

23 June 2025

File Ref: OIAPR-1274023063-39571

By email: [REDACTED]

Tēnā koe [REDACTED]

### **Request for information 2025-169**

I refer to your request for information dated Thursday, 29 May 2025, which was received by Greater Wellington Regional Council (Greater Wellington) on Thursday, 29 May 2025. You have requested the following:

*“the number of times the 24 has been cancelled;  
the reason for each cancellation (not 'other reason');  
the times each cancellation was notified contrasted to the time metlink became aware of the need to cancel; and  
the steps metlink is taking to remedy the cancellations.”*

### **Greater Wellington’s response follows:**

On Wednesday 30 May 2025, we contacted you to confirm the timeframe that you would like the information for your request to be provided from. In your response, dated 30 May 2025, you advised us that you would like the “Timeframe for 1 March to 30 May”.

#### **The number of times the 24 has been cancelled during the period 1 March 2025 to 30 May 2025.**

For the period 1 March 2025 to 30 May 2025 there have been 197 cancellations on the bus route 24.

#### **The reason for each cancellation.**

And;

#### **The times each cancellation was notified contrasted to the time Metlink became aware of the need to cancel.**

Cancellations are logged through the Metlink Real-Time-Information (RTI) system by the Operators. Operators are required to cancel impacted trips as soon as they become aware the service will not run.

When an operator cancels a service through the RTI system, the system does not record a “reason” for the cancellation. 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 an overview of information of issues across the network. A Metlink officer can then 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.

As we do not receive or hold information on the specific reasons for each cancellation, it sometimes is not possible to categorise a trip’s cancellation beyond “Other Reason/Other Cause”

We have extracted the sitreps which mention the route 24 from our operator for the period 1 March 2025 to 30 May 2025, and have included this as part of this 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.

**The steps Metlink is taking to remedy the cancelations.**

Greater Wellington is aware there has been an increase of cancellations for route #24 bus services, as well as generally across the Tranzurban operator's services over the past few weeks. This is due to:

- The recent storm events caused significant water ingress into the Tranzurban charging infrastructure, reducing their EV bus charging capability and causing a bus supply issue, and
- Higher levels of planned leave (noting - not at a level which would impact service delivery in isolation), and
- A high level of unexpected and unplanned leave.

Tranzurban is actively addressing cancellations with senior staff stepping in to support frontline operations in the short term, extended workshop hours and dedicating resources to ensure the most efficient use of the remaining EV chargers across their depots. Tranzurban have confirmed replacement parts have been sourced, and repairs are expected within the next couple of weeks.

We remain committed to providing a reliable service and appreciate the patience and understanding shown by those affected. While we are now seeing a decrease in cancellations on other services, which will hopefully lead to reduction of cancellations on route 24, Tranzurban will continue to minimise the impact to customers as much as possible by ensuring cancellations are shared across routes and times and providing as much notice as possible. Metlink will continue to monitor the situation closely over the coming weeks.

