

23 November 2020

J Donovan
fyi-request-14054-34356a36@requests.fyi.org.nz

Kia ora J Donovan,

The information you requested - CAS-239554-Y0S2D1

Thank you for your request for information dated 30 October 2020 about bus service 755.

I have attached a spreadsheet with a brief description and the number of complaints / feedback received for the past 6 months from May to October 2020.

Auckland Transport (AT) work closely with all Public Transport Operators looking at ways to enhance our customers experience. We will be working closely with the Bus Operator of this service to see what improvements can be made in terms of on time performance.

I would like to thank you for taking the time to contact us regarding this matter.

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 Service