

19 May 2022

Kia ora Ben,

On April 28th you requested the average dwell times for each individual station on the Western, Eastern and Southern Line for the 2021/2022 year, and the overall average dwell time for these lines.

The information has been provided in the attached document (attachment 1), which breaks down the average dwell times for each station across each train line.

We also wish to note that a train service can have increased or decreased dwell time for many reasons, waiting for departure time at an Operational Performance Monitoring Point (may have arrived early), waiting for a signal, voluminous passenger loadings, congestion due to other rail traffic as well as special event services generally have a high dwell time due to passenger loadings.

If you have any further queries, please contact Auckland Transport on (09) 355 3553 during business hours, quoting Local Government Official Information request number CAS-547582-T6Z8K6.

Should you believe that we have not responded appropriately to your request, you have the right in accordance with section 27(3) of the LGOIMA to make a complaint to the Office of the Ombudsman to seek an investigation and review in regard to this matter.

Ngā mihi,



Darek Koper
Group Manager Metro Services