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
SR021292	Tranzurban	2/03/2025	Third Report	2/03/2025 13:29	<p>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.</p> <p>Porirua &amp; Hutt Valley - All services expected to run as planned for the rest of the day.</p> <p>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.</p>
SR021295	Tranzurban	3/03/2025	First Report	3/03/2025 5:33	<p>Wellington - Two cancellations on route 1 and 24 due to bus availability. More cancellations anticipated due to the same reason.</p> <p>Porirua - All services expected to run as planned for the morning. Bus availability can cause some issues but no cancellations anticipated as of now.</p> <p>Hutt Valley - All services expected to run as planned for the morning.</p> <p>Roadworks and closures: Vogel Street, Naenae works with diversion for 121 and 130 services. Multiple works in Wainuiomata affecting both 160 &amp; 170 services. diversion in place.</p>
SR021301	Tranzurban	3/03/2025	Second Report	3/03/2025 7:58	<p>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.</p> <p>Porirua - One cancellation on route 220 due to bus availability. Rest of the services expected to run as planned.</p> <p>Hutt Valley - All services expected to run as planned for the rest of the day.</p> <p>Peak morning traffic, school kids/public travelling to school and work can cause some heavy loading and delays.</p> <p>Roadworks and closures: Vogel Street, Naenae works with diversion for 121 and 130 services. Multiple works in Wainuiomata affecting both 160 &amp; 170 services. diversion in place.</p>
SR021313	Tranzurban	4/03/2025	Second Report	4/03/2025 8:03	<p>Wellington - Five cancellations on route 1, 24, 25, 29 &amp; 32x due to bus availability. More cancellations anticipated due to the same reason.</p> <p>Porirua - All services expected to run as planned for the rest of the day.</p> <p>Hutt Valley - All services expected to run as planned for the rest of the day.</p> <p>Peak morning traffic, school kids/public travelling to school and work can cause some heavy loading and delays.</p> <p>Roadworks: Vogel Street, Naenae works with diversion for 121 and 130 services.</p>
SR021408	Tranzurban	12/03/2025	Third Report	12/03/2025 13:31	<p>Hutt Valley – All the services expected to run as planned for the rest of the day.</p> <p>Wellington - Five further cancellations on route 1 &amp; 24 due to driver availability. Most of the services expected to run as planned for the rest of the day.</p> <p>Porirua - All services expected to run as planned for the rest of the day.</p> <p>Peak afternoon traffic, school kids and general public returning home can cause some heavy loading and delays.</p> <p>Roadworks: Vogel Street, Naenae works with diversion rt 121 and 130.</p>

SR021449	Tranzurban	16/03/2025	First Report	16/03/2025 5:50	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. Additionally, road work at the Vogel Street Naenae roundabout may continuously impact Routes 121 and 130.
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.
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.
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.
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
SR021528	Tranzurban	23/03/2025	First Report	23/03/2025 6:00	Rongotai/Grenada all services expected to run as per scheduling this morning. Hutt valley all services expected to run as per scheduling this morning. Pride Hiko starting at 10.30am to 12.00pm in the city with diversions in CBD southbound and northbound on routes 1,7,17,23,24,25,27,29 congestion and delays are likely for a period of this time especially around Courtenay place, Lambton quay and CBD

SR021529	Tranzurban	23/03/2025	Second Report	23/03/2025 8:04	<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 afternoon due to bus and driver availability.</p> <p>Porirua – Majority of the services expected to run as planned for the morning. Some cancellations expected this afternoon due to bus availability.</p> <p>Pride Hikoi will start around 10am today in Wellington and detour will be in place for routes 1,7,17,23,24,25,27&amp;29 these detour will be two staged as the Hikoi moves along both north and South bound.</p>
SR021535	Tranzurban	23/03/2025	Third Report	24/03/2025 5:15	<p>All services expected to run for the rest of the day no cancellations expected.</p> <p>Very heavy traffic Evans bay service 24 running very late.</p>
SR021552	Tranzurban	25/03/2025	Third Report		<p>Reporting System Crashed - no further information from this date available</p> <p>Hutt Valley - All services running as planned.</p> <p>Wellington and Porirua All services running as planned for now. Possible cancellation later today due to bus and driver availability.</p> <p>Very heavy traffic Routes 24 and 1</p>
SR021570	Tranzurban	27/03/2025	First Report	27/03/2025 6:45	<p>Wellington / Porirua - Cancellations on a couple of services this morning due driver availability.</p> <p>Hutt Valley - All services running as planned this morning.</p> <p>Road works: Birdwood Street, Karori. rt 677and 685 minor delays, diversions in place. Para Street Miramar, rt 24 diversions in place.</p>
SR021573	Tranzurban	27/03/2025	Second Report	27/03/2025 7:34	<p>Wellington / Porirua - Cancellations expected due to driver availability.</p> <p>Hutt Valley - All services running as planned this morning.</p> <p>Trains points failure causing heavy on road traffic and FSL</p> <p>Road works: Birdwood Street, Karori. rt 677and 685 minor delays, diversions in place. Para Street Miramar, rt 24 diversions in place.</p>
SR021576	Tranzurban	27/03/2025	Third Report	27/03/2025 13:31	<p>Hutt Valley – Two cancellations in the morning on route 130 and 160 due to heavy on road traffic caused by trains points failure. All the services expected to run as planned for the rest of the day.</p> <p>Wellington – A total of 10 cancellations so far on route 1, 7, 19, 24, 25 and 26 due to bus and driver availability. More cancellations can be anticipated due to the same reasons.</p> <p>Porirua – 5 cancellations in total so far due to driver availability. More cancellations can be anticipated due to the same reason.</p> <p>Peak afternoon traffic, school kids and public returning home can cause some heavy loading and delays.</p> <p>Roadworks: Para Street Miramar, rt 24 diversions in place, expected to end by 1430 hrs.</p> <p>Naenae Terminus expected to reopen from 1400hours today.</p>

