do not make the decision regarding what capacity should be provided for each service. We received operational planning documents on 20 December 2023 that showed Transdev were planning 2 buses per service for the week commencing 8 January 2024.

Please see **Attachment 1** and **Attachment 2** which provide some context and information relating to the planning for those services.

As you can see on page 5 of **Attachment 1**, two buses were planned for each Wairarapa Rail Line service for 8 January.

As you can see in **Attachment 2**, we contacted Transdev regarding this request for information and they have advised that capacity became an issue on the 4:25pm service on Monday 8 January 2024,

as a larger than expected volume of passengers showed up to catch this service. If these passengers had been spread out across all the afternoon peak services, capacity wouldn't have been an issue.

Please note, we have withheld information in Attachment 2 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, including that of deceased natural persons.

We have considered whether the public interest in the requested information outweighs Greater Wellington's need to withhold identifying information. As a result, we do not consider that the public interest outweighs Greater Wellington's reason for withholding the personal information under the grounds identified.

Generally, Metlink only provide feedback to Transdev if we become aware that capacity is an issue on a particular service. In this case, we did become aware and provided that feedback, and Transdev increased capacity for the Tuesday as necessary.

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 | Group Manager Metlink

TUESDAY 26 DECEMBER 2023 – MONDAY 15 JANUARY 2024

Wellington to Masterton

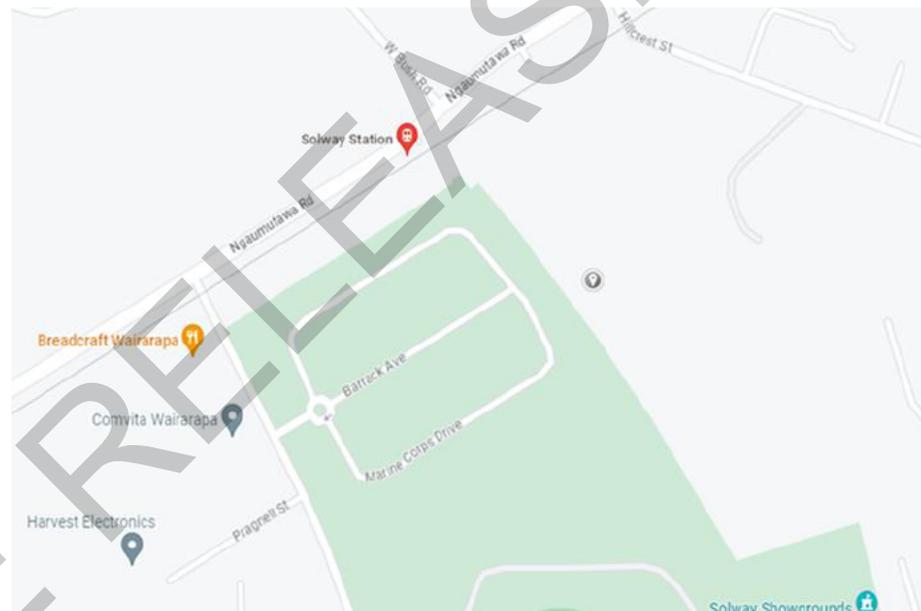
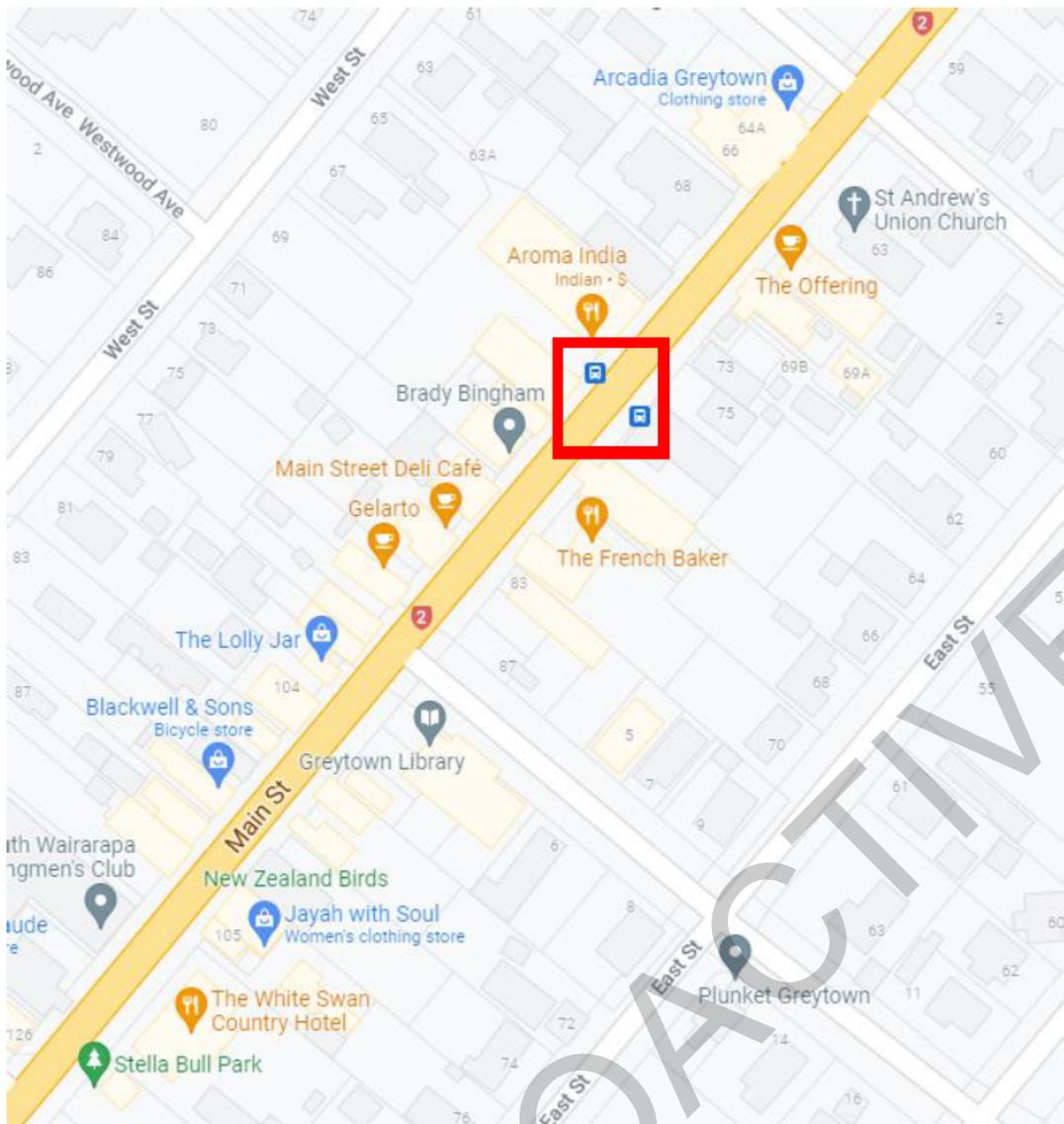


