

Summary of agreed actions NZ Bus and Greater Wellington following debrief on February 2007 service disruptions

April 2007

1. On-going

1. Avoid as far as possible any major changes over the Christmas/January and February/March periods (GWRC and NZ Bus).
2. Avoid as far as possible compounding a number of changes – introduce one change at a time (GWRC and NZ Bus).
3. Meet on a more formalised basis (GWRC and NZ Bus):
 - a. Monthly at an operational level
 - b. Bi-monthly at a strategic level (frequency to be reviewed in future).

(Establishing greater clarity around the respective obligations and roles of NZ Bus and Greater Wellington in terms of communication with the public will be an early agenda item for the strategic meeting.)

- c. Annually brief Councillors (first briefing sooner rather than later)

2. To action

1. Improve the planning and management of driver recruitment (NZ Bus). Note that the additional driver capacity will increase the ability to take drivers out for training purposes.
2. Improve monitoring and reporting (NZ Bus).
3. Develop a crisis management plan for the Metlink Service Centre (GWRC).

3. Already implemented

1. Improved internal and external communications (NZ Bus).
2. Changed management responsibilities to improve the ability to plan and manage change (NZ Bus).
3. Established process for rescheduling driver duties (NZ Bus).