

14 March 2024

File Ref: OIAPR-1274023063-25558

[REDACTED]

Tēnā koe [REDACTED]

### **Request for information 2024-024**

I refer to your request for information dated 25 February 2024, which was received by Greater Wellington Regional Council (Greater Wellington) on 25 February 2024. You have requested the following:

*"I would like to request the 12-month historical data of the arrival times of bus 81 at bus stop 8017, specifically for the scheduled time of 7:44 am. The information I am seeking includes the actual arrival times of bus 81 at bus stop 8017 for the specified time over the past year.*

*I understand that this request may involve accessing detailed operational data, and I appreciate any effort made to provide this information.*

*I request that the information be provided in a digital format via excel spreadsheet."*

### **Greater Wellington's response follows:**

Please find the information requested in **Attachment 1**. Please note, the data in this attachment displays the variance from the timetabled departure time, rather than arrival times at the stop as this is not recorded by Greater Wellington.

Punctuality is a Key Performance Indicator (KPI) for Metlink services and operators have abatements made to their monthly payment if they fail to meet this KPI. Services are regarded as being on time if they are within –1min to +5min departure variance, to account for any delays to the service which may be outside of the driver's control, such as traffic conditions which includes congestion and disruption.

In light of your request, we are looking into this service.

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 possible. 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