

From: [Official Information](#)
To: [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
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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](#)>
Sent: Thursday, February 8, 2024 1:39 PM
To: [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]
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500 Anglesea Street, Hamilton City, New Zealand

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