

## By email

16 October 2018

File Ref: OIAP-7-7451

Jevon Wright

[fyi-request-8722-209e1dcc@requests.fyi.org.nz](mailto:fyi-request-8722-209e1dcc@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 Wright

## Request for information OIA 2018-253

I refer to your request for information dated 19 September 2018, which was received by Greater Wellington Regional Council (GWRC) on 19 September 2018. You have requested the following information:

*“Each of these questions relate to the services designated Route 24, in both directions, from 1 September 2017 to 14 September 2017 (inclusive), and from 1 September 2018 to 14 September 2018 (inclusive).”*

- 1. How does the Wellington Regional Council determine whether a particular scheduled service on Route 24 is running early, is running late, or is cancelled?*
- 2. What is the total number of services that were scheduled to run on Route 24 in both of these periods?*
- 3. Within both of these periods, how many services on Route 24 were (a) early, (b) late, and (c) cancelled?*
- 4. Within both of these periods, what was the minimum, mean, maximum, and standard deviation time difference (in minutes) between the scheduled departure times, and the observed (real-time information) departure times?*
- 5. Within both of these periods, how many of the scheduled services failed to register any real-time information (RTI) with Wellington Regional Council?*
- 6. Within both of these periods, how is the Wellington Regional Council informed of services that are cancelled by the operator(s) on Route 24?*
- 7. Within both of these periods, what was Wellington Regional Council's policy of informing public transport users on cancelled services?*
- 8. Within both of these periods, what was the minimum, mean, maximum, and standard deviation of the period between a service being cancelled, and news of this cancellation being shared with the public?*

RESPONSE TO OIA 2018-253



9. *Within both of these periods, what were the means that the operator(s) of Route 24 kept track of any (a) early, (b) late, and (c) cancelled services?*
10. *Within both of these periods, how many complaints were raised with Wellington Regional Council on the performance of any service on Route 24?*
11. *Within both of these periods, what were the performance parameters (including punctuality and reliability) of Route 24, as per the contract signed with the operator(s)?*
12. *With each of the contracts for both of these periods, what means did the Wellington Regional Council have to penalise the operator(s) for failing to meet performance parameters?*
13. *Within both of these periods, did the operator(s) of Route 24 fall short of the performance parameters defined in the contracts signed by the operator(s)?*
14. *Within both of these periods, if the operator(s) fell short of their performance parameters, how were the operator(s) of Route 24 penalised?"*

**GWRC's response follows:**

Interpretation

Please note that the bus route numbered 24 underwent changes between September 2017 and September 2018. As such, the information provided below for the two time periods requested is not directly comparable.

1. *How does the Wellington Regional Council determine whether a particular scheduled service on Route 24 is running early, is running late, or is cancelled?*

2017 – GWRC received this performance information from the Real Time Information (RTI) system, as well as through exception reporting provided by the contracted bus operator.

2018 – GWRC received this performance information directly from the data provided by our RTI system. Under the new contracts from 15 July 2018, GWRC no longer receives exception reports from the bus operators.

2. *What is the total number of services that were scheduled to run on Route 24 in both of these periods?*

2017 – 400 trips

2018 – 706 trips

3. *Within both of these periods, how many services on Route 24 were (a) early, (b) late, and (c) cancelled?*

See **Attachment 1**.

4. *Within both of these periods, what was the minimum, mean, maximum, and standard deviation time difference (in minutes) between the scheduled departure times, and the observed (real-time information) departure times?*

See **Attachment 1**.

5. *Within both of these periods, how many of the scheduled services failed to register any real-time information (RTI) with Wellington Regional Council?*

See **Attachment 1**.

6. *Within both of these periods, how is the Wellington Regional Council informed of services that are cancelled by the operator(s) on Route 24?*

2017 – GWRC received cancellation information that was input into the RTI system by the bus operator, as well as from exception reporting provided by the contracted bus operator.

2018 – GWRC received cancellation updates directly from cancellation information input into the RTI system by the bus operator. Under the new contracts from 15 July 2018, GWRC no longer receives exception reports from the bus operators.

