

From: [Metlink Councillor Liaison](#)
To: [REDACTED]
Cc: [Thomas Nash](#); [Daran Ponter - Chair](#); [Abby Meehan](#)
Subject: RE: Ōwhiro Bay bus service
Date: Monday, 15 May 2023 2 02:32 pm
Attachments: [OwhiroBayCancellationsData\(May-22 to Apr-23\).pdf](#)
[image001.png](#)
[image002.png](#)

Kia ora [REDACTED],

Thank you for your email to Councillor Ponter regarding the performance of the Ōwhiro Bay bus service. I apologise for the delay as the Metlink team collated some responses to your queries. Daran is, of course, happy to speak to these further at the meeting tonight.

Firstly, we want to acknowledge the frustration, inconvenience and distress that your community has been experiencing with Route #39 cancellations. You're right that the current state of unplanned cancellations is not giving our commuters the consistency of service that you expect and deserve.

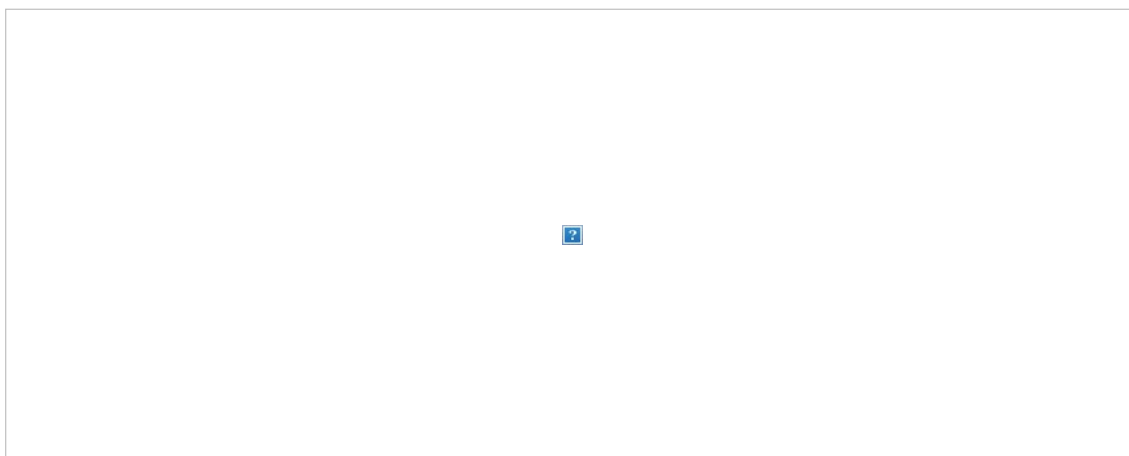
To answer your specific queries;

1. We want an explanation of the issues that are currently affecting the bus system

Unfortunately, public transport delivery has been significantly impacted by the nationwide staff shortage that has had a particular effect on Wellington's bus and rail service. This is the crux of the issues that our public transport users are currently experiencing. The bus driver shortage of approximately 120 drivers in the Wellington region has stretched the resourcing of our operators to the limit, creating temporary service suspensions and unplanned cancellations and meaning that we have not been able to deliver services with the consistency that our customers deserve.

2. Are Ōwhiro Bay services more impacted than other services across the city? What data is there to support your response to this question?

We have collated some data, below, showing cancellation rates over the past 12 months.



We acknowledge that Ōwhiro Bay has been highly affected by cancellations – especially when you consider that one trip in the morning is equal to a quarter of the service, whilst one trip on a higher frequency route is a much smaller impact.

We can confirm that Ōwhiro Bay services are not singled out specifically, however, as a peak only service, they are more likely to be affected by cancellations for two reasons;

- there are more cancellations during peak periods when we have the highest demand on the network (and the highest number of scheduled services) – especially morning peak where both commuters and school children travel at the same time
- 'Peak only' services such as the R#39 are managed differently than our higher frequency routes – generally our high frequency routes are configured with back to back trips on a single bus, where the drivers are swapped out. Cancelling these trips tends to have a domino effect across a number of drivers which then also has to be managed. Peak only services are typically stand alone shifts, which can be cancelled without significant reshuffling of resources. This certainly does not excuse the poor level of service overall, but provides some context for how cancellations appear to customers.