SR021590	Tranzurban	28/03/2025	First Report	28/03/2025 6:39	Wellington - 4 Cancellations this morning due to driver availability. Possibly more cancelations later this morning due to bus availability. Porirua - All services running as planned this morning Hutt Valley - All services running as planned this morning.  Road works: Reynold Street, rt 110 diversions in place Derwent Street, rt 29, 39 and all school services, diversions in place. Birdwood Street, Karori. rt 677 and 685 minor delays, diversions in place. Para Street Miramar, rt 24 diversions in place.
SR021591	Tranzurban	28/03/2025	Second Report	28/03/2025 7:23	Wellington - Bus and driver availability concerns will cause some cancellations across this morning . Porirua - All services running as planned this morning Hutt Valley - Service expected to run as planned however bus availability in Upper Hutt may cause some delays.  Road works: Reynold Street, rt 110 diversions in place Derwent Street, rt 29, 39 and all school services, diversions in place. Birdwood Street, Karori. rt 677 and 685 minor delays, diversions in place. Para Street Miramar, rt 24 diversions in place.
SR021596	Tranzurban	29/03/2025	First Report	29/03/2025 6:19	Rongotai and Grenada all morning services expected to run as scheduled. Hurtt Valley all morning services expected to run as scheduled. Detours on route 1,23,24,29,27 due to cuba dupa event mainly affecting Manners street which is closed Temp bus stop for route 27 northbound service opp old bank arcade Temp bus stop for route 29 southbound service at frank kitts park.
SR021597	Tranzurban	29/03/2025	Second Report	29/03/2025 13:46	Rongotai and Grenada all morning services expected to run as scheduled. Hurtt Valley all morning services expected to run as scheduled. Detours on route 1,23,24,29,27 due to cuba dupa event mainly affecting Manners street which is closed Temp bus stop for route 27 northbound service opp old bank arcade Temp bus stop for route 29 southbound service at frank kitts park.
SR021602	Tranzurban	29/03/2025	Third Report	29/03/2025 13:53	Wellington - Two cancellations on route 1 and 23 due to driver availability. Bus and driver availability can cause some issues later in the day but no cancellations anticipated.  Porirua & Hutt Valley - All services expected to run as planned for the rest of the day.  Heavy traffic around the network can cause some delays.  Road works & detours: Cuba Dupa event detour in place for route 1,23,24, 27 and 29. Road works on High street, detour in place for route 110 and 120 services southbound.
SR021605	Tranzurban	30/03/2025	First Report	30/03/2025 5:53	Rongotai and Grenada all morning services expected to run as scheduled. Hurtt Valley all morning services expected to run as scheduled. Detours on route 1,23,24,29,27 due to cuba dupa event mainly affecting Manners street which is closed Temp bus stop for route 27 northbound service opp old bank arcade Temp bus stop for route 29 southbound service at frank kitts park.

