

14 March 2024

File Ref: OIAPR-1274023063-25692

[REDACTED]

Tēnā koe [REDACTED]

Request for information 2024-031

I refer to your request for information dated 1 March 2024, which was received by Greater Wellington Regional Council (Greater Wellington) on 1 March 2024.

You have requested “*punctuality and reliability of the route 39 broken down into the 8 services*” from the end of January.

On 4 March 2024 we requested you clarify if you wanted the data for daily or weekly statistics. You responded on 4 March 2023 advising you wanted daily statistics and the details for Route 26 for the same period.

Greater Wellington’s response follows:

Please refer to **Attachment 1** which contains the punctuality and reliability for route 26 and route 39 from 25 January 2024 to 29 February 2024.

The spreadsheet presents the date the trip was scheduled to run, the direction of the trip, the trip start time, the scheduled trips, the trips run, the % of trips run, the trips with record at origin stop, trips punctual at origin, and % of trips punctual at origin for each route.

The trip start time refers to the time a trip is due to start, as per the timetable.

Reliability

- The scheduled trips refer to the number of trips that are scheduled to run on a particular date, as per the timetable
- The trips run refers to the number of trips that actually ran, as tracked by our Real Time Information and Snapper systems. There may have been other trips that ran, but were not

recorded (for example if there was equipment failure, or a trip was not correctly logged onto by the driver as required at the start of each trip)

- The % of trips run (reliability) refers to the number of trips that were run out of the total number of trips that were scheduled, expressed as a percentage.

Punctuality

- The trips with a record at origin stop refers to the number of trips that were tracked at the origin stop of the trip
- Trips punctual at origin refers to the number of trips tracked at the origin stop that passed the Key Performance Indicator punctuality measure (starting between -59secs to +4mins 59 seconds of the scheduled time)
- % of trips punctual at origin refers to the number of trips that passed punctuality out of the number of trips with a record at origin (we can't measure those with no record), expressed as a percentage.

Where there is a 0 in cells in the spreadsheet this indicates a trip wasn't recorded as run (reliability), or it wasn't punctual for example (1 = yes, 0 = no).

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