

5 December 2023

File Ref: OIAPR-1274023063-24190

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Tēnā koe [REDACTED]

Request for information 2023-271

I refer to your request for information dated 31 October 2023, which was transferred from NZTA Waka Kotahi to Greater Wellington Regional Council (Greater Wellington) on 7 November 2023. You have requested the following:

“As a strong believer in active and public transport, I see them as solutions towards a more environmentally and eco-friendly world. However, if not used, public transport just adds to traffic on the road and pollution. I would like to know what the utilisation is of bus lines in Whitby, Porirua, over the last year. In particular line 236, both in and outside of peak hours. Have other options been considered for this bus line?”

Greater Wellington’s response follows:

Please see **Attachment 1** for peak and off-peak patronage data for all Porirua and Whitby routes (Routes 210, 220, 226, 230 and 236) from November 2022 to October 2023. We have also provided the total capacity for the routes and the passenger trips as a percentage of total capacity.

Further information:

Route 236 is one of two bus routes that connect Whitby mostly with Porirua Station. It is important to note that Route 236 is a ‘local’ route as defined in Metlink’s Regional Public Transport Plan (RPTP). You can find this plan on the Greater Wellington website here: <https://www.gw.govt.nz/your-region/plans-policies-and-bylaws/plans-and-reports/transport-plans/wellington-regional-public-transport-plan-2021/>.

As per the RPTP, local routes include all-day medium to low-frequency services connecting town and activity centres along the lower-demand corridors, providing local access to town and activity centres within the suburban areas. These routes complement the core network by covering areas it does not serve and by collecting and distributing passengers to and from it.

Essentially, the service frequency for the area is low (hourly on both routes). Furthermore, the delivery has also experienced some inconsistencies over the past few years with regular service cancellations. We continue to work with our operators to address issues that have affected this route.

Initial engagement has commenced as part of the RPTP review, and we are planning to consult with Porirua residents on local bus network improvements including for Whitby early to mid-2024. We would encourage you to make a submission as part of that process to provide your opinion.

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