

By email

19 December 2018

File Ref: OIAP-7-8613

Hugh Davenport
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Dear Mr Davenport

Request for information 2018-336

I refer to your request for information dated 21 November 2018, which was received by Greater Wellington Regional Council (GWRC) on 21 November 2018. You have requested the following information:

“I would like any information about the location of the bus mentioned below. This can include, but is not limited to:

- GPS data
- Dashcam footage
- Driver log sheets (with personal information redacted of course)
- Snapper data (with personal information redacted of course)
- Timetable information

The bus information is:

Time: 5:21pm, 24th October 2018

Location: Victoria St, by Ghuznee St, travelling south.

Bus number: 3509, route 7, LLC93

If any of this information does not match (such as bus 3509 was not on route 7 at the time, etc), then could I please have any information about busses that may have been in the approximate area at the time.”

GWRC’s response follows:

Attachment 1 provides the scheduled and actual departure and arrival times at Stops 6710 (Victoria Street at Ghuznee Street) at 5.22pm for the bus number 3509 operated on route 7 on 24 October 2018. This information is extracted from the Real Time Information (RTI) data that identifies the location of the bus.

While Snapper data contains information about the time and location of buses using passengers tag on and off transactions, we do not use this information for the purpose of tracking bus movements in



the normal course of business. Snapper transaction data is not designed for tracking the movement of buses or monitoring their performance.

Snapper data also contains personal information that could be potentially used to identify the location of the passengers who use Snapper ticketing products. Releasing Snapper data is a potential security risk to individuals and may undermine the privacy of the persons who use the Metlink bus services. This information has, therefore, been withheld under section 7(2)(a) of the Local Government Official Information and Meetings Act 1987 (the Act) on the ground that withholding of the information is necessary to protect the privacy of natural persons.

We have considered whether the public interest in the requested information outweighs GWRC's need to withhold the Snapper data. As a result, we do not consider that the public interest outweighs GWRC's reason for withholding the information under the grounds identified above.

The driver log sheet and dashcam footage are information held by operators and are not designed to record and monitor location of buses. Access to bus dashcam footage is subject to GWRC's Camera Surveillance Policy. This information and the information contained in driver log sheets are owned and controlled by the operators of bus services, and can therefore be requested directly from the operator.

Attachment 2 is a copy of the latest Camera Surveillance Policy – further information on the location and purpose of GWRC and operator-controlled surveillance information can be accessed from the following links:

<https://www.metlink.org.nz/customer-services/security/>

<https://www.metlink.org.nz/privacy>

The timetable information for bus route 7 is available on the Metlink website at the following link:

<https://www.metlink.org.nz/timetables/bus/7>

Please note that on 11 November 2018, additional buses were added to Route 7 for weekday and Saturday evening services, to provide more regular buses every 15 minutes until 8.00pm from city. Prior to that, services were operating every 30 minutes from 7.00pm weekdays and from 6.00pm on Saturdays.

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)