

## By email

5 December 2018

File Ref: OIAP-7-8541

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Dear Mr Davenport

### Request for information 2018-325

I refer to your request for information dated 7 November 2018, which was received by Greater Wellington Regional Council (GWRC) on 7 November 2018. You have requested the following information:

*“I would like information regarding cancellation of bus services for the last year.*

*Could you please provide the following information, split into categories described below:*

*1. The raw number, and percentage of cancelled bus services over:*

- a) The whole metlink network*
- b) Each route*
- c) The whole metlink network broken down into months*
- d) Each route broken down into months*

*2. In regards to the above numbers, the number of those cancelled bus services that were incorrectly displayed on RTI display boards, with the same break down a, b, c, d.*

*3. In regards to the numbers from section 1. The average number of complaints for each cancelled service, with the same break down a, b, c, d.*

*4. In regards to the numbers from section 2. The average number of complaints for each cancelled service, with the same break down a, b, c, d.*

*5. In regards to the numbers from section 1. The average number of passengers who boarded the next non-cancelled service on the same route, with the same break down a, b, c, d. This information should be available via fare records, including snapper data.*

*6. In regards to the numbers from section 5. The average number of passengers who had concession cards (child, secondary student, tertiary student, elderly (supergold), disabled, any other concessions), split into each concession category, and further split with the same break down a, b, c, d.*

RESPONSE TO OIA 2018-325

The Greater Wellington Regional Council promotes **Quality for Life** by ensuring our environment is protected while meeting the economic, social and cultural needs of the community



7. In regards to the numbers from section 1. The average number of passengers who would normally have boarded at the same time/day as the cancelled service, and at the same time as the next non-cancelled service for that route, with the same break down as a, b, c, d. This information should be available via fare records, including snapper data.

8. In regards to the numbers from section 7. The average number of passengers who had concession cards (child, secondary student, tertiary student, elderly (supergold), disabled, any other concessions), split into each concession category, and further split with the same break down a, b, c, d.”

**GWRC’s response follows:**

The following provides the information you have requested for a period between 1 October 2017 and 31 October 2018:

**1. Number and percentage of cancelled bus services for:**

- a) **The whole Metlink network:** The datasheet ‘a-Whole network’ in **Attachment 1** contains the information that shows approximately 0.81% of total scheduled bus services (9,313 out of 1,150,712), were cancelled over the reporting period.
- b) **Each route:** The datasheet ‘b-By route’ in **Attachment 1** provides the number and percentage of cancelled bus trips against the scheduled bus trips for each bus route.
- c) **The whole Metlink network broken down into months:** The datasheet ‘c-Network by month’ in **Attachment 1** provides the total number and percentage of cancelled bus services by month.
- d) **Each route broken down into months:** The datasheet ‘d-Route by month’ in **Attachment 1** provides the number and percentage of cancelled bus services broken down by route and month.

**2. Cancelled bus services incorrectly displayed on Real Time Information (RTI)**

The Metlink RTI system is set up so that any bus service that is recorded in the RTI system as ‘Cancelled’ would be displayed accordingly (correctly) on the RTI board after cancellation, unless there was a fault with RTI board.

The Metlink RTI system that records instances of cancelled bus services, does not record the instances of faulty RTI display boards. Therefore, the available information does not identify the linkage between the faulty RTI boards and cancelled services.

This part of your request is refused in accordance with section 17(e) of the Local Government Official Information and Meetings Act 1987 (the Act) on the basis that the information requested does not exist.