SR021607	Tranzurban	30/03/2025	Second Report	30/03/2025 8:00	<p>Rongotai and Grenada all services expected to run as scheduled.</p> <p>Hutt Valley all services expected to run as scheduled.</p> <p>Detours on route 1,23,24,29,27 due to Cuba Dupa event mainly affecting Manners street which is closed. Could be a diversion on high street lower Hutt affects 110 and 120 services, if it goes ahead possibly from about 0900hrs</p> <p>Temp bus stop for route 27 northbound service opp old bank arcade</p> <p>Temp bus stop for route 29 southbound service at frank kitts park.</p>
SR021611	Tranzurban	30/03/2025	Third Report	30/03/2025 14:07	<p>Wellington/Porirua/Hutt Valley - All services expected to run as planned for the rest of the day.</p> <p>Heavy traffic around the network can cause some delays.</p> <p>Road works &amp; detours: Cuba Dupa event detour in place for route 1,23,24, 27 and 29. Road works on High street, detour in place for route 110 and 120 services southbound and expected change to Northbound later today.</p>
SR021650	Tranzurban	2/04/2025	Third Report	2/04/2025 13:54	<p>Wellington - 8 cancellations on route 1, 7, 24, 26 and 32x due to bus and driver availability. All services expected to run as planned for the rest of the day.</p> <p>Porirua - 5 cancellations on route 220, 226 and 230 due to bus and driver availability. Driver availability can cause some issues later in the day but no cancellations anticipated.</p> <p>Hutt Valley - 1 cancellation on route 160 due to driver availability. More cancellations anticipated due to same reason.</p> <p>Peak afternoon traffic, school kids and public returning home can cause some heavy loading and delays.</p> <p>Roadworks: Partial road closure in Birdwood St, Karori with diversion rt 677 Roadworks on Waterloo Road, Lower Hutt with diversion rt 160 170 Derwent street closed with diversion rt 29</p>
SR021676	Tranzurban	4/04/2025	Third Report	4/04/2025 13:56	<p>Wellington - 8 cancellations on route 1, 23, 24, 25 and 29 due to vehicle fault/breakdown, bus and driver availability.</p> <p>Porirua - 3 cancellations on route 220 and 226 due to driver availability. All services expected to run as planned for the rest of the day.</p> <p>Hutt Valley - All services expected to run as planned for the rest of the day.</p> <p>Peak afternoon traffic, school kids and public returning home can cause some heavy loading and delays.</p> <p>Rain and wind across the region can cause some delays.</p> <p>Roadworks: Partial road closure in Birdwood St, Karori with diversion rt 677. Derwent street closed with diversion rt 29. Waterloo Road, LH roadworks likely on today with diversion.</p>
SR021720	Tranzurban	8/04/2025	Third Report	8/04/2025 13:24	<p>Weather has cleared up and issues relating have reduced since this morning, few landsides and fallen trees on roads that are still in the process of being cleared up affecting some bus routes i.e. rt 25, rt 1 and rt 24.</p> <p>Wellington / Porirua - Likely cancellations later this afternoon due to bus availability and a few delays caused by evening traffic and the weather related issues from earlier.</p> <p>Hutt Valley - All services expected to run as planned this afternoon with a few delays caused by evening traffic.</p> <p>Roadworks continue on rt 160 170 due to Waterloo works, Lower Hutt</p>



