

From: [Official Information](#)
To: [REDACTED] [@stuff.co.nz](mailto:[REDACTED]@stuff.co.nz)
Cc: [Official Information](#)
Subject: Final response - LGOIMA 381347 - [REDACTED] - Complaints and feedback for In Lane Bus stops
Date: Thursday, 7 March 2024 2:36:45 pm
Attachments: [image001.png](#)
[image002.jpg](#)
[image003.jpg](#)

Kia ora,

We refer to your information request below. Hamilton City Council provides the following response.

Your request:

*I am just wanting an interview about the in-lane bus stops please - just an explainer about why they are being done instead of the bus pulling off the road?
Has the council received many complaints? Or positive feedback on them? Are more planned?*

Our response:

The other questions in this request have already been answered by our Communications team.

Has the council received many complaints, Or positive feedback on them?

-

In the past 12 months Hamilton City Council has received an estimate of 30 customer insights via our customer request management system relating to in-lane bus stops. The majority of the customer insights are in response to consultation letters, with residents having a range of questions and concerns.

However, we have received a range of feedback on the use of in-lane bus stops, these come in via our customer services, social media, Antenno, have your say and also through council submissions.

You have the right to seek an investigation and review by the Ombudsman of this decision. Information about how to make a complaint is available at www.ombudsman.parliament.nz or freephone 0800 802 602.

Ngaa mihi

Keeley Faulkner

Official Information Coordinator

Governance & Assurance Team | Business Services

Email: officialinformation@hcc.govt.nz





[Like us on Facebook](#)



[Follow us on Twitter](#)

This email and any attachments are strictly confidential and may contain privileged information. If you are not the intended recipient, please delete the message and notify the sender. You should not read, copy, use, change, alter, disclose or deal in any manner whatsoever with this email or its attachments without written authorisation from the originating sender. Hamilton City Council does not accept any liability whatsoever in connection with this email and any attachments including in connection with computer viruses, data corruption, delay, interruption, unauthorised access or unauthorised amendment. Unless expressly stated to the contrary the content of this email, or any attachment, shall not be considered as creating any binding legal obligation upon Hamilton City Council. Any views expressed in this message are those of the individual sender and may not necessarily reflect the views of Hamilton City Council.

I support flexibility at work. While it suits me to send this email now, I don't expect a response outside of your own working hours.

From: [REDACTED] [@stuff.co.nz](mailto:[REDACTED]@stuff.co.nz)>

Sent: Thursday, February 8, 2024 1:39 PM

To: [REDACTED] [@hcc.govt.nz](mailto:[REDACTED]@hcc.govt.nz)>

Subject:

Hello [REDACTED]

I hope you are well.

I am just wanting an interview about the inlane bus stops please - just an explainer about why they are being done instead of the bus pulling off the road?

Has the council received many complaints? Or positive feedback on them?

Are more planned?

I am at work until 3pm today. If not tomorrow morning would be appreciated. My deadline is 11am.

Ngā mihi,

[REDACTED]

Senior Reporter

E [REDACTED] [stuff.co.nz](mailto:[REDACTED]@stuff.co.nz) | M [REDACTED]
500 Anglesea Street, Hamilton City, New Zealand

	
	

The information contained in this e-mail message and any accompanying files is or may be confidential. If you are not the intended recipient, any use, dissemination, reliance, forwarding, printing or copying of this e-mail or any attached files is unauthorised. This e-mail is subject to copyright. No part of it should be reproduced, adapted or communicated without the written consent of the copyright owner. If you have received this e-mail in error please advise the sender immediately by return e-mail or telephone and delete all copies. Stuff does not guarantee

the accuracy or completeness of any information contained in this e-mail or attached files. Internet communications are not secure, therefore Stuff does not accept legal responsibility for the contents of this message or attached files.