



By email

27 February 2015
File Ref: E/01/05/02

Jay Daley
Fyi-request-2351-1e017fad@requests.fyi.org.nz

Shed 39
2 Fryatt Quay, Pipitea
PO Box 11646
Manners Street
Wellington 6142
T 04 384 5708
F 04 385 6960
www.gw.govt.nz

Dear Mr Daley

Request for information 2014/172

I refer to your request for information dated 17 December 2014, which was received by Greater Wellington Regional Council on 17 December 2014. You have requested the following information:

- “1. What is the official name of the RTD system and the name of the service provider that operates it?”*
- 2. Please provide the number of trips that do not track broken down by month, bus operator and route, for the year to date.*
- 3. Please provide a copy of the document that details the KPIs that the service is measured by.*
- 4. Please detail what data the RTD system collects about its operation and what other data is collected about the operation of the RTD system, including copies of manuals, system documentation and the like that contains this information.*
- 5. Please provide all correspondence and emails about*
 - a) the reliability of the RTD system; and*
 - b) trips not tracking on the RTD system ”*

It was necessary for Greater Wellington Regional Council to extend the time frame of the request until 27 February 2015. Subsequently you amended part 5 of your request to the following:

“a) The overall reliability of the RTD system and major reliability issues including any measurements of reliability. I do not need any correspondence or emails relating to individual incidents of unreliability unless they are relevant to the above.

1451959-V1



b) The reasons for trips not tracking on the RTD system and actions taken to address those reasons. I do not any correspondence or emails relating to individual incidents of trips not tracking unless they are relevant to the above.”

Greater Wellington Regional Council’s decision follows.

1. What is the official name of the RTD system and the name of the service provider that operates it?

The official name of the system is the Real Time Information (RTI) System. The service provider is Vix.

2. Please provide the number of trips that do not track broken down by month, bus operator and route, for the year to date.

This information is attached.

3. Please provide a copy of the document that details the KPIs that the service is measured by.

This has been withheld under section 7(2)(b)(ii) of the Local Government Official Information and Meetings Act 1987 (the Act) on the ground that releasing this information would be likely unreasonably to prejudice the commercial position of the person who supplied or is the subject of this information.

We have considered whether the public interest in the requested information outweighs Greater Wellington Regional Council’s need to withhold the requested information in accordance with section 7(2)(b)(ii) of the Act. As a result, we do not consider that the public interest outweighs Greater Wellington Regional Council’s reason for withholding parts of the document under the grounds identified above.

4. Please detail what data the RTD system collects about its operation and what other data is collected about the operation of the RTD system, including copies of manuals, system documentation and the like that contains this information.

Material relating to RTI system manuals and system documentation is withheld under section 7(2)(b)(ii) of the Act on the ground that releasing this information would be likely unreasonably to prejudice the commercial position of the person who supplied or is the subject of this information.

We have considered whether the public interest in the requested information outweighs Greater Wellington Regional Council’s need to withhold the requested information in accordance with section 7(2)(b)(ii) of the Act. As a result, we do not consider that the public interest outweighs Greater Wellington Regional Council’s reason for withholding parts of the document under the grounds identified above.

5. Please provide all correspondence and emails about

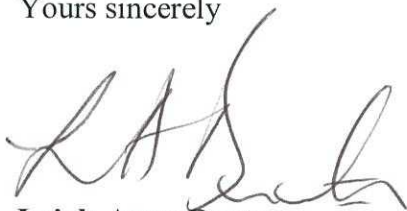
a) the reliability of the RTD system; and

b) trips not tracking on the RTD system

Greater Wellington Regional Council has collated this information for you, and have extended an invitation to you to come in and talk to one of our officers about this aspect of your request, as it equates to a very large amount of information. You have subsequently agreed to this meeting in an email of 25 February 2015, with a meeting date yet to be determined.

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



Leigh-Anne Buxton

General Manager, People and Capability

DD: 04 830 4133

leigh-anne.buxton@gw.govt.nz

Day:	All Days
Journey:	All Journeys
Running Board:	All Running
School Day:	All Days
Service Type:	All Service
Stop:	All Stops
Stop Category:	All Stop
Stop Sequence:	All Stop
Stop Type:	Origin Stops
Time Period:	All Time
Vehicle:	All Vehicles
Direction:	All Directions
Calendar:	All Calendar
Fiscal Periods:	All Fiscal
Service Stop:	All Service
Stops Matched:	All Stops
Clock:	All Clock
Variation:	All
Time Category:	All
Variation:	All 1 Minute
Variation:	All Variation
Driver:	All Drivers
Vehicle Depot:	All Vehicle
Vehicle:	All Vehicle
Calendar:	All Calendar
Journey Ref:	All Journey

