

1 March 2019

Mr Stephen Ridley  
fyi-request-9485-d052c178@requests.fyi.org.nz

Dear Mr Ridley

**Local Government Official Information and Meetings Act 1987**  
**CAS-966526-T5L9P8**

We refer to your request for official information dated 31 January 2019, requesting service reliability details for the Papakura to Pukekohe shuttle service for 2018.

**1. service reliability details for the Papakura to Pukekohe shuttle service for 2018. Can this please include:**

- **Punctuality**
- **Cancellations**
- **If possible how the service links with the Southern line**

<b>Pukekohe Line performance 1 January 2018 to 31 December 2018</b>	
Services planned	21,499
Services cancelled	158
Reliability	99.3%
Services delayed	443
Punctuality	97.9%

You may be interested to know that this information is published on AT's website as part of the Monthly Business Report here: <https://at.govt.nz/media/1979386/item-9-business-report.pdf> (under Board Reports) page 55.

We trust the above information has addressed your request however should you believe that we have not dealt with your request appropriately, you have the right in accordance with section 27(3) of the LGOIMA to make a complaint to the Office of the Ombudsman and seek an investigation and review in regard to this matter.

If you have any further queries, please contact Auckland Transport on 09 355 3553 quoting Official Information request number CAS-966526-T5L9P8.

Yours sincerely



Stacey Van Per Putten  
**Group Manager Metro Service Delivery**