

By email

20 February 2019

File Ref: OIAP-7-9390

Stephen Moore

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Dear Mr Moore

Request for information 2019-016

I refer to your request for information dated 22 January 2019, which was received by Greater Wellington Regional Council (GWRC) on 22 January 2019. You initially requested the following information:

“On your webpage “Measuring progress on improvements to the bus network”, it says “We measure punctuality by recording the bus departure from origin, leaving between one minute early and five minutes late”. <https://www.metlink.org.nz/on-our-way/measuring-progress-on-improvements-to-the-bus-network/>

Is it possible to get information on bus punctuality at “destination” rather than “origin” for the PDFs you published?

Also is there Information about punctuality at bus stops along the route?”

Later that day you clarified:

“The number 2 is the main focus?”

GWRC’s response follows:

The information enclosed (as **Attachment 1**) provides information about the average variance at origin and at destination for the number 2 bus for the period November 2018 to January 2019.

While we do hold information like this for every bus stop, I am sure that you can appreciate from the aggregate data that there is a significant amount of information available covering each of the 13,352 trips with a range of 28 and 59 bus stops on this route. So we have elected to provide you with the information about punctuality on the number 2 route at destination and origin.



If you would like further information about a particular bus stop and time period we could also provide 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 Act.

Yours sincerely



Greg Pollock
General Manager, Public Transport