5 March 2025

File Ref: OIAPR-1274023063-36175

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By email: ▮▮▮▮▮▮▮▮▮▮▮

Tēnā koe ▮▮▮

Request for information 2025-055

I refer to your request for information dated 26 February 2025, which was received by Greater Wellington Regional Council (Greater Wellington) on 26 February 2025. You have requested the following:

"I was on the delayed kapiti line train this morning and noticed through the app that the trip was marked as completed before we had arrived at the platform.

How are trip completions captured? We sat in the rail yard for a number of minutes after the app had marked the trip as complete.

How do you define a trip was within service is it within 5 min? Seems curious that at 5min delay you marked our trip as complete even though we were sitting in the rail years waiting for trains to clear so we could come to the platform.

We arrived at 8:55 or 8:56 8 or 9min late not 5 minutes. Keen to u understand how this works it seems like you are cooking the books on your service levels.
I have added a screenshot of the route as I had the app open and noticed it said the route was complete and we had just come to a stop waiting out in the rail yard. You will see a screen shot of the trip saying complete I'm not sure when this actually updated but you can see it's before 8:53 as displayed by my phone and we were sitting in the rail yard. Keen to understand what triggers the complete as we weren't completed."

Greater Wellington's response follows:

In short, the timings for Real Time Information (RTI) tracking are based on geofences (a virtual bubble around each station), so when a train arrives at this virtual bubble at Wellington Station then a specific train will be shown as 'complete' even though it physically hasn't

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arrived on the platform. This geofence bubble had to be set quite big at Wellington Station to avoid other train movements being mistaken for scheduled services.

To measure train performance, we use a different system on-board each individual train called a Kupe Mobile Controller (KMC). This system records when a door is released at a particular platform which gives us arrival times. Departure times are recorded when a door is closed, and a signal is given to the driver to depart. The two operations here are which affect the data are 'door open' and 'door closed' and this is what we measure contractual performance on.

We also have a back-up system that is used in case KMC data isn't available called Automatic Passenger Count (APC) data. This records when the first person goes through a door on a train (for arrival times) and when the last person goes through a door (for departure times).

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 appropriate. Our response to your request will be published shortly on Greater Wellington's website with your personal information removed.

Nāku iti noa, nā

Samantha Gain
Kaiwhakahaere Matua Waka-ā-atea | Group Manager Metlink