7. *Within both of these periods, what was Wellington Regional Council's policy of informing public transport users on cancelled services?*

For both time periods, GWRC informed public transport users via automatically updated information on the RTI screens, Metlink website, and the Metlink App. Occasionally, manual push notifications are used to inform MyMetlink registered customers during times of heightened disruption.

8. *Within both of these periods, what was the minimum, mean, maximum, and standard deviation of the period between a service being cancelled, and news of this cancellation being shared with the public?*

The time period between the bus operator inputting the cancellation information into the RTI system and this information appearing on the RTI screens, Metlink website, and the Metlink App is not measured as this is an automatic process within the RTI system.

In terms of manual push notifications, that time between input of cancellation information and subsequent provision to the customer is also not measured.

9. *Within both of these periods, what were the means that the operator(s) of Route 24 kept track of any (a) early, (b) late, and (c) cancelled services?*

During both periods, the operators had access to the RTI system; their own driver management (telematics) systems, and digital radio systems.

10. *Within both of these periods, how many complaints were raised with Wellington Regional Council on the performance of any service on Route 24?*

2017 – 12 performance-related complaints.

2018 – 51 performance-related complaints.

11. *Within both of these periods, what were the performance parameters (including punctuality and reliability) of Route 24, as per the contract signed with the operator(s)?*

For 2017 time period the key performance indicators were:

Punctuality	98% of scheduled services will depart from the origin stop between 59 seconds before to 9 minutes 59 seconds after the scheduled departure time
Reliability	99% of scheduled services will operate

For the 2018 time period the key performance indicators are publicly available on GWRC's website as part of the representative contract: <http://www.gw.govt.nz/bus-contracts/>

12. *With each of the contracts for both of these periods, what means did the Wellington Regional Council have to penalise the operator(s) for failing to meet performance parameters?*

2017 – For each bus trip reported as failing either the reliability or punctuality KPI, the value of the payment for providing that trip was deducted from the relevant monthly contract payment. Please note that failure of the reliability KPI does not also constitute failure of the punctuality KPI (i.e. there is no double jeopardy applied).

2018 – The penalty regime was not in place during this period. GWRC agreed with the bus operators, prior to the 15 July 2018 'go live' date, to suspend financial penalties for a short time in order to focus on addressing early issues with implementing the new network. This "holiday" phase is a common international contracting practice. More information on the contract performance regime and financial incentive mechanism is available on GWRC's website: <http://www.gw.govt.nz/bus-contracts/>.

13. *Within both of these periods, did the operator(s) of Route 24 fall short of the performance parameters defined in the contracts signed by the operator(s)?*

2017 – No, the operator achieved their reliability and punctuality performance parameters.

2018 – The reliability and punctuality performance of Route 24 for the two weeks between 1 September 2018 and 14 September 2018 is in the two charts below (please note contract KPIs regime not in place during this period).

### Reliability

Route	Trips	Reliability % Not Complied	Reliability Not Complied	Reliability Size Category % Not Complied	Reliability Start Time % Not Complied	Reliability All ITP % Not Complied	Reliability End Time % Not Complied
24	706	35.13%	248	12.89%	21.67%	13.03%	19.26%
<b>Total</b>	<b>706</b>	<b>35.13%</b>	<b>248</b>	<b>12.89%</b>	<b>21.67%</b>	<b>13.03%</b>	<b>19.26%</b>

### Punctuality

Route	Trips	Punctuality % Not Complied	Punctuality Not Complied	Punctuality Start Time % Not Complied	Punctuality All ITP % Not Complied
24	706	56.42%	325	13.54%	47.57%
<b>Total</b>	<b>706</b>	<b>56.42%</b>	<b>325</b>	<b>13.54%</b>	<b>47.57%</b>

14. *Within both of these periods, if the operator(s) fell short of their performance parameters, how were the operator(s) of Route 24 penalised?*

2017 – No penalties were applied.

2018 – No penalties were applied as the contract penalty regime was not in place during this period.

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 Act.

Yours sincerely



**Angus Gabara**  
General Manager, Public Transport (Acting)

**Attachment 1**