

3 March 2020

Christian Poland
fyi-request-12055-9d04470d@requests.fyi.org.nz

Kia ora Christian,

The information you requested - CAS-78573-D9R2P5

Thank you for your request for information dated 20 January 2020 about NX1/NX2 transfers.

I have attached two spread sheets called 'Customer Transfers- Q1 and Q2' which shows the customer patronage figures for customers who have boarded the:

- NX2 service from the CBD and changed at Albany to board the NX1 to Hibiscus Coast
- NX1 service from Hibiscus Coast and changed at Albany to board the NX2 to the CBD

I also attach a spread sheet called 'Hibiscus Coast – Q3' which shows the total monthly patronage figures broken down by fare type.

After receiving customer feedback and noticing an increase in patronage we have decided to extend some of the NX2 services so that they will now terminate at Hibiscus Coast. This means that customers don't have to transfer at Albany giving them more options and an enhanced customer experience.

Should you believe that we have not responded appropriately to your request, you are able to make a complaint to the Office of the Ombudsman in accordance with section 27(3) of the LGOIMA Act, and seek an investigation and review in regard to this matter.

Yours sincerely



Stacey Van der Putten
Group Manager
Metro Services