SR021806	Tranzurban	16/04/2025 First Report	16/04/2025 5:58	<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. Could be a driver shortage as the morning goes on however at the moment all good.</p> <p>Porirua – Majority of the services expected to run as planned for the morning.</p> <p>Diversions for services 149,160,170,01,07,17,23,24,25,27&amp;29 today. (The ones we know of) Massey Uni Capping Parade and road works expect delays.</p>
SR021810	Tranzurban	16/04/2025 Second Report	16/04/2025 8:07	<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 afternoon due to bus and driver availability.</p> <p>Porirua – Majority of the services expected to run as planned for the morning. Some cancellations expected this afternoon due to bus availability.</p> <p>Diversions in place due to Uni parade later today services 1,7,23,24,25,27 &amp; 29 expect delays.</p>
SR021882	Tranzurban	22/04/2025 Third Report	22/04/2025 13:52	<p>Hutt Valley – 4 cancellations on route 120, 121 and 160 due to driver availability. All the services expected to run as planned for the rest of the day.</p> <p>Wellington – 21 cancellations on route 1, 7, 17, 19, 23, 24, 25, 26 and 39 due to bus and driver availability. All services expected to run as planned for the rest of the day.</p> <p>Porirua All services expected to run as planned for the rest of the day.</p> <p>Roadworks and diversions:</p> <p>Derwent Street closed. Diversions for route 29 &amp; 39 between 0700 &amp; 1800</p> <p>Roadworks at Waterloo over bridge roundabout. Diversion for route 160 &amp; 170 going towards Queensgate onto Oxford Terrace and Birch street between 0900 &amp; 1600</p> <p>Roadworks at Melling affecting SH2 between Melling &amp; Belmont. Routes 145 &amp; 149 won't be going to Melling Station. Route 149 will operate the Tirohanga Loop in reverse.</p>
SR021935	Tranzurban	26/04/2025 Third Report	26/04/2025 14:26	<p>Hutt Valley - Two further cancellations on route 130 due to driver availability. All services expected to run as planned for the rest of the day.</p> <p>Wellington - Twelve cancellations on route 1, 7, 24, 25 and 29 due to driver availability. More cancellations can be expected later in the day due to the same reason.</p> <p>Porirua - Two cancellations on route 220 due to driver availability. All services expected to run as planned for the rest of the day.</p> <p>Roadworks: SH2 between Melling and Belmont may affect route 145 &amp; 149.</p> <p>Roadworks: SH2 between Melling and Belmont may affect route 145 &amp; 149.</p>
SR021967	Tranzurban	29/04/2025 Third Report	29/04/2025 13:41	<p>Hutt Valley - All services expected to run as planned for the rest of the day.</p> <p>Wellington - 18 cancellation on route 1, 7, 19, 23, 24, 25, 29 and 32 due to bus and driver availability. More cancellations anticipated due to driver availability.</p> <p>Porirua - Two cancellations on route 220 due to driver availability. All services expected to run as planned for the rest of the day.</p> <p>School kids and general public returning home could cause some heavy loading and delays.</p> <p>Weather is clear and should not affect any service.</p>

SR022029	Tranzurban	5/05/2025 First Report	5/05/2025 5:48	<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 already made more expected later due to bus and driver availability.</p> <p>Porirua – Services expected to run as planned for the morning. Some cancellations expected later due to bus availability.</p> <p>School services will run as scheduled.</p> <p>Road works route 24 expect delays.</p>
SR022046	Tranzurban	6/05/2025 Third Report	6/05/2025 13:47	<p>Wellington and Porirua - cancellations likely this afternoon due to bus and driver availability.</p> <p>Hutt Valley - All services running as planned.</p> <p>Roadworks on Derwent St Wellington impacting routes 29 and 39</p> <p>Diversion on Chaffers Street Wellington impacting routes 24</p>
SR022054	Tranzurban	7/05/2025 Second Report	7/05/2025 7:13	<p>Wellington and Porirua - cancellations likely due to bus and driver availability.</p> <p>Hutt Valley - All services running as planned.</p> <p>Roadworks on Derwent St Wellington impacting routes 29 and 39</p> <p>Diversion on Chaffers Street Wellington impacting routes 24</p>
SR022057	Tranzurban	7/05/2025 Third Report	7/05/2025 15:03	<p>Wellington and Porirua - cancellations likely due to bus and driver availability.</p> <p>Hutt Valley - All services running as planned.</p> <p>Roadworks on Derwent St Wellington impacting routes 29 and 39</p> <p>Diversion on Chaffers Street Wellington impacting routes 24</p> <p>Driver Cres and on Hampshire St today with stop and go small impact on 226</p>
SR022063	Tranzurban	8/05/2025 First Report	8/05/2025 5:43	<p>Wellington - Three cancellations on route 24 &amp; 32x due to driver availability. More cancellations anticipated due to the same reason.</p> <p>Porirua - Cancellations expected due to driver availability.</p> <p>Hutt Valley - All services expected to run as planned for the morning.</p> <p>Roadworks on Derwent St Wellington impacting routes 29 and 39</p> <p>Diversion on Chaffers Street Wellington impacting routes 24</p>