Event Details	<p>Block of line from 06:00hrs until 02:00hrs</p> <p>Tuesday 26 December 2023 – Monday 15 January 2024</p> <table border="1" style="margin-left: auto; margin-right: auto;"> <thead> <tr> <th></th> <th>Mon</th> <th>Tue</th> <th>Wed</th> <th>Thu</th> <th>Fri</th> <th>Sat</th> <th>Sun</th> </tr> </thead> <tbody> <tr> <th>AM</th> <td style="background-color: #FFD700;"></td> </tr> <tr> <th>PM</th> <td style="background-color: #FFD700;"></td> </tr> </tbody> </table> <p>During these times, trains are cancelled (buses replacing services) between Wellington and Masterton</p>		Mon	Tue	Wed	Thu	Fri	Sat	Sun	AM								PM							
	Mon	Tue	Wed	Thu	Fri	Sat	Sun																		
AM																									
PM																									
Train and Bus Arrangements	<p>To be read in conjunction with, Train Arrangement Plan 674W and Bulletins</p> <p>Bus Replacements operated by Tranzit Masterton</p>																								
Crew Instructions	<ul style="list-style-type: none"> • Staff should clip out tickets for their service from Wellington Platform 10. • Crew to follow mini-roster or as advised by SCC. • Complete Mis7c as per normal process <ul style="list-style-type: none"> ○ Please see the end of this document for detailed WRL staff and crew instructions ○ Crew to ask passengers if they wish to alight at Greytown centre (request drop-off only) • Cover or As Required staff may be asked to assist with revenue collection at Wellington station. <ul style="list-style-type: none"> ○ New Solway station stop (park and ride) on the Ngaumutawa main road started from Monday 16 October 2023. ○ Woodside stop is outside the Challenge station 234 Main St Greytown. (Outbound/inbound). 																								