		January	February	March	April	May	Jun	July	August	September	October	November	December	
		Journeys Not	Journeys Not	Journeys Not	Journeys Not	Journeys Not	Journeys Not	Journeys Not	Journeys Not	Journeys Not	Journeys Not	Journeys Not	Journeys Not	
New Zealand Bus	Go Wellington	1	37.68	43.27	15.66	13.52	13.25	8.65	5.54	7.13	7.08	6.68	4.15	7.97
		10	29.53	42.50	18.33	14.10	8.40	8.96	4.43	4.22	7.20	3.77	4.81	8.00
		11	35.99	48.62	16.35	12.62	11.70	8.74	5.26	8.00	7.74	5.68	3.39	9.37
		13	44.74	42.11	17.86	10.53	8.52	11.88	4.89	7.14	11.93	10.23	6.88	11.81
		14	42.83	45.93	13.95	8.84	9.65	9.65	6.61	7.85	8.89	8.55	7.13	11.13
		17	42.57	47.39	19.98	14.40	12.21	14.94	11.83	12.42	13.56	14.29	12.05	35.83
		18	44.89	44.69	15.20	14.45	8.99	12.37	12.16	10.20	9.24	8.29	5.64	14.50
		2	34.04	42.95	18.51	13.39	9.80	9.22	5.68	6.43	7.68	5.35	5.06	4.55
		20	41.31	47.95	14.02	11.70	12.12	9.86	8.57	9.92	9.85	7.83	6.11	12.57
		21	45.65	40.57	13.29	9.65	11.55	10.00	10.33	11.51	12.12	12.88	7.08	14.48
		22	46.83	46.17	15.15	15.31	45.30	27.79	9.50	10.19	10.25	8.77	6.16	14.47
		23	43.26	46.96	14.76	12.11	39.77	22.97	5.70	6.84	9.19	7.94	5.38	9.95
		24	36.57	44.47	16.31	12.37	9.20	12.63	9.89	10.24	9.77	12.27	11.63	12.98
		25	33.33	42.98	23.02	12.28	12.12	12.50	7.25	12.70	12.12	12.12	6.67	25.40
		28	43.98	39.85	14.97	10.90	9.74	12.86	25.78	40.82	38.64	35.39	34.29	20.24
		29	43.33	44.56	5.71	8.77	10.91	9.67	4.64	6.98	11.52	8.48	15.67	19.05
		3	44.62	46.92	15.11	14.87	10.85	12.30	6.43	9.14	8.75	6.71	6.28	8.84
		30	43.48	43.48	19.88	9.38	7.71	11.52	9.64	8.49	11.07	6.32	8.48	24.43
		31	39.23	45.93	17.75	8.37	11.57	8.86	7.31	9.96	10.74	14.05	10.45	29.00
		32	47.77	42.51	19.05	15.38	24.13	13.08	14.05	13.19	10.49	11.89	7.31	15.81