SR022066	Tranzurban	8/05/2025	Second Report	8/05/2025 7:56	Wellington - 15 further cancellations on route 1, 24 and 29 due to driver availability. More cancellations can be anticipated later in the day due to the same reason.  Porirua - One cancellation on route 236 due to driver availability. Most of the services should run as planned for the rest of the day.  Hutt Valley - All services expected to run as planned for the rest of the day.  Some delays can be expected due to heavy loading with school kids and general public heading to school and work.  Roadworks on Derwent St Wellington impacting routes 29 and 39 Diversion on Chaffers Street Wellington impacting routes 24
SR022069	Tranzurban	8/05/2025	Third Report	8/05/2025 14:17	Wellington and Porirua - Cancellations can be anticipated this afternoon due to driver availability.  Hutt Valley - All services expected to run as planned for the rest of the day.  School kids and general public returning home could cause some heavy loading and delays.  Roadworks on Derwent St Wellington impacting routes 29 and 39 Diversion on Chaffers Street Wellington impacting routes 24
SR022076	Tranzurban	9/05/2025	First Report	9/05/2025 5:39	Wellington - 9 cancellations on route 1, 7, 24 and 32x due to bus and driver availability. More cancellations anticipated due to the same reasons.  Porirua - All services expected to run as planned for the morning. Driver availability can cause some issues but no cancellations anticipated.  Hutt Valley - All services expected to run as planned for the morning.  Roadworks on Derwent St Wellington impacting routes 29 and 39 Diversion on Chaffers Street Wellington impacting routes 24
SR022078	Tranzurban	9/05/2025	Second Report	9/05/2025 7:52	All services across the region may be impacted by bus and driver availability this morning.  Roadworks on Derwent St Wellington impacting routes 29 and 39 Diversion on Chaffers Street Wellington impacting routes 24
SR022081	Tranzurban	9/05/2025	Third Report	9/05/2025 13:17	Wellington - Some cancellation anticipated this afternoon due to bus availability.  Porirua - Bus availability can cause some issues but no cancellations anticipated at the moment.  Hutt Valley - All services expected to run as planned for the rest of the day.  All school trips will run as planned.  School kids and general public returning home could cause some heavy loading and delays.  Roadworks on Derwent St Wellington impacting routes 29 and 39 Diversion on Chaffers Street Wellington impacting routes 24
SR022105	Tranzurban	11/05/2025	Third Report	11/05/2025 13:36	Wellington - Ten cancellations on route 1, 7, 19, 24, 25 and 27 due to driver availability. More cancellations can be 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.

