

18 December 2015

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Dear Mr Randle

Request for information 2015-109

I refer to your request for information received by Greater Wellington Regional Council (GWRC) on 24 November 2015. You have requested the following information:

“A) Can I please have a copy of the bus real-time data held by the GWRC for the past year?”

B) Can I also please have a copy of any supporting reports that describe the real-time bus data held by the GWRC?

C) Can I also please have a copy of any reports on how the real-time bus data should be interpreted for analysis held by the GWRC?”

GWRC’s response is as follows:

“A) Can I please have a copy of the bus real-time data held by the GWRC for the past year?”

On 4 December 2015, GWRC wrote to you, advising you that, we would need to refuse part (A) of your request on the basis of the substantial collation involved in obtaining this data. We also advised you that we did not consider imposing a charge or seeking a time extension would enable us to process your request without adverse impact to GWRC’s operations. Accordingly, we invited you to refine part (A) of your request and provided some alternative options for how you could reframe your request.

Subsequent to this letter, we have also followed up with you by phone (Friday 11 December 2015) and email (Monday 15 December 2015) and discussed options to refine your request. However, we have not received a response from you on how you would like to proceed. As the deadline for response has approached, part (A) of your request has been refused in accordance with section 17(f) of the Local Government Official Information and Meetings Act 1987 (the Act).

Please note that this refusal does not prevent you from making a new request for information in the future. Again, we recommend you reframe your request in one of the manners we have suggested.



Alternatively, as suggested in our email to you, we would be able to arrange a time for you to meet with officers in the Public Transport Group to discuss any new requests.

B) Can I also please have a copy of any supporting reports that describe the real-time bus data held by the GWRC?

The following documents are attached in response to this part of your request:

- ACIS Operator User Guide (Attachment I): This is a user guide by ACIS the supplier of GWRC's real-time passenger information system, which describes the reporting system and the data retrieval process.
- GWRC RTPI Systems Specifications Issue 3 (Attachment II): This is a copy of the system specification for GWRC's real-time passenger information system. This document provides a detailed technical description of the real-time passenger information system and the data accessible by GWRC.

C) Can I also please have a copy of any reports on how the real-time bus data should be interpreted for analysis held by the GWRC?"

The following documents are attached in response to this part of your request:

- Timetable Adjustments in the Wellington Region Using Real Time Data (Attachment III): This is an internal document that describes how real-time information can be analysed to rectify timetable inaccuracies.
- Examples of RTI reporting tools (Attachment IV): This document provides examples of reporting tools and the types of data analyses and reports that can be processed and generated using the reporting tools.
- Real Time Information presentation (Attachment V): This presentation provides examples of reporting tools and the types of data analyses and reports that can be processed and generated using the reporting tools.

More general, background information about GWRC's real-time bus network is publicly available on the GWRC website at <http://www.gw.govt.nz/>. The below links to publically available reports on the GWRC real-time bus network may also be helpful to you:

- Real Time Information (RTI) Update: http://www.gw.govt.nz/assets/council-reports/Report_PDFs/14.23.pdf
- Real Time Passenger Information System and Integrated Ticketing Project Updates: http://www.gw.govt.nz/assets/council-reports/Report_PDFs/2011_14_1_Report.pdf

- Real Time Information – Questions and Answers: <http://www.gw.govt.nz/real-time-information-q-as/>

As discussed above, officers in the Public Transport Team would be happy to meet with you for any future requests. 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



Wayne Hastie
General Manager
Public Transport