3. What is the plan to improve the bus service from the bay?

We have been concentrating on reducing our driver shortfall so we can restore stability to the route 39 and to the network as a whole. We know that our continued emphasis on workforce planning as the solution to the disruptions you're experiencing is frustrating, as it does not offer an immediate solution, but recruitment does remain the key solution to getting service back on track. We are working hard to support our operators in this space.

4. What is the time frame for that improvement?

We can see improvement on the horizon: over the next months, the recruitment activities of NZ Bus and Tranzurban combined should see the arrival, training, and deployment onto the network of enough new drivers (from overseas and from within the region) to fill the shortfall that has hindered our operators' ability to deliver the regular timetable without unplanned cancellations and capacity issues. We hope to see significant improvement by September 2023. Only once we have stabilised the network and are providing reliable services, we will begin to add back suspended services based on demand, which includes the R#39 5 08pm and 5.38pm services.

5. We want to understand how we can escalate this issue to get answers for our community and have a regular and reliable public transport system

We appreciate your advocacy for your community, but we're not able to escalate the issues or resolve the driver shortage any faster than we are. We are committed to regain a regular and reliable network for all our customers.

I hope this information is helpful. Daran is happy to discuss the above, and any other questions you may have at the meeting.

Ngā mihi

Lisa Colebrooke (she/her)

Kaitohutohu Takawaenga, Waka Tūmatanui | Council Liaison Advisor, Public Transport

Greater Wellington Te Pane Matua Taiao

0800 801 700

100 Cuba St, Wellington 6011 | PO Box 11646, Manners St, Wellington 6142

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From: [REDACTED]

Sent: Wednesday, May 10, 2023 6:48:50 PM

To: Daran Ponter - Chair <xxxxx.xxxxx@xx.xxxx.xx>; Thomas Nash <xxxxxx.xxxx@xx.xxxx.xx>; Yadana Saw <xxxxxx.xxx@xx.xxxx.xx>; David Lee <David.Lee@gw.govt.nz>

Cc: Councillor Laurie Foon <xxxxxx.xxxx@xxx.xxxx.xx>; Councillor Nureddin Abdurahman <xxxxxxxxxxxxxxxxxxxx@xxx.xxxx.xx>; Paul Eagle, MP

<paul.xxxxx@xxxxxxxxxxxx.xxxx.xx>

Subject: Ōwhiro Bay bus service

Kia ora koutou

Ōwhiro Bay Residents Association has been asked to write to you on behalf of the Ōwhiro Bay community to articulate the concerns and frustrations of the community at the performance of the local bus service.

Ōwhiro Bay is an isolated community and for many in our community, the bus service is the only option to connect them with the city and other suburbs across the city.

Frustration welled up earlier this week with the cancellation of the 39 service - a scenario we understand is all too common. Here's what our community has told us over the last few days.

"The 29 via Southgate is an option sometimes...but generally I agree, the service is a nightmare."

"I am very frustrated with the bus service at peak times being cancelled constantly. The 39 is shocking. Anyone else have brilliant ideas to help with this? I'd love to take the bus but it's becoming unfeasible to have to wait 2-3 hours for something. Is there anything we can do?"

"On days when I have the baby and no car, I'm stuck because the bus is so unreliable - it's an accessibility issue for people with young kids and non-drivers."

"As a previous user of the bus and now M an occasional use,r we would support writing a letter. When you rely on the 39 to be to work on time this has proven to be a mistake. It does seem to be the route that gets cancelled if they are short of drivers. It is very frustrating."

"It is beyond belief that the service provider thinks we stay at work forever or finish at 4. This is why, if there is a bus out of the Bay ... either 7 00 or 7.20 there usually is only the 4 or 4.30 or no bus back. I finish work around 5 30/6. There is not a hope in hell I can finish by 4. It is really frustrating."