	35	59.44	55.56	20.63	15.20	11.62	14.44	14.01	17.99	17.68	13.64	15.56	13.76
	3W	47.39	51.49	17.18	12.36	11.86	13.48	10.40	14.91	10.67	15.42	8.91	12.22
	4	82.32	56.39	17.46	15.79	50.43	30.71	10.67	9.98	11.52	14.10	10.48	10.88
	43	52.11	51.00	12.97	10.37	7.50	9.64	7.85	6.66	8.15	7.52	4.87	14.60
	44	54.49	54.48	13.72	11.55	12.69	11.78	11.59	10.22	11.73	10.34	9.42	11.93
	45	42.81	52.12	14.90	12.18	12.79	12.58	9.32	13.67	9.85	10.98	9.52	26.98
	46	48.11	46.32	16.67	11.41	7.80	5.50	5.45	7.14	10.09	7.08	6.50	13.53
	47		53.68	14.79	16.60	10.00	14.21	6.91	9.87	8.98	3.35	5.79	
	5	36.29	46.71	15.03	12.34	11.93	6.88	6.93	7.44	6.82	8.52	6.09	13.02
	6	34.82	44.53	18.32	14.57	10.49	10.00	9.03	14.65	9.44	9.79	10.38	11.11
	621							22.22	9.52	0.00	7.14	5.00	60.00
	622							11.11	9.52	5.00	14.29	5.00	53.33
	623							11.11	9.52	25.00	21.43	30.00	73.33
	640							22.22	4.76	5.00	0.00	5.00	33.33
	641							33.33	38.10	25.00	21.43	35.00	53.33
	642							0.00	9.52	5.00	21.43	0.00	20.00
	673							11.11	0.00	5.00	14.29	5.00	13.33
	675							55.56	4.76	5.00	14.29	5.00	46.67
	676							55.56	14.29	0.00	14.29	10.00	53.33
	683							11.11	9.52	0.00	0.00	10.00	6.67
	684							0.00	0.00	0.00	0.00	5.00	46.67
	689							0.00	0.00	5.00	7.14	10.00	40.00
	690							33.33	14.29	10.00	14.29	5.00	46.67
	692							22.22	14.29	20.00	21.43	15.00	66.67
	7	37.97	44.29	16.35	13.48	11.15	9.29	5.11	6.17	9.39	5.79	4.04	9.11
	737					5.00	15.00	27.78	14.29	0.00	0.00	15.00	40.00
	740					52.50	50.00	63.89	54.76	50.00	50.00	50.00	53.33
	746							11.11	14.29	10.00	14.29	5.00	40.00
	747							66.67	38.10	35.00	35.71	35.00	80.00
	8	49.50	42.81	15.34	10.99	10.10	9.78	5.31	7.94	9.29	8.38	7.22	9.63
	9	33.62	42.54	16.75	14.30	13.86	9.25	7.25	6.03	8.11	4.77	4.75	10.09
	N1	33.33	62.50	10.00	25.00	0.00	0.00	0.00	0.00	4.17	0.00	0.00	4.17
	N2	59.26	58.33	26.67	37.50	7.41	0.00	8.33	6.67	4.17	4.17	10.00	25.00
	N3	74.07	50.00	20.00	50.00	0.00	11.11	16.67	10.00	8.33	8.33	23.33	8.33
	N4	70.37	62.50	6.67	29.17	3.70	18.52	4.17	6.67	12.50	12.50	3.33	0.00
Valley Flyer	110	31.07	31.25	9.81	4.55	3.83	12.25	3.86	4.80	4.27	3.11	10.11	16.85
	111	25.31	29.15	9.86	10.39	8.62	4.70	2.45	9.48	11.83	4.96	13.07	10.14
	112	25.32	31.78	9.80	19.12	7.98	6.39	8.96	7.03	10.69	4.51	23.67	15.98
	114	22.26	40.41	6.80	6.77	4.71	6.07	10.87	7.99	6.82	6.01	9.11	15.99
	115	25.91	39.18	9.26	12.87	6.31	6.67	9.42	11.90	9.34	6.31	16.94	14.29
	120	54.61	26.90	7.08	15.14	21.39	15.89	12.23	16.04	14.50	23.32	6.93	19.81
	121	39.24	20.86	11.39	9.02	19.81	6.07	8.07	3.74	7.31	4.38	3.21	28.57
	130	44.82	27.88	8.04	8.13	5.02	4.03	10.38	11.07	15.13	7.83	7.04	7.27
	145	22.18	10.88	10.48	23.51	28.79	14.67	20.87	13.97	20.61	15.76	14.00	12.06
	150	28.43	12.41	13.84	17.05	9.86	9.71	9.13	9.76	9.47	6.98	7.05	16.20
	154	44.07	14.91	12.70	29.82	28.79	21.67	34.06	19.05	25.00	20.45	9.17	26.98

