

19 April 2024

File Ref: OIAPR-1274023063-26037

[REDACTED]

Tēnā koe [REDACTED]

### **Request for information 2024-050**

I refer to your request for information dated 21 March 2024, which was received by Greater Wellington Regional Council (Greater Wellington) on 21 March 2024. You have requested the following:

*“And an OIA. Number of route 39 cancellation notifications by each service for the last three months. And a breakdown of those services that then did run or never ran and how delayed were the ones that did run thanks*

*Timing of when cancellation was sent would be useful as well”*

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

Please refer to **Attachment 1** which contains a copy of the requested information. The data outlines the trips that were cancelled or reinstated over the last three months (beginning of January to end of March 2024), the time the notification message was sent out, and the reliability and punctuality of each trip. Crossed out lines in the attachment relate to notifications which have been superseded, such as cancelled services which have been reinstated.

#### **Reliability**

The bus reliability measure shows the percentage of scheduled services that actually ran, as tracked by our Real Time Information (RTI) and Snapper systems.

#### **Punctuality**

The bus punctuality measure shows the percentage of scheduled services that depart from origin, leaving between one minute early and five minutes late.

For more context on the performance of this service, please see the second tab of the attachment labelled **R39 RELIABILITY**. Reliability is based on the percentage of scheduled services that actually ran, as tracked by our RTI and Snapper systems. These are referred to as 'trips sighted' in this data. If there is an equipment failure, the trip will show as not sighted. If the trip is cancelled, but then they run the service and don't formally reinstate the service, it will not show in the data.

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



**Bonnie Parfitt**

Kaiwhakahaere Matua Waka-ā-atea | Acting Group Manager Metlink