SR022109	Tranzurban	12/05/2025 First Report	12/05/2025 5:31	Wellington - Two cancellations on route 24 due bus and driver availability. More cancellations anticipated due to the same reasons.  Porirua - One cancellation on route 226 due to driver availability. More cancellations can be expected due to the same reason.  Hutt Valley - All services expected to run as planned for the morning.  Roadworks on Derwent St Wellington impacting routes 29 and 39. Diversion on Chaffers Street Wellington impacting routes 24.
SR022111	Tranzurban	12/05/2025 Second Report	12/05/2025 7:52	Wellington / Porirua - Cancellations expected due to bus and driver availability.  Hutt Valley - All services expected to run as planned for the rest of the day.  School kids and general public travelling to school and work can cause some heavy loading and delays.  Roadworks on Derwent St Wellington impacting routes 29 and 39. Diversion on Chaffers Street Wellington impacting routes 24.
SR022117	Tranzurban	12/05/2025 Third Report	12/05/2025 13:27	Wellington / Porirua - Bus and driver availability can cause some cancellations.  Hutt Valley - All services expected to run as planned for the rest of the day.  All school runs will run as planned.  School kids and public returning home could cause some heavy loading and delays.  Roadworks on Derwent St Wellington impacting routes 29 and 39. Diversion on Chaffers Street Wellington impacting routes 24.
SR022123	Tranzurban	13/05/2025 First Report	13/05/2025 6:14	Wellington - 13 cancellations due to bus and driver availability. More cancellations anticipated later this morning Porirua - 1 cancellation due to driver availability. More cancellations anticipated later this morning Hutt Valley - All services expected to run as planned for the morning.  Roadworks on Derwent St Wellington impacting routes 29 and 39. Diversion on Chaffers Street Wellington impacting routes 24.
SR022125	Tranzurban	13/05/2025 Second Report	13/05/2025 8:07	Wellington - Cancellations anticipated all morning due to driver and bus availability Porirua - Cancellations anticipated all morning due to driver availability Hutt Valley - All services expected to run as planned for the morning. University Capping Parade today at 1pm will cause slight disruption/delays. Roadworks on Derwent St Wellington impacting routes 29 and 39. Diversion on Chaffers Street Wellington impacting routes 24. Birdwood St still closed to two school routes
SR022130	Tranzurban	13/05/2025 Third Report	13/05/2025 14:27	Wellington and Porirua- Low number of cancellations anticipated due to driver and bus availability Hutt Valley - All services expected to run as planned for the morning.  Roadworks on Derwent St Wellington impacting routes 29 and 39. Diversion on Chaffers Street Wellington impacting routes 24. Birdwood St still closed to two school routes

SR022132	Tranzurban	14/05/2025	First Report	14/05/2025 6:25	Wellington - Cancellations this morning due to driver and bus availability Porirua - Cancellations this morning due to driver availability Hutt Valley - All services expected to run as planned.  Roadworks on Derwent St Wellington impacting routes Diversion on Chaffers Street Wellington impacting routes Birdwood St still closed to two school routes
SR022137	Tranzurban	14/05/2025	Second Report	14/05/2025 8:06	Wellington, Porirua and Hutt Valley - Cancellations expected this morning due to driver and bus availability  Roadworks on Derwent St Wellington impacting routes Diversion on Chaffers Street Wellington impacting routes Birdwood St still closed to two school routes
SR022141	Tranzurban	14/05/2025	Third Report	14/05/2025 13:12	Wellington, Porirua - Cancellations expected this afternoon due to driver and bus availability. School trips will run as scheduled. Hutt Valley - all services expected to run as scheduled  Roadworks Derwent St Wellington impacting routes Diversion on Chaffers Street Wellington impacting routes Birdwood St still closed to two school routes
SR022146	Tranzurban	15/05/2025	First Report	15/05/2025 5:45	Wellington - 15 cancellations on route 1, 7, 23, 24, 25, 27, 29 and 32x due to bus and driver availability. More cancellations anticipated due to the same reason.  Porirua - 2 cancellations on route 226 & 236 due to bus availability. More cancellations can be expected due to bus and driver availability.  Hutt Valley - All services should run as planned for the morning.  Roadworks Derwent St Wellington affecting routes 29 & 39. Diversion on Chaffers Street Wellington impacting route 24. Birdwood St closed affecting school runs 677 & 685.
SR022149	Tranzurban	15/05/2025	Second Report	15/05/2025 7:28	Wellington, Porirua have cancellations expected due to bus and driver availability. Hutt Valley has morning bus availability concerns which should be remedied by mid morning. All school trips will run as scheduled. University Capping Parade today at 1pm Lambton Quay. no diversion.  Roadworks Derwent St Wellington affecting routes 29 & 39. Diversion on Chaffers Street Wellington impacting route 24. Birdwood St closed affecting school runs 677 & 685.
SR022153	Tranzurban	15/05/2025	Third Report	15/05/2025 14:06	Wellington, Porirua have cancellations expected due to bus and driver availability. Hutt Valley, Cancellation due to on road faults. All afternoon trips expected to run as scheduled. All school trips will run as scheduled.  Roadworks Derwent St Wellington affecting routes 29 & 39. Diversion on Chaffers Street Wellington impacting route 24. Birdwood St closed affecting school runs 677 & 685.

