

## By email

18 February 2019

File Ref: OIAP-7-9430

Mike Mellor

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Dear Mr Mellor

### Request for Information 2019- 013

I refer to your request for information dated 20 January 2019, which was received by Greater Wellington Regional Council (GWRC) on 20 January 2019. You have requested the following information:

*“Please let me have the bus timetables and other operating information that GWRC required or requested to be implemented by the operators of train replacement bus services over the Christmas/New Year holiday period 2018/19, including the information to be displayed by the buses operating these services, specific meanings of terms used in displays such as "Express" and "Loop" (including the services that they applied to), and parking and layover arrangements at termini (including the termini of any shuttle services).”*

GWRC’s response follows:

Enclosed with this letter are the bus timetables for rail replacement bus services over the 2018/2019 Christmas/ New Year holiday period, and the guidance materials for staff about services as follows (See **Attachments 1-7**). The rail replacement booklets also include the parking and layover arrangements including the termini of shuttle services information that you have requested:

- Hutt Valley Line
- Kapiti Line
- Wairarapa Line
- Melling Line
- Final Christmas Network summary
- Rail Replacement Booklet HVL



- Rail Replacement Booklet KPL

GWRC requires bus replacements to run as reasonably practicable to the scheduled times, or if that is not possible, that the temporary timetable information for the bus replacements is accurately communicated to passengers at stations and on the website.

All buses are also required to have appropriate signage clearly visible from outside the vehicle. Signage should indicate the stopping sequence i.e. if it is an All Stop service or an Express bus. An All Stop service is required to stop at all stops on the route where there are passengers visible and waiting for the service. An express service does not stop at all stops and stops at only those stops indicated by the timetable. Loop services run over part of a scheduled route and are designed to pick up passengers who would miss a connection between bus and train if they had to wait for an All Stop service from the origin station. There may be some minor wording difference between operators in the terminology that applies and is used.

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



**Greg Pollock**  
General Manager, Public Transport