

By email

5 October 2018

File Ref: OIAP-7-7498

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Dear Mr Jayanandhan

Request for information OIA 2018-229

I refer to your request for information dated 8 September 2018, which was received by GWRC on 10 September 2018. You have requested the following information:

"I would like to see the "Service Cancellation Plan" mentioned in the Bus Partnering Contract located here <http://www.gw.govt.nz/assets/Transport/Bus-contracts/BusPartneringContractHeadAgreement.pdf>."

GWRC's response follows:

Cancellations of bus services are a normal, and expected part of providing any public transport service. Cancellations may be necessary due to staff absence/illness and buses not being available as a result of breakdowns or unscheduled maintenance.

Metlink has provided operators with the following principles that they should apply in the event of any trips being cancelled:

- School trips are always prioritised and should never be cancelled
- Do not cancel sequential trips
- Do not cancel the same trip on sequential days
- Always run the first and last trips on a timetable.

Individual Service Cancellation Plans are developed by each bus operator, and relate to the individual operator and how they conduct their business. We have elected to withhold the individual bus operator Service Cancellation Plans in accordance with section 7(2)(b)(ii) of the Local Government Official Information and Meetings Act 1987 (the Act) on the ground that withholding is necessary as release would be likely to unreasonably prejudice the commercial position of a person who supplied or is the subject of the information.

RESPONSE TO OIA 2018-229



We have considered whether the public interest in the requested information outweighs GWRC's need to withhold the requested information. As a result, we do not consider that the public interest outweighs GWRC's reasons for withholding the information under the grounds identified above.

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.

Yours sincerely

A handwritten signature in blue ink, consisting of a stylized 'A' followed by a series of loops and a long horizontal stroke.

Angus Gabara
General Manager, Public Transport (Acting)