"It would be a nightmare if I had kids to collect.. The 29 scenic route to town, takes 40 -45 mins, on a good day. It really is not an option. Often the synchronicity with the number 1 is zip, so you can wait longer than the 20 minute "no extra charge" transfer fee. I have walked to the bus stop to find all 39s cancelled, walked up over the hill to find the number 1s running on space cadet times. Then walked to the basin before the first number 1 or 32 appeared. It took me 2 hours to get to work (not a 1 off) Needless to say I was really pissed off. Plus had the wrong shoes for such a walk!"

"I think one other issue I am hearing is that the 39 direct bus from town to Ōwhiro Bay only runs at approx 4pm and 4:30pm after this time you have to find different buses to get home. I have seen many a stressed parent running late because they had to leave work early and then they cancelled one of those two buses. And what about those people finishing after 4:30pm? Lastly, the 29 that leaves from the city going to Ōwhiro Bay goes all the way up to Southgate before heading back through Ōwhiro Bay. This takes so long and takes you so far out of the way. I want to support public transport, I really do! But I am glad I don't have to rely on it any more to get to and from work."

"This has become a critical problem which is causing distress for all demographics. How can Wellington be aiming to get people out of cars when there is NO reliable alternative? Cycling in a hilly city/region is only feasible for the young and fit or those who can afford an eBike, and those without children to transport."

Finally, one of our residents who made the original plea for support from the community to approach GWRC wrote this:

"It is highly stressful to our whānau to have such inconsistent service. Many times the 39 is cancelled in the morning meaning commuters can't get to work unless they drive down to island bay or Brooklyn to catch the 1 or the 7. This places stress on already busy parking areas locally. There are often no 39s at the end of the day or they are full by Willis street. My husband works in town and with there being no buses between 5 and 7:30 he often does not get home to our young family until long after dinner is served and time for bed, not getting to see his children. I am disabled and recently been told I should not be driving so I am also dependent on the buses and can't ride a bike or walk to island bay to catch the 1. The buses are cancelled far more often than they run. We are told we should be using public transport and our roads are changing to accommodate buses and bikes, but what about those of us who are trying to hold down a job in town, have families and NEED public transport? Ōwhiro Bay has been forgotten and disregarded."

We have many more comments in insights from our community that we haven't shared in this letter - these are a representative sample and illustrate for you the extent of the frustration in our community at a situation that is no longer tenable.

Local social media has been awash too with stories of people whose solution to the bus service is to drive to Brooklyn and catch a bus from there to the city. We wonder about the impact of this behaviour from a traffic planning perspective.

What do we want?

1. We want an explanation of the issues that are currently affecting the bus system.
2. Are Ōwhiro Bay services more impacted than other services across the city? What data is there to support your response to this question?
3. What is the plan to improve the bus service from the bay?
4. What is the time frame for that improvement? .
5. We want to understand how we can escalate this issue to get answers for our community and have a regular and reliable public transport system.

In the interests of full transparency, I will be sharing this letter and the addressees on our local Facebook page and in our email communication with our residents. I

will also share the responses I receive from you.

Finally, we recognise the challenges GWRC faces (ie trying to manage the private bus companies) and that we recognise that the future Sustainable Public Transport Framework offers long-term solutions, but that we really need options in the short term for the community..

Nga mihi

[REDACTED]

[REDACTED]

Ōwhiro Bay Residents Association on behalf of the residents of Ōwhiro Bay

From: [Victoria Goodman](#)
To: [Alice Brennan](#)
Cc: [Matthew Lear](#)
Subject: FW: OIA Cancelled services
Date: Friday, 17 March 2023 1:43:15 pm
Attachments: [Cancelled Bus Services for OIA March 2023.xlsx](#)
[Bus Replacement Complaints for OIA March 23.xlsx](#)
[image001.png](#)

Good afternoon Alice

Here are the two searches I have for the OIA – I have separated them out so it is easier to manage the data.

There are the customer names in the cases and this should be removed for Privacy as we discussed in the service.

