

15 May 2025

File Ref: OIAPR-1274023063-39003

By email: [REDACTED]@stuff.co.nz

Tēnā koe [REDACTED]

Request for information 2025-152

I refer to your request for information dated 12 May 2025, which was received by Greater Wellington Regional Council (Greater Wellington) on 12 May 2025. You have requested the following:

“I am after numbers/data on how many times a MetLink bus has gotten stuck on a Wellington street during the last five years.

When I mean stuck, I mean stuck due to the narrow/steep streets and needed to be helped getting unstuck.

Could you provide me with those numbers and broken down by year?”

Greater Wellington’s response follows:

Please see the table below which gives the number of incidents where buses have become stuck on Wellington streets by year. Although you did not request the location of where the bus got stuck or the date, we have provided these for context.

Year	Number of Instances	Date	Location
2020	1 instance	20 March 2020	Rajkot Terrace, Broadmeadows
2021	1 instance	18 November 2021	Saville Row, Churton Park

2022	1 instance	9 March 2022	Corner Belfour St and Farnham St, Mornington
2023	1 instance	29 August 2023	Raukau Road, Hataitai
2024	2 instances	17 June 2024	Glenmore St/Crieff Street, Northland
		3 July 2024	Norwich Street, Mairangi
2025	3 instances	29 January 2025	Liardet Street, Berhampore
		14 April 2025	Crieff Street, Northland
		10 May 2025	Fortunatus Street, Brooklyn

To note this only relates to buses contracted to provide services on the public transport network as opposed to buses which may have been completing a charter service or not in service.

To get the information above, we completed an internal search for the key search terms 'stuck' and 'bus' through immediate reports and service disruption reports which operators are required to provide us when there are issues on the network which affect the running of services.

This was then filtered to only look for instances where the bus was stuck due to the street being too narrow / steep rather than instances such as other traffic blocking the way.

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