

12 July 2023

File Ref: OIAPR-1274023063-3655

[REDACTED]

Tēnā koe [REDACTED]

Request for information 2023-172

I refer to your request for information dated 22 June 2023, which was received by Greater Wellington Regional Council (Greater Wellington) on 22 June 2023. You have requested the following:

“Under the LGOIMA, can I please have the reliability of the Eastbourne to Town ferry from 1/1/2022 until today. I.e., the percentage of cancelled, and ideally late services broken down by month if possible (or however much granular data you have).”

Greater Wellington’s response follows:

The following table presents the percentage of reliability as reported by our ferry operator.

Reliability for our ferry services is defined as the scheduled service ran.

Table 1: Ferry service reliability as a percentage (July 21 – May 23).

FERRY

Month	Reliability
Jul-21	98.2%
Aug-21	93.5%
Sep-21	90.6%
Oct-21	94.1%
Nov-21	95.0%
Dec-21	96.9%
Jan-22	98.4%
Feb-22	91.2%
Mar-22	91.2%
Apr-22	98.0%

May-22	94.5%
Jun-22	72.9%
Jul-22	80.5%
Aug-22	91.9%
Sep-22	95.8%
Oct-22	92.8%
Nov-22	94.7%
Dec-22	98.4%
Jan-23	99.2%
Feb-23	94.1%
Mar-23	88.7%
Apr-23	97.1%
May-23	98.7%

Our ferry operator does not provide us with data on late or cancelled services. We are therefore refusing this part of your request under section 17(g)(i) of the Local Government Official Information and Meetings Act 1987 (the Act), as the information requested is not held by Greater Wellington Regional Council, another local authority or department of the Minister of the Crown or organisation.

However, they do provide data on punctuality of services, which is defined as the service leaves the origin wharf, no earlier than 4 minutes and 49 seconds before schedule.

The following table presents the percentage of punctuality as reported by our ferry operator.

Table 2: Ferry service punctuality as a percentage (July 21 – May 23).

FERRY

Month	Punctuality
Jul-21	98.8%
Aug-21	99.5%
Sep-21	99.6%
Oct-21	97.9%
Nov-21	98.3%
Dec-21	96.3%
Jan-22	91.5%
Feb-22	99.7%
Mar-22	99.9%
Apr-22	97.7%
May-22	99.4%
Jun-22	95.1%

Jul-22	99.0%
Aug-22	99.0%
Sep-22	99.1%
Oct-22	99.6%
Nov-22	96.4%
Dec-22	94.9%
Jan-23	97.2%
Feb-23	94.1%
Mar-23	95.8%
Apr-23	97.8%
May-23	98.6%

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