Thanks Vic

Victoria Goodman – she/her

Kairuruku - Customer Care Advisor

Metlink

CC 0800 801 700 **CELL** 021 635 730

100 Cuba St, Wellington 6011 | PO Box 11646, Manners St, Wellington 6142

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From: xxxxxxxxxx@xx.xxx.xx
To: xxxxxx@xxxxxxxxxx.xx.xx; xxxxxx@xxxxxxxxxx.xx.xx; Lisa Grindlay; xxxxxx@xxxxxxxxxx.xx.xx
Subject: List_of_Cases_by Operator (Tranzurban) was executed at 15/05/2023 8:00:08 AM
Date: Monday, 15 May 2023 8:00:21 am
Attachments: [List_of_Cases_by Operator.xlsx](#)

Tranzurban

List of Cases (Weekly Operational Report) - Tranzurban

Type text here

7 May 2023 – 13 May 2023 | Operator: Tranzurban | Data as at: 15/05/2023 01:00

All redactions in this document are out of scope

Type	Code	Sub Code	Case No.	Serious	Created Date & Time	Route	Location	Description	Current Status
Complaint	Bus Stops, Stations and Ferry Terminals	[Redacted]	[Redacted]		[Redacted]	[Redacted]	[Redacted]	[Redacted]	[Redacted]
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Cancelled Services	269904	No	09/05/2023 15:00	39 - Island Bay - Owhiro Bay - Brooklyn - Wellington	Not a Stop	<p>RESPONSE SENT TO CR 09/05/23 3:00PM - SEE RESPONSE TAB</p> <p>-----</p> <p>From: Thomas Nash <Thomas.Nash@gw.govt.nz> Sent: Sunday, 7 May 2023 10:25 pm To: Metlink Councillor Liaison <PTCRS@gw.govt.nz> Subject: Owhiro Bay bus problems</p> <p>Hi -</p> <p>Can I get some help responding to this message please?</p> <p>Thanks -</p> <p>Thomas</p> <p>BEGINS</p> <p>Kia ora ano Thomas. I once again am reaching out about our problems with the Owhiro Bay bus situation. We are so incredibly frustrated with the number 39 and 29 buses. I am unable to drive currently so am highly dependant on public transport. I have had no luck in testing complaining but the current state is ridiculous. There are no buses daily due to cancellation on this route. Most nights we can't get home between 5-7:30. This is hugely taxing on our family. I am unable to take bike due to my disability. Do you have any suggestions on how to prioritize this route for Owhiro Bay locals??? I'm at my wits end trying to contact metlink. I know transport is a priority for you so I am asking for your help and suggestions. Would our</p>	Resolved

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Cancelled Services	270121	No	12/05/2023 13:42	39 - Island Bay - Owhiro Bay - Brooklyn - Wellington	6001 - Wellington Station - Stop C	Again, the 39 at 4.08 has been cancelled. I would like to reiterate that Owhiro Bay is experiencing really poor servicing to return home in the evenings from work via public transport. Would you consider making the 29 a circular route rather than turning around in Brooklyn? If it continued to the train station along the 39 route and moved in both directions it would negate the need for the 39 altogether, pooling resourcing for a better, more frequent service.	Referred
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Service Design

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	Capacity (on-going issue; not one-off journey)	270202	No	13/05/2023 18:03	39 - Island Bay - Owhiro Bay - Brooklyn - Wellington	6001 - Wellington Station - Stop C	<p>RE: Buses from city to Owhiro Bay today 11 May 2023</p> <p>#39 - there used to be 4 - now just ONE & it departs 4.38pm - standing room only by Lambton Quay</p> <p>#29 - departing Brooklyn Library to Owhiro Bay, Island Bay etc to Wellington City</p> <p>In the absence of service #39 this is an option IF one is able to get a #7 or #17 to Brooklyn</p> <p>LAST one leaves 3.14pm as the 4.14, 5.14 and 6.04 services are ALL cancelled</p> <p>Another option is # 29 via Southgate- a very crowded bus leaving city 5.50pm and 6.47pm - at least ONE hour long</p> <p>I look forward to a reply & more importantly an improved service.</p>	FCR
	Service Design, Total =		5					
Staff - Complaint								

