

19 September 2022

File Ref: OIAP-7-25629

Asher Wilson-Goldman

By email [REDACTED]

Tēnā koe Asher

Request for information 2022-131

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

- “- the percentage of scheduled buses that did not run on time in the Kpiti Coast in 2022, broken down by month, to July.*
- the percentage of scheduled buses that were cancelled in the Kpiti Coast in 2022, broken down by month, to July*
- any targets for either of these measures and whether they were achieved or not in each month of 2022 to July.”*

Greater Wellington’s response follows

Monthly performance reports for our network as a whole can be found on our website: [Performance of our network » Metlink](#)

The tables below show the percentage of scheduled buses that did not run-on time, and that were cancelled in the Kāpiti Coast in 2022, broken down by month to July. The targets for each of these measures are shown in red, and actual results for each month is also shown in the table below.

**Kapiti bus services
Jan - Jul 2022**

Date	Percent of services not on time	Percent of services on time (punctuality)	Target achieved / not achieved	Percent of services cancelled	Percent of services run (reliability)	Target achieved / not achieved
<i>Punctuality at origin achieved = $\geq 95\%$</i>					<i>Reliability achieved = $\geq 98\%$</i>	
Jan-22	1.2%	98.8%	Achieved	0.0%	99.8%	Achieved
Feb-22	2.3%	97.7%	Achieved	0.0%	99.9%	Achieved
Mar-22	1.7%	98.3%	Achieved	0.8%	99.1%	Achieved
Apr-22	2.6%	97.4%	Achieved	0.1%	99.9%	Achieved
May-22	2.2%	97.8%	Achieved	0.2%	99.7%	Achieved
Jun-22	2.1%	97.9%	Achieved	0.1%	99.8%	Achieved
Jul-22	1.4%	98.6%	Achieved	0.1%	99.7%	Achieved
Total	1.9%	98.1%	Achieved	0.2%	99.7%	Achieved

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 practicable. Our response to your request will be published shortly on Greater Wellington's website. Whilst it is Greater Wellington's standard practice to remove the name and contact details of a requestor in a response released proactively, as you are a candidate for Greater Wellington's 2022 elections, we will publish this response to the Greater Wellington website without your name redacted.

Nāku iti noa, nā



Samantha Gain
Kaiwhakahaere Matua | General Manager Metlink