SR022156	Tranzurban	16/05/2025	First Report	16/05/2025 5:19	Wellington & Porirua - Cancellations expected due to bus and driver availability.  Hutt Valley - All services should run as planned for the morning.  Roadworks Derwent St Wellington affecting routes 29 & 39. Diversion on Chaffers Street Wellington impacting route 24. Birdwood St closed affecting school runs 677 & 685.
SR022168	Tranzurban	16/05/2025	Second Report	16/05/2025 7:05	Wellington & Porirua - Cancellations expected due to bus and driver availability. Hutt Valley - All services should run as planned for the morning.  Roadworks Derwent St Wellington affecting routes 29 & 39. Diversion on Chaffers Street Wellington impacting route 24. Birdwood St closed affecting school runs 677 & 685.
SR022172	Tranzurban	16/05/2025	Third Report	16/05/2025 14:34	Wellington & Porirua - Cancellations expected due to bus and driver availability. Hutt Valley - All services should run as planned for the morning.  Roadworks: Derwent St Wellington affecting routes 29 & 39. Diversion on Chaffers Street Wellington impacting route 24. Birdwood St closed affecting school runs 677 & 685. Winui Mohaka street 160's with loop one way towards Lower Hutt
SR022197	Tranzurban	19/05/2025	Second Report	19/05/2025 7:11	Wellington & Porirua - Cancellations expected due to bus and driver availability, chargers lost power at Grenada depot yesterday causing some disruptions to bus availability. Hutt Valley - All services should run as planned for the morning.  Roadworks Derwent St Wellington affecting routes 29 & 39. Diversion on Chaffers Street Wellington impacting route 24. Birdwood St closed affecting school runs 677 & 685.
SR022201	Tranzurban	19/05/2025	Third Report	19/05/2025 14:03	Wellington, Porirua - Cancellations expected this afternoon due to bus availability. School trips will run as scheduled. Hutt Valley - all services expected to run as scheduled  Roadworks Derwent St Wellington impacting routes Diversion on Chaffers Street Wellington impacting routes Birdwood St still closed to two school routes
SR022208	Tranzurban	20/05/2025	First Report	20/05/2025 6:37	Wellington and Porirua can expect cancellations this morning due to bus availability and driver availability. The fuel pump stopped working at Grenada last night, and drivers are away unwell in Wellington city. Hutt Valley will run as scheduled.  Road works continue at: Birdwood, Derwent and Chaffers, all with diversions

SR022209	Tranzurban	20/05/2025	Second Report	20/05/2025 7:40	Wellington and Porirua can expect cancellations this morning due to bus availability and driver availability. The fuel pump stopped working at Grenada last night, and drivers are away unwell in Rongotai Hutt Valley will run as scheduled.  Road works continue at: Birdwood, Derwent and Chaffers, all with diversions
SR022255	Tranzurban	23/05/2025	Third Report	23/05/2025 13:51	Wellington & Porirua -Cancellations expected due to bus and driver availability.  Hutt Valley - All services expected to run as scheduled for the rest of the day.  School trips will run as planned.  Some delays expected in the afternoon peak due to heavy loading and traffic.  Roadworks: Derwent St Wellington impacting routes Diversion on Chaffers Street Wellington impacting routes Birdwood St still closed to two school routes

Proactive Release