Notifications, Communications and Security	Managed by Transdev Communications <u>No security required.</u>
SCC Contact Details	Office Service Coordinator 0800 86 3876 (Option 1) or 021 829 225 Communications Officer 0800 86 3876 (Option 6) or 027 247 8270

Information for SCC and other uses of additional planning information

Bus Operator Information	Operator – Transit Masterton Supervisor – Jackie 027 862 3182 or second point of contact is Brady 027 452 2481 (on call number 0800872643) Supervisor to call SCC to sign on to introduce themselves and discuss any changes. Any GPS tracking related issues please contact the Supervisor on duty. <i>Buses are required to have snapper enabled, please ensure snapper machines are switched on, logged in and working off the BOL trip. Any issues with snapper must be reported to your supervisor and Transdev SCC straight away.</i>
Standby Buses	Standby buses wheelchair accessible (1 x Wellington, 1 x Masterton) will be required during BOL hours.
Special Events / Changes to Routes	Single decker coaches used on this route. One of the coaches will be a double decker just incase of high pax numbers. From Mon 8 Nov, buses will stop on request at Greytown (1822/1922). Please see the additional information attached. New Solway station stop (inside the park and ride) on the Ngaumutawa main road will be starting from Monday 16 October. Sunday 14 January Phoenix V Central coast Mariners at Sky stadium from 17:00 – 18:50.



New Solway stop (Park and ride)

Additional request stops from 8 November.

26, 30, 31 December 2023 & 1, 2, 6, 7, 13 & 14 January 2024														
	Buses	WLG	PETO	WATE	UPPE	MAYM	FEAT	WOOD	GREY (BUS)	MATA	CART	SOLW	RENAL	MAST
1614	2	9:55	10:08	10:14	10:29	10:36	11:05	11:18	11:21		11:30	11:38	11:43	11:48
1616	2	18:55	19:08	19:14	19:29	19:36	20:05	20:18	20:21		20:30	20:38	20:43	20:48

26, 30, 31 December 2023 & 1, 2, 6, 7, 13 & 14 January 2024														
	Buses	MAST	RENAL	SOLW	CART	MATA	GREY (BUS)	WOOD	FEAT	MAYM	UPPE	WATE	PETO	WLG
1613	2	7:45	7:50	7:55	8:05		8:13	8:18	8:30	8:59	9:09	9:25	9:28	9:38
1615	2	16:45	16:50	16:55	17:05		17:13	17:18	17:30	17:59	18:09	18:25	18:28	18:38

27, 28, 29 December 2023, 3, 4, 5 January 2024														
	Buses	WLG	PETO	WATE	UPPE	MAYM	FEAT	WOOD	GREY (BUS)	MATA	CART	SOLW	RENAL	MAST
1614	2	9:55	10:08	10:14	10:29	10:36	11:05	11:18	11:21		11:30	11:38	11:43	11:48
1608	2	17:30	17:43	17:49	18:04	18:11	18:40	18:53	18:56		19:05	19:13	19:18	19:23
1616	2	18:55	19:08	19:14	19:29	19:36	20:05	20:18	20:21		20:30	20:38	20:43	20:48

27, 28, 29 December 2023, 3, 4, 5 January 2024														
	Buses	MAST	RENAL	SOLW	CART	MATA	GREY (BUS)	WOOD	FEAT	MAYM	UPPE	WATE	PETO	WLG
1605	2	6:47	6:52	6:57	7:07		7:15	7:20	7:32	8:01	8:11	8:27	8:30	8:40
1613	2	7:45	7:50	7:55	8:05		8:13	8:18	8:30	8:59	9:09	9:25	9:28	9:38
1615	2	16:45	16:50	16:55	17:05		17:13	17:18	17:30	17:59	18:09	18:25	18:28	18:38