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From: xxxxxxxxxx@xx.xxx.xx
To: xxxxxxx@xxxxxxxxxx.xx.xx; xxxxxxx@xxxxxxxxxx.xx.xx; Lisa Grindlay; Lance Schaffer
Subject: List_of_Cases_by Operator (Tranzurban) was executed at 13/02/2023 8:00:05 AM
Date: Monday, 13 February 2023 8:00:19 am
Attachments: [List_of_Cases_by Operator.xlsx](#)

Tranzurban

From: [Lance Schaffer](#)
To: [Hannah Geddis](#)
Subject: FW: Metlink Case - 263981 - Referral CRM:0004281
Date: Thursday, 23 February 2023 5:25:14 pm
Attachments: [image328272.png](#)
[image695129.png](#)

Hi Hannah,

This is the case here. I think the wording to the customer could have been clearer in saying that the service could not be located. The team tried their best to locate the service and it is a slight misperception that vehicles are easily trackable across the network.

Cheers,

Lance

Lance Schaffer
Infrastructure and Service Delivery Manager, Tranzurban

|
E: [@xxx](#) | W: www.tranzurban.co.nz
A: 29 Cairns St, Rongotai, Wellington, Wellington



From: Metlink Resolve <[@xxx](#)>
Date: Thursday, 23 February 2023 at 4:35 PM
To: Lance Schaffer <[@xxx](#)>, Laurence Waiwai <LaurenceW@tranzurban.co.nz>,

Leona Irsevic - GW Bus Assets - Other <x@xx>, Leona Irsevic - GW Escalated Bus Assets - Other <x@xx>, Complaints <complaints@tranzurban.co.nz>

Subject: Metlink Case - 263981 - Referral CRM:0004281

The following Case has been referred to Tranzurban. The deadline for response is 2/03/2023 16:34.

Resolve portal users may access this case at:

<https://resolveportal.crm.gw.govt.nz/referred/casedetails/?id=f1bc302f-2ab3-ed11-80e2-000d3ad291d8>

Resolve CRM users may access this case at:

<https://resolve.crm.gw.govt.nz:443/main.aspx?etc=112&id=f1bc302f-2ab3-ed11-80e2-000d3ad291d8&histKey=928503556&newWindow=true&pagetype=entityrecord>

Type - Complaint

Code - Operational Performance

Sub-Code - Failed to Appear

Description - Caller has to constantly make complaints about this service as it fails to show, despite no cancellation notice.

Caller was waiting at her bus stop which is the third bus stop from the origin stop, along with many others and no bus had gone through. She thought it might just be running late so gave it a few minutes before calling the Contact Centre.

TU was called and informed that the trip had been assigned and not cancelled, so it should be running but unfortunately they were unable to locate the bus or driver. It was 4:30pm by the time the call ended and still no bus.

The caller would like this investigated and a response issued to her with what happened to this service and why it wasn't able to be found.

Route - 39 - Island Bay - Owhiro Bay - Brooklyn - Wellington

Destination/Direction - Island Bay

Date/Time of Incident - 23/02/2023 16:11

Location - 5506 - Lambton Central - Stop B

Fleet -

Licence Plate -

Staff Name/Number -

Staff Description -

Departure Time - 23/02/2023 16:08

Advised of Delay - No

Service Tracked -

The Metlink Feedback Team

Greater Wellington Regional Council

0800 801 700

From: [Metlink Resolve](#)
To: [Lance Schaffer](#); [Laurence Waiwai](#); [Leona Irsevic](#); [Leona Irsevic](#); [Tranzurban Complaints - Tranzurban](#)
Subject: Metlink Case - 263981 - Referral CRM:0004543
Date: Monday, 27 February 2023 12:09:25 pm

The following Case has been referred to Tranzurban. The deadline for response is 6/03/2023 12:09.

