

12 September 2023

File Ref: OIAPR-1274023063-16564

[REDACTED]
[REDACTED]

Tēnā koe [REDACTED]

Request for information 2023-220

I refer to your request for information dated 16 August 2023, which was received by Greater Wellington Regional Council (Greater Wellington) on 16 August 2023. You have requested the following:

"I regularly catch the 29 bus from Southgate to Lambton Quay in the morning and back again in the evening.

The on time performance of this service is terrible and regularly runs anywhere from 10 to 20 minutes late - and sometimes never shows despite being listed as due on electronic boards or the Metlink app.

Customers on this service are frequently late to work - or to get home - and there is a growing sense of frustration.

Does Metlink report on on-time-performance for all services? I'd like to see the performance of the 29 service over time and find out if it meets or fails performance criteria."

On 17 August you informed us that the timeframe you were interested in was "the last 6 months".

Greater Wellington's response follows:

Metlink reports on punctuality for all services as published on our website. You can find out more about the performance of our services including punctuality on our website here: <https://www.metlink.org.nz/news-and-updates/surveys-and-reports/performance-of-our-network/>.

Punctuality for bus services is measured when a bus leaves the origin bus stop within a time interval running from 1 minute before, to 5 minutes of the scheduled service start time. We have little influence over punctuality once a bus has departed from origin, with factors such as traffic, passenger volumes and behaviour, weather events, accidents and roadworks all affecting the punctuality of services.

Punctuality for route 29 over the last six months has been 86%. Route 29 fits within unit 7. The expected KPI punctuality performance level for each unit is 95%. Information on which route is operated under which unit can be found here: <https://www.gwrc.govt.nz/transport/metlink-bus-train-and-ferry/bus-contracts/>

Please refer to **Attachment 1** which provides the punctuality data for route 29 from 1 February 2023 to 15 August 2023. Punctuality is measured at the origin stop and calculations only include trips where we have a record at origin. Cancelled and untracked trips are excluded.

There are two tabs in this attachment:

Data outlines the individual journey. This includes the scheduled start time, direction, and the variance between the start and end time to determine punctuality.

Summary outlines an overall breakdown of this data. This includes the number of all scheduled trips, stops, and punctuality, broken down by month and an overall total.

'Sum of Scheduled Trips' = Total scheduled trips (all trips that should have run).

'Sum of Origin Stop Departure' = Total number of trips recorded at origin.

The data we have provided is for all punctuality, measured at origin. There may be other trips that ran but weren't recorded at the first stop, due to a technical error.

We are currently working with the operators of Route 29, Tranzurban, to improve these services. Unfortunately, the bus driver shortage this year led to a high number of cancellations and delayed services on this route, however, the punctuality of these services is now improving.

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

A handwritten signature in blue ink, appearing to read 'sugan'.

Samantha Gain

Kaiwhakahaere Matua Waka-ā-atea | Group Manager Metlink

PROACTIVE RELEASE