8, 9, 10, 11, 12 January 2024														
Train #	Buses	Wellington	Upper Hutt	Upper Hutt	Maymorn	Featherston	Woodside	Grey (Bus)	Matarawa	Carterton	Solway	Renall Street	Masterton	
1602	2	EMU		08:55	09:02	09:31	09:43	09:46		09:58	10:10	10:16	10:22	
1604	2	EMU		13:19	13:26	13:55	14:07	14:10		14:22	14:34	14:40	14:46	
1606	2	EMU		17:03	17:10	17:39	17:51	17:54		18:06	18:18	18:24	18:30	
1608	2	EMU		18:07	18:14	18:43	18:55	18:58		19:10	19:22	19:28	19:34	
1610	2	EMU		18:55	19:02	19:31	19:43	19:46		19:58	20:10	20:16	20:22	
1612	2	EMU		22:59	23:06	23:35	23:47	23:50		00:02	00:14	00:20	00:26	Friday Only

8, 9, 10, 11, 12 January 2024														
Train #	BUSES	Masterton	Renall Street	Solway	Carterton	Matarawa	Grey (Bus)	Woodside	Featherston	Maymorn	Upper Hutt	Upper Hutt	Wellington	
1601	2	05:46	05:52	05:58	06:10		06:22	06:25	06:37	07:06	07:13	EMU		
1603	2	06:20	06:26	06:32	06:44		06:56	06:59	07:11	07:40	07:47	EMU		
1605	2	06:47	06:53	06:59	07:11		07:23	07:26	07:38	08:07	08:14	EMU		
1607	2	10:30	10:36	10:42	10:54		11:06	11:09	11:21	11:50	11:57	EMU		
1609	2	15:38	15:44	15:50	16:02		16:14	16:17	16:29	16:58	17:05	EMU		
1611	2	20:14	20:20	20:26	20:38		20:50	20:53	21:05	21:34	21:41	EMU		Friday Only



	<p style="text-align: center;">BOL 674W</p> <p style="text-align: center;">Confirmation of Train Arrangements</p> <p style="text-align: center;">Tuesday 26 December 2023 – Monday 15 January 2024</p> <p style="text-align: center;">Buses replacing Wairarapa Train Services between Wellington & Masterton from 06:00 until 02:00</p>	
Event Detail	<p>BOL from 06:00hrs until 02:00hrs</p> <p>Tuesday 26 December 2023 – Monday 15 January 2024.</p> <p>During these times, trains are cancelled (buses replacing services) between Wellington and Masterton.</p>	
Last Through Services	UP	Down
	1616 (Sun)	1615 (Sun)
First Through Services	UP	Down
	1602 (Mon)	1601 (Mon)
Alterations to Scheduled Services		
Cancellations (replaced by bus)	Wellington to Masterton	Masterton to Wellington
	All Services	All Services



From: [REDACTED]@transdevnz.co.nz>
Sent: Friday, 2 February 2024 11:07 am
To: Ben Leah
Subject: FW: LGOIMA request about WRL buses

Ngā mihi,
[REDACTED]



[REDACTED]
Head of Operations Delivery
Transdev Wellington
[REDACTED]
[Transdev.co.nz](https://www.transdev.co.nz)

 **Think green: read on the screen.**

If you receive an email from me outside of normal business hours, I am sending it at a time that suits me. I'm not expecting you to read or reply until you can during normal business hours.

From: [REDACTED]
Sent: Friday, 2 February 2024 11:05 am
To: [REDACTED]@transdevnz.co.nz>
Subject: FW: LGOIMA request about WRL buses

Ngā mihi,
[REDACTED]



[REDACTED]
Head of Operations Delivery
Transdev Wellington
[REDACTED]
[Transdev.co.nz](https://www.transdev.co.nz)

 **Think green: read on the screen.**

If you receive an email from me outside of normal business hours, I am sending it at a time that suits me. I'm not expecting you to read or reply until you can during normal business hours.

From: [REDACTED]@transdevnz.co.nz>
Sent: Wednesday, 17 January 2024 11:50 am
To: [REDACTED]@transdevnz.co.nz>
Subject: RE: LGOIMA request about WRL buses

Morning

2 Buses booked 1 x single 1 x Double decker + 1 standby bus

This was guided by passenger counts when we have when bus replacements are advertised in advance, as people alter travel arrangements.

