



By email

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Mike Mellor

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Dear Mr Mellor

Request for information 2018-345

I refer to your request for information dated 26 November 2018, which was received by Greater Wellington Regional Council on 26 November 2018. You have requested the following information:

“1. Metlink web page <https://www.metlink.org.nz/service-updates/timetables-are-changing-for-a-number-of-bus-routes-from-11-november/> says that the 11 November 2018 bus timetable changes “should improve bus journeys for many of you, delivering...better connections between services”.

I request all information relevant to the connections referred to in the above statement, including but not restricted to:

- a) the criteria used to define “better connections”;*
- b) for both the pre 11 November and post 11 November timetables for the affected routes, by location, direction and by day of the week (Monday-Friday; Saturday; Sunday), how connections to and from each route perform with respect to each criterion.*

2. Metlink web page <https://www.metlink.org.nz/customer-services/heres-what-were-doing/> says that “When properly working, you shouldn’t have to wait on average more than five minutes to make a timetabled connection to another bus at a sheltered bus hub”.

I request the following information for the post 11 November timetables, and for the pre 11 November timetables where the latter are different, for all timetabled connections into and out of each of the routes 1, 2, 7, 21 and 22, by location, direction and by day of the week (Monday-Friday; Saturday; Sunday):

- a) the total number of timetabled connections;*
- b) the number and percentage of connections that exceed five minutes;*
- c) the number and percentage of connections that exceed ten minutes;*
- d) the shortest and longest connections;*
- e) the intended meaning of “properly working”, and how this meaning was arrived at;*

RESPONSE TO REQUEST



f) the intended meaning of "on average more than five minutes", and how this meaning was arrived at."

GWRC's response follows.

Q.1(a) The criteria used to define "better connections"

There were no specific criteria used to define the term better connections. However, the term refers to the fact that outside of network disruptions the connections should generally be reliable for customers.

In order to make connections better, we reviewed bus timetables and made adjustments to the timing of the route 1 and 7 trunk services with the aim of ensuring most trips are able to arrive at hubs within 5 minutes of the scheduled arrival time to facilitate more reliable connections for customers. Allowing for uncertainty with how timetable changes would perform (only known after changes made) we have been conservative with the time window for connecting services and erred on the side of caution increasing connection windows from 2 to around 5 minutes at Brooklyn while at Johnsonville and Newtown connection windows longer than 5 minutes have been used to give more certainty to customers that connections will be made. Over time as timetables are adjusted and systems in place to support connections we hope to be able to tighten connection windows further.

Q.1(b) For both the pre 11 November and post 11 November timetables for the affected routes, by location, direction and by day of the week (Monday-Friday; Saturday; Sunday), how connections to and from each route perform with respect to each criterion.

Initial observations are that connections between the route 7 and 17, 7 and 29, 7 and 23, 1 and 23, 1 and 29, and 1 and 19e are working well. For the route 7 at Brooklyn most buses from the city appear to be arriving within the 5 minute connection window and on the occasions when observed running say 6 or seven minutes late the connecting route 17 and 29 buses have been observed waiting the extra couple of minutes to ensure the connection is made. Customer Experience interviews have noted positive customer feedback regarding the connection between the route 7 and 23 at Kingston.

The table below sets out initial monitoring of connections with routes 1 and 7 for the first two weeks following introduction of the new timetables:

Connecting Route	Average percentage of connections made	
	Prior to 11 Nov	Since 11 Nov
17	72%	86%
19	64%	84%
23	70%	88%
29	73%	85%
60	84%	94%
Total	73%	88%

Please note this data is preliminary. We are aware this data understates the actual level of connections being made by customers as the analysis assumed conservative walk times of 2 minutes at Brooklyn, Kingston and Wellington Hospital, and 5 minutes at Johnsonville. Tools to verify when connections have been successfully made such as matching Snapper boardings and alighting data for feeder and taker services are still being developed to give a more accurate picture of connections made.

Q.2(a)-(d) I request the following information for the post 11 November timetables, and for the pre 11 November timetables where the latter are different, for all timetabled connections into and out of each of the routes 1, 2, 7, 21 and 22, by location, direction and by day of the week (Monday-Friday; Saturday; Sunday):

- a) the total number of timetabled connections;**
- b) the number and percentage of connections that exceed five minutes;**
- c) the number and percentage of connections that exceed ten minutes;**
- d) the shortest and longest connections**

We attach the connecting service timetables that changed on 11 November along with all the connecting service timetables prior to 11 November as at 14 October which show connecting times to routes 1, 2, 7, 21 and 22, by location, direction and by day of the week. From this you will be able to determine the information you have requested.

Q.2(e) The intended meaning of "properly working", and how this meaning was arrived at

This term was arrived at by the communications team and means working as a reasonable customer would expect it to be working to be able to depend on the service for day to day travel.

Q.2(f) The intended meaning of "on average more than five minutes", and how this meaning was arrived at.

This is an aspiration based on what customers have told us they consider a preferred maximum wait time and which we are working towards.

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)