

By email

7 May 2019

File Ref: OIAP-7-10695

Tony Randle

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Dear Mr Randle

Request for information 2019-126

I refer to your request for information dated 28 March 2019, which was received by Greater Wellington Regional Council (GWRC) on 28 March 2019. You have requested the following information:

“It is my understanding that the GWRC provides regular detailed bus tracking information to PTOM bus operators from the councils Real-Time Information (RTI) system.

1) Can I please have a list of the regular operational reports provided by the GWRC to bus operators ?

2) Can I please have a copy of the detailed bus tracking information provided by the GWRC to PTOM bus operators between July 2018 and March 2019 ?

If this information is held in electronic form, it is preferred that the information is provided in its complete and original electronic format.”

On the 30 April 2019 GWRC advised that it is necessary for GWRC to extend the time available to it to answer your request to 7 May 2019.

GWRC’s response follows

GWRC provides bus operators with the following regular operational reports:

- Overview of weekly performance provided to the Chief Executive Operators Group for the week preceding its meetings (meetings are held bi-monthly).
- Overview of weekly performance provided to each bus operator weekly (for their operation only).

GWRC provides bus operators with access to a secure portal containing detailed bus tracking information. Access to the portal enables operators to extract their own reports.

We are able to provide you with a download of relevant information from the secure portal for the previous 3 months, which is readily available from the system. When looking at this data please note the following:

- Collective Employment Agreement ratification lead to a higher than normal cancellation rate in January and February 2019 for NZ Bus;
- Vehicle matching information reflects conformance against the contract timetables. In some instances GWRC has agreed to provide relief against the contract requirements, for example, the delayed introduction of double decker buses due to route clearance reasons;
- Vehicle matching information is still reported here as a failure even if the operator provides a larger vehicle than the timetable allows; and
- The information provided is based on information from our RTI system. There are some instances where network issues (e.g. a lack of mobile coverage in Te Marua) impact on the statistics reported for certain routes (e.g. route 112). However, it can also be impacted by the route an operator takes or how the driver interacts with the on-board equipment.

Please note that you will find commentary on operational performance in the Metlink performance reports available at: <https://www.metlink.org.nz/on-our-way/performance-of-our-network/>. These reports will provide context for the information provided in the download.

We have placed this information on a USB drive, which can either be picked up by you at our Walter Street office or mailed directly to you. Please contact us if you would like us to arrange us to mail this information to you.

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