

2 November 2023

File Ref: OIAPR-1274023063-23874

[REDACTED]  
[REDACTED]

Tēnā koe [REDACTED]

### **Request for information 2023-255 and 2023-257**

I refer to your requests for information dated 4 and 5 October 2023, which were received by Greater Wellington Regional Council (Greater Wellington) on 4 and 5 October 2023. You have requested the following:

#### **Request for information 2023-255**

*"Under the Local Government Official Information and Meetings Act 1987, I request a reply to the following email that I sent to you on 19 September 2023.*

*Dear Lisa Colebrooke,*

*In recent correspondence of yours with another resident of Te Horo, you have stated the following: "For Te Horo, it is more complex. The carpark previously used for bus turnarounds required difficult turning maneuvers which imposed delays when trying to cross back into traffic. There is an agreement in principle about establishing a bus stop towards the south end of the community on the Old State Highway 1, subject to a safe pedestrian crossing. Metlink will likely need to undertake consultation with affected properties for the Northbound stop, which would take 4 to 6 weeks. Once completed, final sign off will be required from Waka Kotahi and then Metlink can organise for the bus stops to be added to the network, and signage to be installed."*

*1) "The carpark previously used for bus turnarounds..."*

*That is historical and completely irrelevant to the current situation.*

*The bus does not need to pull off the old State Highway in order to stop and pick-up or drop off passengers. The only possible reason that the bus will now need to use Te Horo Beach Road, is so that it can include Te Horo Beach settlement in it's schedule.*

*However it does not need to use the privately owned carpark at Hyde Park for that purpose.*

*2) "There is an agreement in principle... "*

*Between which parties is this agreement and why is it in principle?*

*3) "...a bus stop towards the south end of the community on the Old State Highway 1, subject to a safe pedestrian crossing."*

*Why does this particular bus stop require a safe pedestrian crossing?*

*And what is the difference between a standard pedestrian crossing and a safe pedestrian crossing?*

*Do you have statistics and/or guidelines for the implementation of safe pedestrian crossings when establishing bus stops and what are they?*

*Will this mean that the bus stop at Peka Peka which is yet to be commissioned, will also require a safe pedestrian crossing?*

*4) "Metlink will likely need to undertake consultation with affected properties for the Northbound stop..."*

*Why is that and which properties are you referring to?*

*5) "...which would take 4 to 6 weeks."*

*Why do you expect it to take up to 6 weeks?*

*And what is the significance of stating that?*

*The revocation works will according to NZTA own estimations not be completed until 2026, does that mean that GWRC/Metlink will not undertake consultation with the affected properties until after the revocation works are completed?*

*6) "Once completed, final sign off will be required from Waka Kotahi..."*

*Are you implying that once consultation with affected properties is completed, final sign off will be required from Waka Kotahi?*

*"For Peka Peka, there is existing location on Peka Peka Link Road where future bus laybys are already in place. KCDC will be presenting the traffic resolution to the Waikanae Community Board on 31 October 2023 to legitimise the location decision, then Waka Kotahi will need to endorse the decision. Once fully approved, Metlink will organise for the bus stops to be added to the network, and signage to be installed."*

1) "KCDC will be presenting the traffic resolution to the Waikanae Community Board on 31 October 2023..."

Could please elaborate on this statement as the deputy chair of the Waikanae Community Board has no such knowledge currently?

Can you please provide the contact information of this person at KCDC that is responsible and will be presenting this traffic resolution?

2) What timeframe has been allowed for the full implementation of this bus stop at Peka Peka?

In other words when do you expect this bus stop at Peka Peka to be operational?

How will you inform the general public and the residents of Peka Peka of the date of commencement of this bus stop?"

**Greater Wellington's response follows:**

For all questions in this request for information, please refer to the response provided by Lisa Colebrooke on 5 October 2023, included as **Attachment 1**.

In addition, we would note the following updates;

- In partnership with Waka Kotahi and Kāpiti Coast District Council (KCDC), we have gained the necessary approvals for re-establishing temporary bus stops for Te Horo and Peka Peka ahead of the revocation process being completed. These temporary bus stops will be installed in the coming weeks, and will become operational from 12 November 2023.
- Metlink published a media release on 27 October 2023, and has a communications plan rolling out over the week following to ensure Te Horo and Peka Peka residents are aware of the pending changes. This includes advertisements in local papers, posters at bus stops, targeted social media posts and sharing with community Facebook Groups. This media release can be found here: <https://www.metlink.org.nz/news-and-updates/news/metlinks-route-290-to-reservice-te-horo-and-peka-peka/>
- KCDC were unable to put through a submission to the Waikanae Community Board 31 October 2023 meeting to discuss the Peka Peka bus stop location as ownership of the roadway has not yet been handed over from Waka Kotahi to KCDC.

