

2 October 2024

File Ref: OIAPR-1274023063-30259

By email: [REDACTED]

Tēnā koe [REDACTED]

Request for information 2024-217

I refer to your request for information dated 28 August 2024 which was received by Greater Wellington Regional Council (Greater Wellington) on 28 August 2024. You have requested the following:

- *“Any and all internal correspondence, meeting minutes, policy documents, talking points and any other related documents, from 10 May 2024 onwards, relating to the Better Buses Ōwhiro Bay Organisation.*
- *All internal correspondence, meeting minutes, policy documents and any other related material, regarding the Bus network in Ōwhiro Bay, any proposed changes, and any other associated documents.*
- *A list of all the characters that can be displayed by the current Real-Time Information (RTI) system.*
- *Any and all documents regarding Metlink's relationship with ACIS Ltd (now Vix Technology) and the decision to renew the contract for the RTI system.*
- *Any non-commercially sensitive details about the renewed contract with ACIS Ltd.*
- *Any documents and all documents regarding the decision to contract NEC to run the new RTI system for Metlink, and whether the capability for Macrons/Special Characters was a part of the decision.*
- *All documents around the design decision to include macrons for certain suburbs (e.g. Ōtaki) but not others (such as Ōwhiro Bay) in the 2024 Wellington Region Network Map (<https://www.metlink.org.nz/getting-started/apps-maps-and-guides>).*”

Greater Wellington's response follows:

Background

Work is currently underway on the Metlink website and app to add the correct spelling of placenames (including macrons) to data not used by our Real Time Information (RTI) system.

We are not yet able to add the correct spelling to all features on Metlink's digital platforms as our current RTI system is unable to process special characters, including letters with macrons.

Our RTI data feeds into other software so, adding macrons to RTI data risks corrupting multiple systems.

Fortunately, we are in the process of introducing a new RTI system which can accommodate special characters, including macrons.

We expect the new system to be fully rolled out by 2026, at which point we anticipate being able to safely add macrons to Māori place names on all features across Metlink's digital platforms.

Any and all internal correspondence, meeting minutes, policy documents, talking points and any other related documents, from 10 May 2024 onwards, relating to the Better Buses Ōwhiro Bay Organisation.

And -

All internal correspondence, meeting minutes, policy documents and any other related material, regarding the Bus network in Ōwhiro Bay, any proposed changes, and any other associated documents.

Please refer to **Attachment 1** for a copy of all internal correspondence, meeting minutes, policy documents, talking points and any other related documents relating to the Better Buses Ōwhiro Bay Organisation and regarding the Bus network in Ōwhiro Bay, any proposed changes, and any other associated documents.

A list of all the characters that can be displayed by the current Real-Time Information (RTI) system.

The current RTI system can display characters in the ranges of A-Z, a-z, 0-9, and standard "shift" characters (e.g. !@#\$%^&*(){}[]). The current system is unable to display characters with macrons or diacritical marks.

As we upgrade to the new RTI system we will be able to begin to utilise the macrons and diacritical marks as required.

Any and all documents regarding Metlink's relationship with ACIS Ltd (now Vix Technology) and the decision to renew the contract for the RTI system.

And -

Any non-commercially sensitive details about the renewed contract with ACIS Ltd.

Please refer to **Attachment 2** which contains a complete list of documents relating to the relationship between Metlink and Vix Technology. This includes the contract, the extensions to the contract, variations, and procurement memos, as well as some related correspondence.

Please note some sections of these documents have been withheld under section 7(2)(b)(ii) of the Local Government Official Information and Meetings Act 1987 in that the supply of the information would be likely unreasonably to prejudice the commercial position of the person who supplied or who is the subject of the information. Information that has been withheld includes personal names and addresses of the suppliers, costs of parts and repairs, part numbers, and other information that is likely to unreasonably prejudice the commercial position of the supplier.

When making the decision to withhold, we are required to consider the public interest in this information. We have considered this, and do not believe the public interest outweighs our decision to withhold this information.

The decision to renew the contract was to make sure that there was no loss of service during the transition from Vix to NEC.

The renewal is identical meaning no price increase has been added. The extension includes the proactive maintenance of the digital signs and on bus hardware along with the backend software and prediction engine.

Any documents and all documents regarding the decision to contract NEC to run the new RTI system for Metlink, and whether the capability for Macrons/Special Characters was a part of the decision.

Please refer to **Attachment 3** which contains one of the appendices that was put out with the Request for Proposal. Requirement F-014 specifically requested that the solution be capable of displaying special characters. NEC indicated in their response that their proposed solution was capable of meeting this requirement.

All documents around the design decision to include macrons for certain suburbs (e.g. Ōtaki) but not others (such as Ōwhiro Bay) in the 2024 Wellington Region Network Map (<https://www.metlink.org.nz/getting-started/apps-maps-and-guides>).

We have referenced data from Land Information New Zealand to check the placenames which require macrons.

We have also engaged with Te Hunga Whiriwhiri (Greater Wellington's Māori Outcomes, Mana Whenua Partnerships and Mātauranga Taiao group) to obtain mana whenua sign-off of the placenames in our region to which macrons should be added.

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.

Please note that it is our policy to proactively release our responses to official information requests where appropriate. Our response to your request will be published shortly on Greater Wellington's website with your personal information removed.

Nāku iti noa, nā



Samantha Gain

Kaiwhakahaere Matua Waka-ā-atea | Group Manager Metlink