Resolve portal users may access this case at:

<https://resolveportal.crm.gw.govt.nz/referred/casedetails/?id=f1bc302f-2ab3-ed11-80e2-000d3ad291d8>

Resolve CRM users may access this case at:

<https://resolve.crm.gw.govt.nz:443/main.aspx?etc=112&id=f1bc302f-2ab3-ed11-80e2-000d3ad291d8&histKey=490588143&newWindow=true&pagetype=entityrecord>

Type - Complaint

Code - Operational Performance

Sub-Code - Failed to Appear

Description - Caller has to constantly make complaints about this service as it fails to show, despite no cancellation notice.

Caller was waiting at her bus stop which is the third bus stop from the origin stop, along with many others and no bus had gone through. She thought it might just be running late so gave it a few minutes before calling the Contact Centre.

TU was called and informed that the trip had been assigned and not cancelled, so it should be running but unfortunately they were unable to locate the bus or driver. It was 4:30pm by the time the call ended and still no bus.

The caller would like this investigated and a response issued to her with what happened to this service and why it wasn't able to be found.

Route - 39 - Island Bay - Owhiro Bay - Brooklyn - Wellington

Destination/Direction - Island Bay

Date/Time of Incident - 23/02/2023 16:11

Location - 5506 - Lambton Central - Stop B

Fleet -

Licence Plate -

Staff Name/Number -

Staff Description -

Departure Time - 23/02/2023 16:08

Advised of Delay - No

Service Tracked -

The Metlink Feedback Team

Greater Wellington Regional Council

0800 801 700

From: [Michelle Groves](#)
To: [REDACTED]
Subject: OIA 2023-059
Date: Friday, 21 April 2023 1:20:00 pm
Attachments: [OIA 2023-059 \[REDACTED\].pdf](#)
[Attachment 1 - OIA 2023-059 \[REDACTED\] - cancellations & Brooklyn routes \(May 2022-Feb 2023\).xlsx](#)
[Attachment 2 - OIA 2023-059 \[REDACTED\] - complaints relating to cancellations for Routes 7 and 17 .xlsx](#)
[image001.png](#)

Tēnā koe [REDACTED]

Request for information 2023-059

I refer to your request for information dated 22 March 2023, which was received by Greater Wellington Regional Council (Greater Wellington) on 22 March 2023.

Our response is attached.

Kind regards

Michelle Groves on behalf of Tim Shackleton, Acting General Manager Metlink
Kaiāwhina Matua ki te Kaiwhakahaere Matua Waka | Executive Assistant to General Manager
Metlink

Metlink



From: [Metlink Resolve](#)
To: [Metlink Councillor Liaison](#); [Rose Wunrow](#)
Subject: Metlink Case - 269904 - Referral CRM:0004631
Date: Tuesday, 9 May 2023 3:03:49 pm

The following Case has been referred to GW Councillor Enquiries Team. The deadline for response is 16/05/2023 15:02.

Resolve portal users may access this case at:

<https://resolveportal.crm.gw.govt.nz/referred/casedetails/?id=d87d27aa-15ee-ed11-80e4-000d3ad291d8>

Resolve CRM users may access this case at:

<https://resolve.crm.gw.govt.nz:443/main.aspx?etc=112&id=d87d27aa-15ee-ed11-80e4-000d3ad291d8&histKey=409166902&newWindow=true&pagetype=entityrecord>

Type - Complaint

Code - Operational Performance

Sub-Code - Cancelled Services

Description - RESPONSE SENT TO CR 09/05/23 3:00PM - SEE RESPONSE TAB

From: Thomas Nash
Sent: Sunday, 7 May 2023 10:25 pm
To: Metlink Councillor Liaison
Subject: Owhiro Bay bus problems

Hi -

Can I get some help responding to this message please?

Thanks -

Thomas

BEGINS

Kia ora ano Thomas. I once again am reaching out about our problems with the Owhiro Bay bus situation. We are so incredibly frustrated with the number 39 and 29 buses. I am unable to drive currently so am highly dependant on public transport. I have had no luck in testing complaining but the current state is ridiculous. There are no buses daily due to cancellation on this route. Most nights we can't get home between 5-7:30. This is hugely taxing on our family. I am unable to take bike due to my disability. Do you have any suggestions on how to prioritize this route for Owhiro Bay locals??? I'm at my wits end trying to contact metlink. I know transport is a priority for you so I am asking for your help and suggestions. Would our local residents association complaining do anything. It is hugely impacting our whānau to not be able to access transport. Any and all resources or support would be gratefully received.