## **Request for information 2023-257**

*"This is a request under the Local Government Official Information and Meetings Act of 1987.*

*This request is a follow-up to my previous Local Government Official Information and Meetings Act 1987 which I submitted on 8 September 2023 and of which I received a reply on 26 September 2023. GWRC File Ref: OIAPR-1274023063-17024.*

*In hindsight, I now realised that my request wasn't specific enough and consequently I now need to submit an additional request.*

*1) The buses that are typically used on the 290 route;*

*i) what is their seating capacity for passengers?*

*ii) what is their additional standing capacity for passengers?*

*iii) what is their total capacity for seated and standing passengers?*

*I have attached a photo of the buses that are used on the 290 bus route.*

*2) What was the date that the 290 bus timetable increased from 16 trips a day to 35 trips a day? (weekday trips)*

*I assumed that it was 25 July 2022 because that's what was printed on my timetable, but is that actually correct?*

*Images of the old and new timetables attached.*

*3) What are GWRC's normal marketing strategies when increasing the frequency of a bus service?*

*And did they apply that to the adjustment on the 290 service that I'm referring to here?*

*4) How many passengers are carried on the buses broken down to a per trip basis? (Not just the daily basis)*

*i) How many of these passengers were paying passengers?*

*ii) How many of these passengers were non-paying passengers? I'm referring to Goldcard holders, children of an age that qualifies them for free travel or any other exemptions.*

*5) What is the total cost of running the 290 bus service?*

*And how does it compare to the income that is generated from carrying passengers?*

*I don't know what records you keep for these two questions but if they are monthly breakdowns, that will be adequate.*

*6) The timeframe these questions relate to, can be the same as in my previous LGOIMA request, in which I suggested that they could cover the last 6 months or possibly from 25 July 2022."*

**Greater Wellington's response follows:**

**1) The buses that are typically used on the 290 route ;**

- i) what is their seating capacity for passengers?**
- ii) what is their additional standing capacity for passengers?**
- iii) what is their total capacity for seated and standing passengers?**

The buses that run on these routes are Wrightbus Streetlite 9.5 (WF) model buses. There are 29 seats on these buses.

The standing capacity is 22 people. However, for younger people such as students and school age children, they can fit more people standing. The maximum number is 27 standing passengers.

**2) What was the date that the 290 bus timetable increased from 16 trips a day to 35 trips a day? (weekday trips) I assumed that it was 25 July 2022 because that's what was printed on my timetable, but is that actually correct?**

25 July 2022 is correct.

**3) What are GWRC's normal marketing strategies when increasing the frequency of a bus service? And did they apply that to the adjustment on the 290 service that I'm referring to here?**

Our Marketing and Communications team typically are advised of any bus route changes and then devise a communications plan to reach the right audiences with the key messages and calls to action as required. To do this they work closely with any Metlink Subject Matter Expert required. For the 290 bus route changes, a communications plan was developed (please refer to **Attachment 2**).

**4) How many passengers are carried on the buses broken down to a per trip basis? (Not just the daily basis)**

- i) How many of these passengers were paying passengers?**

- ii) **How many of these passengers were non-paying passengers? I'm referring to Goldcard holders, children of an age that qualifies them for free travel or any other exemptions.**

Please refer to **Attachment 3** which contains a spreadsheet of the requested information in an excel spreadsheet.

Please note that orange cells indicate where there are less than 5 passengers on board. These figures have been removed from the spreadsheet in order to protect the privacy of people boarding and alighting the service at certain stops given that this information taken together with other information could be used to identify travel patterns of individuals. This information is withheld under section 7(2)(a) of the Local Government Official Information and Meetings Act 1987 (the Act), to protect the privacy of natural persons, including that of deceased natural persons.

We have considered whether the public interested in the requested information outweighs Greater Wellington's need to withhold certain aspects of the requested information. As a result, we do not consider that the public interest outweighs Greater Wellington's reason for withholding parts of the document under the ground identified above.

**5) 5) What is the total cost of running the 290 bus service? And how does it compare to the income that is generated from carrying passengers?**

The following table presents the operating cost, fare revenue, and number of passenger trips for the financial year based on 2021-22 data. We do not yet have the financial data for 2022-2023. The information on operating costs is recorded in Greater Wellington's accounts for the groups of services called 'Operating Units' and are not broken down by routes.

The operating cost for the route 290 in the following table is estimated based on the latest breakdown of costs at route level undertaken using the data for 2021/22 financial year. No further breakdown of costs has been undertaken for the route in 2022/23.

In the financial year 2022/23, total fare revenue (GST excl.) for Route 290 was \$45,000 (affected by the half-price fares) and number of passengers trips was 57,200.

Bus route	Route description	Operating Cost (GST excl.)	Fare revenue (GST excl.)	Passenger Trips
290	Waikanae - Otaki - Waikanae	\$593,000	\$65,000	29,000

**Note:**

- Operating costs are not recorded at route level. The cost for route 290 is estimated based on the cost of Operating Unit 14 (all Kapiti services) and service km for the route proportional to total service km for the Unit
- Operating costs may be subject to inflationary cost adjustments
- Fare revenue includes SuperGold revenue received from government
- All numbers are rounded to the nearest thousand

### **Additional information**

It is important to note that Public Transport in the Wellington region is funded from farebox revenue, contributions from Central Government, and regional council rates. When designing the public transport network, we need to review a wide range of considerations – funding being only one of these.

If you are interested, you can find out more about this in the Regional Public Transport Plan. This can be found on our website at the following link:

<https://www.gw.govt.nz/assets/Documents/2021/10/J001366-Public-Transport-Plan-v5-web.pdf>

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



**Samantha Gain**

Kaiwhakahaere Matua Waka-ā-atea | Group Manager Metlink