The issue only occurred on the Monday where people changed their travel patterns to the earlier service spread across the day capacity would not have been an issue.

Tuesday 27 pax

Wednesday 19 Pax

Thursday 45 Pax



[Redacted]
Manager – Operational Readiness
Transdev Wellington

[Redacted]
[Transdev.co.nz](https://www.transdev.co.nz)

You may receive emails from me outside of normal work hours. Please do not feel any pressure to respond outside of your own work schedule.

From: [Redacted] <[\[Redacted\]@transdevnz.co.nz](mailto:[Redacted]@transdevnz.co.nz)>

Sent: Wednesday, January 17, 2024 8:59 AM

To: [Redacted] <[\[Redacted\]@transdevnz.co.nz](mailto:[Redacted]@transdevnz.co.nz)>

Subject: FW: LGOIMA request about WRL buses

Hi [Redacted]

We have had a OIA about the planning that went into the buses for WRL. Can you please answer below?

Ngā mihi,
[Redacted]



[Redacted]
Head of Operations Delivery
Transdev Wellington

[Redacted]
[Transdev.co.nz](https://www.transdev.co.nz)

 **Think green: read on the screen.**

If you receive an email from me outside of normal business hours, I am sending it at a time that suits me. I'm not expecting you to read or reply until you can during normal business hours.

From: Daniel Pou <Daniel.Pou@gw.govt.nz>

Sent: Tuesday, 16 January 2024 1:22 pm

To: [Redacted] <[\[Redacted\]@transdevnz.co.nz](mailto:[Redacted]@transdevnz.co.nz)>

Subject: LGOIMA request about WRL buses

CAUTION: This email originated from outside the organization. Do not click links or open attachments unless you recognize the sender and know the content is safe. Transdev Australia

Hi [REDACTED],

We've had a question about what planning took place to arrange the buses on the WRL on the 8th Jan – specifically asking about the two buses that turned up at upper hutt for the 17.03 service to Masterton.

Could you let me know how many buses we had planned for the service?

And did only two turn up at upper hutt and the rest went to Wairarapa? Was this based on last years figures?

Daniel Pou | Manager, Rail Operations
Metlink

L2, 100 Cuba St, Te Aro, Wellington 6011 | PO Box 11646, Manners St, Wellington 6142
021 831 396

To find out how to plan your journey, go to metlink.org.nz

Follow us online: [Facebook](#)



ATTENTION: This correspondence is confidential and intended for the named recipient(s) only. If you are not the named recipient and receive this correspondence in error, you must not copy, distribute or take any action in reliance on it and you should delete it from your system and notify the sender immediately. Unless otherwise stated, any views or opinions expressed are solely those of the author, and do not represent those of the organisation.

DISCLAIMER: This email is sent by Transdev and is intended only for the addressee. The content of this email, including attachments, may be legally privileged and/or confidential. Receipt of the email does not waive any privilege or confidentiality. If you are not the intended recipient of this email, you must not use it for any purpose nor disclose its contents. If you have received this email in error, please notify us immediately by return email and then delete the email including attachments. Transdev handles personal information in accordance with our privacy policy - <https://www.transdev.com.au/privacy>

Les informations figurant sur cet e-mail ont un caractere strictement confidentiel et sont exclusivement adressees au destinataire mentionne ci-dessus.

Tout usage, reproduction ou divulgation de cet e-mail est strictement interdit si vous n'en etes pas le destinataire. Dans ce cas, veuillez nous en avvertir immediatement par la meme voie et detruire l'original. Merci.

This e-mail is intended only for use of the individual or entity to which it is addressed and may contain information that is privileged, confidential and exempt from disclosure under applicable law.

Any use, distribution or copying of this e-mail communication is strictly prohibited if you are not the addressee. If so, please notify us immediately by e-mail, and destroy the original. Thank you.

This transmission (including any attachments) may contain confidential information, privileged material (including material protected by the solicitor-client or other applicable privileges), or constitute non-public information. Any use of this information by anyone other than the intended recipient is prohibited. If you have received this transmission in error, please immediately reply to the sender and delete this information from your system. Use, dissemination, distribution, or reproduction of this transmission by unintended recipients is not authorized and may be unlawful.