

By email

2 April 2019

File Ref: OIAP-7-10480

Andrew Crow

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Dear Mr Crow

Request for information 2019-78

I refer to your request for information dated 4 March 2019, which was received by Greater Wellington Regional Council on 4 March 2019. You have requested the following information:

- 1. Any information about cause of the ghost bus issues.*
- 2 Any data that would show if this issue really has become worse since service changes.*
- 3. Any information about what is being done about the ghost bus problem.*
- 4. Any internal documents that refer the the words “ghost bus” I.E is this an informal term your staff use.*
- 5. Any statistics about canceled services before and after the service changes last year.*
- 6. Any other relevant documents that might help the public understand why the bus service is so bad.*

Greater Wellington Regional Council’s response follows

Information relating to the causes of ‘ghost buses’ is set out at section 3.2.3 of Report 19.72 – Metlink service actives (Agenda item 8). Information relating to cancelled services is available at Attachment 1 of Report 19.73 – Public Transport – operational performance (Agenda item 7):

http://www.gwrc.govt.nz/assets/council-reports/Meeting_Documents/7547_Agenda_Sustainable%20Transport%20Committee%2020%20March%202019,%20Order%20Paper.pdf

http://www.gwrc.govt.nz/assets/council-reports/Meeting_Documents/7546_Agenda_Sustainable%20Transport%20Committee%2020%20February%202019,%20Order%20Paper.pdf (section 6.2 of Report 19.14 – Agenda item 8)



Staff at Greater Wellington Regional Council do use the term ‘ghost buses’ to refer to those buses which drop off the Real Time Information display boards. There are internal documents which refer to this term. Please advise if you require them.

Reports on the performance of the new network are contained in reports presented to the Council’s Sustainable Transport Committee. These reports are available on line at:

http://www.gwrc.govt.nz/search-committee-meetings/Form?committeeID=149&fromDate=&action_doMeetingSearch=+Search+Meetings

We will shortly commence stage two of the post implementation review. The primary focus of the stage two review is to look at the network design and timetables with the community to see determine if there are changes that can be made to better meet the needs of the community.

As set out in the terms of reference for the stage one review, the stage two review is also to include a more thorough assessment of those attributes that impact the effectiveness and efficiency of Wellington City and Hutt Valley bus services, including:

- Contractual arrangements with operators (including employee protections and industrial relations; performance indicators, incentives and abatements; and sharing of risk and reward)
- Bus fleet composition and ownership
- Depots and other operator-owned assets
- Fare policies
- Supporting technology and systems, including ticketing, real time information, journey planning, and customer support; bus stops and shelters; and bus priority traffic measures.

Please let me know if there is any further information that you require.

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