

## By email

31 August 2018

File Ref: OIAP-7-6604

David Robinson  
[fyi-request-8462-2cb62618@requests.fyi.org.nz](mailto:fyi-request-8462-2cb62618@requests.fyi.org.nz)

Shed 39, 2 Fryatt Quay  
Pipitea, Wellington 6011  
PO Box 11646  
Manners Street  
Wellington 6142  
T 04 384 5708  
F 04 385 6960  
[www.gw.govt.nz](http://www.gw.govt.nz)

Dear Mr Robinson

### Request for information OIA 2018-173

I refer to your request for information dated 8 August 2018, which was received by Greater Wellington Regional Council (GWRC) on 8 August 2018. You have requested the following information:

*“Can I please have any data or information you hold on the times it took buses to transit the Golden Mile before and after the recent bus changes?”*

#### GWRC’s response follows:

GWRC does not directly measure travel times of public transport services on an ongoing basis. We have been able to identify reports containing related information including:

- Bus speeds along the Golden Mile
- Average bus travel times along core routes (some of which include the Golden Mile)
- Bus service punctuality/reliability (region-wide).

An analysis of bus travel speeds through the Golden Mile and travel times along other routes was conducted as part of the Let’s Get Wellington Moving project (LGWM). This report is publically available on the LGWM website (see section 9 of the report):

<http://getwellymoving.co.nz/assets/Uploads/LGWM-Data-Report.pdf>.

The Annual Monitoring Report (AMR) on the Regional Land Transport Plan 2015 also contains information on average bus travel times along core routes. However, while some of these routes involve the Golden Mile, the travel time data is over longer distances (i.e. Miramar to Wellington Station). The latest AMR is publically available online: <http://www.gw.govt.nz/assets/2016-17-Annual-Monitoring-Report-for-RLTPWeb.pdf>.

The LGWM report and the AMR both contain information from before the bus network changes.

RESPONSE TO OIA 2018-173



Real Time Information data is used to measure punctuality of services according to the service timetables. The latest information on bus service punctuality is available on GWRC's website here:

[http://www.gw.govt.nz/assets/council-reports/Meeting\\_Documents/7482\\_Notice\\_Item%207%20Public%20Transport%20Transformation%20Programme%20-%20update.pdf](http://www.gw.govt.nz/assets/council-reports/Meeting_Documents/7482_Notice_Item%207%20Public%20Transport%20Transformation%20Programme%20-%20update.pdf)

Over the medium term (three to 12 months) since the 15 July 2018 changeover, GWRC does intend to analyse timetable adherence to identify and prioritise the fine-tuning of timetables in order to ensure services are operating reliably. If you require any further information, please be in touch.

*Making space in the central city for future growth*

The central city was reaching the limit of how many buses could be operated at peak times through the Golden Mile without leading to more delays and slower bus journeys for everyone. With around twice as many buses travelling through the central city as we have been advised is optimal, the new network was designed to consolidate services to the central city with fewer but higher capacity buses (including double decker buses) which will reduce bus congestion and make space on the Golden Mile to allow us to accommodate growing demand in coming years.

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.

Yours sincerely



**Wayne Hastie**  
General Manager, Public Transport