ENDS

Route - 39 - Island Bay - Owhiro Bay - Brooklyn - Wellington

Destination/Direction - Owhiro Bay

Date/Time of Incident - 7/05/2023 08:00

Location - Not a Stop

Fleet -

Licence Plate -

Staff Name/Number -

Staff Description -
Departure Time - 7/05/2023 08:00
Advised of Delay - No
Service Tracked -

The Metlink Feedback Team
Greater Wellington Regional Council
0800 801 700

Renee Coffey

Modified: Fri 9/06/2023 11:31 am

25 OCT 2020 CHANGES (DRIVER SHORTAGE, CANCELLATIONS)

Cr Daran Ponter passed on your concerns regarding the degradation of the route #39 services, in particular the 16:38 service to Island Bay since the changes on 25th October. I also reviewed your recent conversations with Metlink about the same topic – logged under case numbers #213545 and #213843. I'm sorry for the frustration and inconvenience caused, and for the delay in my response while I monitored the situation.

We've been actively reviewed the performance of this service, and as you noted the performance for the week directly following these changes the service was significantly disrupted. Since then, we've noted that the service has been better, but there is still occasional significant lateness that needs addressing.

There are a few issues at play here; on the 25th October we implemented changes to timetables to allow of changes to the rest break legislation, as well as implement services changes to extend services into town. These changes required both a major scheduling change (the way that services are linked for driver shifts) and additional driver resources. Changes to routes can cause some bedding in issues while we confirm if the schedule needs minor alterations, but unfortunately at the same time some of our operators are suffering from driver shortages so they're unable to respond to lateness as agilely as both they and we would like.

I'd like to assure you that we've been closely monitoring the situation and are actively working with the operator to make sure that the appropriate changes are made to improve the performance of this service. We know that unreliable services have a considerable impact on our customers, and we appreciate your understanding and patience while we address this.

Hi CUSTOMER,

Thanks for getting in touch with us about your missing bus on XXXX – I'm so sorry for the frustration that this caused you.

[OPTIONAL INVESTIGATION INFO]

I've had a look into this service, and as you know, unfortunately the service didn't run and wasn't cancelled by the operator until TIME. As the bus was not signed into the system, the RTI system wasn't able to track the bus and update the RTI displays. In these circumstances (when a trip hasn't begun or there is a system fault), the RTI signs will display the scheduled time as per the timetable and the trip will drop off the board after the scheduled arrival time whether or not the vehicle arrives. As the service wasn't cancelled until XXX, the RTI board at your stop would have counted down to XXXX and then dropped off the board after the scheduled due time passed.

Due to the additional resources needed to implement the rest breaks legislation from 25 October, we're aware that some of our operators are suffering from driver shortages – this can be amplified by unplanned sick leave requirements and has particular impact on peak commute times. There is a set of principles that we expect

Operators to apply when they are cancelling services, such as;

- School trips are always prioritised and should never be cancelled, including school run-ons to public trips
- 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

Unfortunately we are aware that due to the current constraints there are times where they are unable to apply the principles, and we appreciate that this has considerable impact on our customers. We're closely monitoring the situation, and supporting our operators in any way we can. We have reminded them of the cancellation principles and their requirement to keep passengers as informed as possible, which means cancelling services with as much notice as possible so they are able to make alternate travel arrangements.

Thank you for your understanding,

Kind Regards,

Renee Coffey

Sent: Friday, 17 March 2023 1:37 pm
To: Alice Brennan
Cc: Matthew Lear
Subject: FW: OIA Cancelled services
Attachments: Cancelled Bus Services for OIA March 2023.xlsx; Bus Replacement Complaints for OIA March 23.xlsx

Good afternoon Alice

Here are the two searches I have for the OIA – I have separated them out so it is easier to manage the data.
There are the customer names in the cases and this should be removed for Privacy as we discussed in the service.

Thanks Vic