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By email

8 May 2015

File Ref: E/01/05/02

Greg Bodnar

Dear Mr Bodnar

Request for information 2015/039

I refer to your request for information dated 20 April 2015, which was received by Greater Wellington Regional Council on 20 April 2015. You have requested the following information:

"All information held about [the] reliability of the Airport Flyer service over the last 5 years, including communications with the bus operators."

Greater Wellington Regional Council's response follows.

The Airport Flyer is a commercial service. It operates under the Metlink banner but is independent of the services that are contracted by Greater Wellington Regional Council. Greater Wellington Regional Council does not maintain or collect data on service reliability for commercial services nor do we directly communicate with the bus operator about the reliability of this service.

In light of this, Greater Wellington Regional Council is unable to provide you with the information requested and is refusing your request in accordance with section 17(g) of the Local Government Official Information and Meetings Act 1987 (the Act), on the basis that the information requested is not held by Greater Wellington Regional Council and there are no grounds for believing that the information is either held by, or more closely connected with the functions of, another local authority or a department or Minister of the Crown or organisation.

If this information exists it will likely be held by the operator, NZ Bus, which is a private entity. You may wish to contact NZ Bus directly with respect to this query.

While Greater Wellington Regional Council does not directly communicate with NZ Bus about the reliability of the Airport Flyer service, we do, from time to time, receive customer feedback about the service via our Metlink contact centre which is passed on to NZ Bus. Please contact Rob



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

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xxxxxxxxxxxxxx@xx.xxxxxx

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