

By email

7 March 2019

File Ref: OIAP-7-9435

Michael Fincham

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Dear Mr Fincham

Request for information 2019-037

I refer to your request for information dated 7 February 2019, which was received by Greater Wellington Regional Council (GWRC) on 7 February 2019. You have requested the following information:

“I would like information (a reasonable aggregate form is fine, I don't need the specific text of complaints made, for instance) about complaints and feedback received by Metlink and the Regional Council regarding changes to access between Mairangi and the Wellington City since the introduction of the "new" bus system in July of 2018.

I am particularly interested in complaints and feedback regarding changes to the number 13, number 22 and number 23 bus services, but other complaints and feedback not related to specific bus routes that concern access between Mairangi and the CBD would also be of interest.

I would also like copies of any discussions or plans, preliminary or otherwise, which have been undertaken as a result of these complaints. In particular I would like copies of communication or other information that demonstrates that this feedback has been understood and acknowledged, and copies of plans that have been made or considered, processes that have been put in to place or other responses to this feedback.”

GWRC's response follows:

Complaints and feedback regarding Mairangi bus services

In the time period between 15 July 2018 (commencement of the new central Wellington bus network) and 7 February 2019 (the date GWRC received your request), the Metlink contact centre has received 612 items of customer feedback regarding Mairangi bus services.

For the purposes of this analysis, we have considered the following feedback to be in scope:



- Customer feedback about the bus routes currently active in the Mairangi area - route 13 from Brandon Street (peak-only) and the route 22 from Wellington Station (7 days a week).
- Customer feedback where no route has been specified, but where the customer has referred to bus services in the Mairangi area specifically.

Key themes from this customer feedback include:

- Evening connections between the route 21 and the route 22 at Victoria University not working as required.
- Problems when transferring to a medium or low-frequency service – for example, if an earlier trip is delayed, or if a contracted connection fails to work as planned, passengers may be left with a long wait of 30-60 minutes for the next bus.

Discussions, plans created as a result of complaints

A report detailing issues with bus-bus connections in the central Wellington area, along with recommended courses of action to improve connections in affected areas, was commissioned in November 2018. An excerpt from this report relating to connection issues between the routes 21 and 22 in particular has been included as **Attachment 1**.

A programme of work addressing ongoing operational service delivery issues is due to commence in the first quarter of 2019. An excerpt from this work programme relating to improving connections between the routes 21 and 22 in particular has been included as **Attachment 2**.

Further to this GWRC is undertaking a post-implementation review of the changes introduced in July 2018, including the new bus network changes in Wellington City. While further changes may occur in the future as a result of this review, it is too early to know whether this may affect services to Mairangi. Any substantial changes to services would also be subject to community consultation and analysis from a network perspective.

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