		160	35.88	23.99	10.46	11.12	7.39	2.68	6.25	5.23	4.29	2.57	3.80	10.11
		170	34.07	25.26	10.01	12.44	8.70	4.61	6.33	6.10	4.54	3.40	3.41	15.31
		674							11.11	0.00	5.00	21.43	5.00	40.00
		685							22.22	9.52	5.00	14.29	20.00	66.67
		80	40.53	39.47	10.00	9.47	8.64	5.50	13.48	3.81	5.45	2.73	1.50	8.33
		81	43.63	18.65	6.32	5.43	3.45	5.48	7.29	4.92	4.55	7.33	5.81	12.76
		83	45.34	15.38	4.45	5.02	28.81	17.31	5.08	5.40	6.54	5.43	6.96	10.34
		84	43.86	25.96	3.49	9.47	9.70	9.33	8.12	5.40	4.85	2.42	4.00	7.78
		85	52.63	15.79	5.56	2.63	2.27	1.67	4.35	2.38	4.55	2.27	5.00	12.96
		90	0.00	5.26	2.38	15.79	0.00	0.00	0.00	0.00	2.27	6.82	2.50	5.56
		91	49.84	30.61	6.72	5.62	3.75	4.00	3.46	4.62	6.53	10.35	8.60	6.92
		92	0.00	15.79	21.43	10.53	15.91	35.00	4.35	16.67	13.64	6.82	2.50	16.67
		93	5.26	0.00	0.00	2.63	2.27	17.50	0.00	0.00	2.27	0.00	2.50	8.33
		N22	51.85	16.67	13.33	33.33	11.11	7.41	0.00	13.33	12.50	8.33	6.67	8.33
		N66	51.85	16.67	13.33	33.33	7.41	7.41	0.00	16.67	8.33	12.50	6.67	0.00
		N8	55.56	12.50	15.00	31.25	22.22	5.56	12.50	15.00	12.50	12.50	5.00	18.75
		N88	55.56	25.00	3.33	25.00	7.41	7.41	0.00	20.00	12.50	8.33	3.33	25.00
Newlands Coach Services	Unknown	050	24.38	58.55	41.67	21.71	1.14	1.25	2.17	1.19	5.68	1.14	1.88	16.67
		052	14.36	16.64	22.91	13.76	10.10	4.14	3.23	3.11	4.64	2.85	2.30	5.93
		053	14.15	33.94	27.62	15.64	5.11	3.34	3.53	2.81	6.16	2.79	2.00	6.88
		054	12.08	17.47	18.90	12.94	8.24	2.66	2.70	3.27	3.47	2.92	2.40	4.55
		055	6.03	13.46	17.27	9.63	10.90	3.55	3.43	3.71	5.08	5.06	3.44	3.64
		056	10.88	12.98	16.83	10.88	6.36	5.67	3.48	1.90	2.73	1.21	2.00	7.04
		057	14.55	28.17	22.13	12.38	6.15	5.29	6.14	4.76	1.87	2.67	2.94	7.19
		058	18.80	23.68	19.39	9.02	4.87	4.29	1.86	3.40	3.25	4.87	2.50	6.75
		097A		0.00	11.90	34.21	29.55	0.00	6.52	9.52	4.55	4.55	0.00	
		097B		0.00	7.14	34.21	27.27	2.50	2.17	11.90	6.82	4.55	0.00	
		210	1.21	2.79	1.61	4.17	4.76	6.58	16.47	3.07	5.93	1.25	0.53	4.77
		211	6.88	6.58	6.94	7.89	5.11	3.33	5.07	3.57	2.08	2.08	4.38	6.63
		220	1.97	4.69	5.56	3.55	2.07	4.09	5.54	9.68	4.57	2.97	7.40	5.85
		226	1.56	1.77	4.05	3.39	2.39	3.81	6.02	6.93	3.91	4.04	2.31	6.04
		230	6.60	11.84	5.57	2.04	2.44	4.37	5.99	6.37	3.11	3.61	4.12	5.46
		236	10.65	10.08	6.77	3.94	4.15	4.55	4.30	7.39	2.41	2.77	7.77	4.36
		250	9.24	9.59	3.40	2.17	5.70	4.09	7.11	8.01	8.55	7.12	3.79	4.36
		260	1.59	2.61	1.52	4.44	5.55	6.00	7.78	14.52	7.73	2.99	6.55	10.65
		261	3.10	2.70	2.39	3.87	2.51	3.39	5.44	19.53	9.67	7.75	5.56	8.75
		262	5.50	3.17	1.65	3.33	3.18	3.54	5.59	20.54	8.91	7.47	6.12	8.74
		270	1.84	4.21	1.67	3.68	3.18	2.75	5.00	10.24	4.77	1.82	4.00	26.19
		280	7.33	6.66	4.03	16.62	13.78	12.69	6.87	17.97	18.47	5.22	5.55	7.17
		N5	22.22	33.33	13.33	25.00	14.81	11.11	4.17	6.67	4.17	16.67	6.67	8.33
		N6	27.78	28.13	30.00	31.25	33.33	25.00	28.13	22.50	25.00	18.75	30.00	18.75
Tranz Metro	Unknown	HVL	26.59	3.50	5.89	6.75	7.06	13.09	3.28	1.45	5.94	5.99	5.49	8.77
		JVL	21.74	2.88	6.45	3.41	5.97	10.52	2.65	1.69	14.05	7.24	12.15	6.67
		KPL	21.23	9.71	10.37	12.57	5.09	10.03	4.62	4.80	6.64	12.15	7.00	15.98
		MEL	19.33	3.66	6.83	1.72	9.88	6.74	0.76	0.83	1.78	9.49	1.09	11.39
		WRL	27.86	16.29	11.57	2.10	2.26	6.45	0.37	3.08	1.92	6.77	0.81	5.56