**3. Average number of complaints for cancelled services, for:**

- a) **The whole Metlink network:** The datasheet 'a-Whole network' in **Attachment 2** contains the information that shows the number of complaints recorded against sub-code 'Cancelled Services' and 'Cancelling' in the GWRC's Customer Response Management System (Resolve).
- b) **Each route:** The datasheet 'b-By route' in **Attachment 2** provides the number of complaints by route recorded against "Cancelled" and "Cancelling" sub-codes in 'Resolve' system.
- c) **The whole Metlink network broken down into months:** The datasheet 'c-Network by month' in **Attachment 2** provides the number of complaints by month recorded against "Cancelled" and "Cancelling" sub-codes in 'Resolve' system.
- d) **Each route broken down into months:** The datasheet 'd-Route by month' in **Attachment 1** provides the number of complaints by route and month recorded against "Cancelled" and "Cancelling" sub-codes in 'Resolve' system.

**4. Complaints relating to cancelled services incorrectly displayed on Real Time Information**

**5. Passengers boarding on the next service following a cancelled service**

**6. Passengers with concessions who boarded the next service following a cancelled service**

**7. For cancelled services, passengers who would normally have boarded at the same time/day as the cancelled service, and at the same time as the next non-cancelled service**

**8. In regards to the numbers above. The average number of passengers who had concession cards (child, secondary student, tertiary student, SuperGold, disabled, any other concessions), split into each concession category, and further split with the same break down**

We do not record information in the format that you have requested in questions 4 to 8. The information you are seeking in this case would, therefore need to be extracted and compiled from our available datasets in order to respond to your request. Compiling such information will require detailed analysis of the RTI and ticketing data and extensive processing, reclassification and collation of individual records of complaints. It will also involve quality control to make sure the compiled information meets acceptable level of data reliability, accuracy and consistency.

For example, producing the information on the average number of passengers who boarded the next non-cancelled bus service on the same route, with the same break down a, b, c, d would require one-by-one matching of cancelled services extracted from RTI with the next available bus service on the same route extracted from RTI and timetables, and mapping the resulting data to boardings extracted from the boarding data obtained from bus ticketing systems (including Snapper) and the operators of the service. The resulting information would require quality control for accuracy and consistency.

Likewise, to provide the average number of complaints for each cancelled service incorrectly displayed on RTI boards, with the same break down a, b, c, d would require detailed examination of

each record of the complaints to identify the ones that have specifically complained about the services that were cancelled and not correctly displayed on RTI boards. This would also require an examination of the source of the issue (i.e. whether it was due to a faulty RTI board or another factor).

Producing this level of information in an acceptable form and quality would require substantial time and effort to retrieve and process in addition to the time and effort already expended to answer the other questions. Our estimate is that it would take up to 12 working days of additional work to export, analyse, process and collate the volume of data you have asked for.

In addition to the substantial work required, some of the information you have requested contains personal information with the potential to undermine the privacy and security of individuals. Furthermore, we do not hold the breakdown of boarding information by concession and fare types for all bus services for the months prior to introduction of the new bus network from mid-2018.

Some operator information is also protected under commerciality agreements between GWRC and the operators of the services, and therefore releasing this information would prejudice commercial position of the bus operators. While we would need to consult with bus operators first, as it currently stands, your request is likely to be refused in accordance with section 7(2)(b)(ii) of the Act.

GWRC has considered whether imposing a charge or seeking a time extension would enable us to process your requests under questions 4 to 8 as they currently stand. However, we consider the time estimated to be involved in processing your request to be so great that neither charging nor seeking a time extension would enable us to process your request in a manner that would avoid an adverse impact on GWRC's operations.

GWRC has therefore elected to refuse the information you have requested under your questions 4 to 8 in accordance with section 17(f) of the Act, on the ground that the extensive amount of information which you have requested cannot be made available without substantial collation and research.

### **Alternative option**

We would be happy to further talk to you to assist you with refining your request in another manner so that we can provide you with information in a form which is manageable for us to process.

As previously requested, please telephone Catherine Jones, Public Transport Commercial Manager on 021 193 4260 to discuss what outcome you want to achieve so that we can consider how we might process it in a manner that does not unduly disrupt our operations.

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



**Angus Gabara**  
General Manager, Public Transport (Acting)