

11 June 2021

File Ref: [OIA-7-19814]

J. Murphy

By email: fyi-request-15509-641a0712@requests.fyi.org.nz

Dear J. Murphy

Request for information 2021-122

I refer to your request for information dated 19 May 2021, which was received by Greater Wellington Regional Council (Greater Wellington) on 19 May 2021. You have requested the following:

"I would like to know how often the number 58 bus from Newlands to Wellington station runs late? I would also like to know when they do run late what the average lateness is in minutes? Specifically the buses that leave Newlands between the hours of 7-8am Monday-Friday. Can you please provide this data since the start of 2020 to the time of request received."

Greater Wellington's response follows:

As requested, please refer to **Attachment 1** which outlines the punctuality of Route 58 services from Newlands to Wellington for trips between Monday and Friday, 7:00am to 8:00am, for the period 1 January 2020 to 19 May 2021. The data is the latest processed data information in Greater Wellington's database.

Bus punctuality data is measured in accordance with Key Performance Indicators (KPI), which set targets for the performance of our bus services. Bus operators are required to meet these targets as part of a service level agreement. The service level agreement for punctuality on the Route 58, as for all services across the Metlink bus network, is set out below.

Punctuality

5.6 *The Operator shall ensure that each Scheduled Service shall:*

5.6.1 *Depart from its Origin between 59 seconds before to 4 minutes 59 seconds after the scheduled time for such departure in the Bus Unit Timetable*

Other information relating to the service level agreement can be found in the Bus Partnering Contract, Schedule 6. This contract can be accessed publicly via the Greater Wellington, which I have linked below for your convenience.

Bus Partnering Contract: <http://www.gw.govt.nz/bus-contracts/>

I hope you find the provided information helpful.

If you have any concerns with the information 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.

Yours sincerely

A handwritten signature in blue ink, appearing to read "Scott Gallacher", is written over a horizontal line.

Scott Gallacher

Kaiwhakahaere Matua Metlink | General Manager Metlink