

2 December 2025

File Ref: OIAPR-1274023063-44837

By email: [REDACTED]

Tēnā koe [REDACTED],

Request for information 2025-410

I refer to your request for information dated 19 November 2025, which was received by Greater Wellington Regional Council (Greater Wellington) on 19 November 2025. You have requested the following:

"Earlier this year, Metlink enacted redistributions of the bus network, reducing or outright removing certain services (e.g. Route 28) while increasing others on the basis of high patronage (e.g. Routes 30x, 31x, and 35). This information, along with the justifications provided by Metlink, can be found on the Metlink website here: (<https://www.metlink.org.nz/news-and-updates/news/plan-ahead>). I have two questions relating to this:

- 1. Were increases in the number of services for Route 39 considered and was this conducted in the same manner as those for other routes that saw increases this April?*
- 2. Why weren't service increases made for Route 39 given it has, on average, higher patronage per service than the routes that received new services under this justification (e.g. Route 30x and 31x for which Route 39 sees approximately 20% - 25% greater average patronage per service, and Route 35 for which Route 39 sees approximately 30% greater average patronage per service)?*

The Greater Wellington Regional Council has decided to develop a bus depot in Ōwhiro Bay. There are a few questions I have about this:

- 1. What was the rationale for not selecting the site at 600 Evans Bay Parade?*
- 2. Given that the Greater Wellington Regional Council had commissioned traffic analyses for other potential sites that were considered for a future South Wellington bus depot, was traffic analysis done for the site purchased by the Council at 2 Landfill Road?*

Following public submissions to the Wellington Regional Public Transport Plan 2025-35, the motion was carried by council to: “

1. *Implement changes already proposed for Ōwhiro Bay (two additional morning and afternoon trips to improve access to Wellington hospital)*
2. *Investigate extending the #1 and #7 services to Ōwhiro Bay*
3. *Investigate changes to service scheduling to Ōwhiro Bay to facilitate school drop-off.”*

As can be seen on page nine of this document on the Greater Wellington Regional Council’s website: (<https://www.gw.govt.nz/assets/Documents/2025/06/Public-minutes-of-the-Transport-Committee-Wellington-Regional-Public-Transport-Plan-2025-35-Hearing-on-6-and-7-May-2025.pdf>). I have a few questions surrounding this:

1. *What is the status of point A with regards to a timeline of its implementation?*
2. *In the time since the motion was carried, what investigations have been conducted and what have their outcomes been?*
3. *If any of these investigations are still ongoing, which, and when should we expect them to be finished?*
4. *When finished, how can we learn about their outcomes?”*

On 21 November 2025 you also requested that “any documents that are relevant to be provided to [you] as well.”

Greater Wellington’s response follows:

Redistribution of Bus Networks

Were increases in the number of services for Route 39 considered and was this conducted in the same manner as those for other routes that saw increases this April?

And;

Why weren’t service increases made for Route 39 given it has, on average, higher patronage per service than the routes that received new services under this justification (e.g. Route 30x and 31x for which Route 39 sees approximately 20% - 25% greater average patronage per service, and Route 35 for which Route 39 sees approximately 30% greater average patronage per service)?

Our service reviews are generally based on groups of services in the same area and run by the same operator. This approach helps us identify changes that will benefit our customers and are also cost-effective. To reduce impact to passengers and the operator our practice is to make a single larger change, rather than multiple smaller changes throughout the year.

Routes 28, 30x, 31x, and 35 are all services operated by Kinetic, while Route 39 is operated by Tranzurban. A review of the Kinetic services was completed earlier in 2025. The date for a similar review of Tranzurban services is not yet confirmed but will be take place in 2026.

Factors including patronage and coverage are always considered when alterations are made to the network. For more information on the Network Design Principles used by Greater Wellington please refer to the latest version of the Wellington Regional Public Transport Plan 2025-2035.

The 2 Landfill Road Depot

What was the rationale for not selecting the site at 600 Evans Bay Parade?

Our response to your official information request 2025-238, provided to you on 4 August 2025, which asked for “Any and all documents relating to the decision to purchase land in Ōwhiro Bay for the new depot”, includes the rationale for the selection of site.

Given that the Greater Wellington Regional Council had commissioned traffic analyses for other potential sites that were considered for a future South Wellington bus depot, was traffic analysis done for the site purchased by the Council at 2 Landfill Road?

Traffic analysis was not conducted for any of the sites considered as a part of the land search for the second southern depot, including but not limited to 2 Landfill Road.

As advised in our response to your official information request 2025-238, Greater Wellington considered route planning and depot developments as separate activities to the land purchase. Traffic analysis is considered to be a part of depot development.

The settlement date of the land purchase is in May 2026. Greater Wellington will make decisions on the development of the land after this date.

Outcomes and Timelines regarding the Regional Public Transport Plan 2025-2035

What is the status of point A with regards to a timeline of its implementation?

And:

In the time since the motion was carried, what investigations have been conducted and what have their outcomes been?

And:

If any of these investigations are still ongoing, which, and when should we expect them to be finished?

As noted in our response to your official information request 2025-238, improvements to public transport services to Ōwhiro Bay is subject to funding availability.

Funding constraints have not changed sufficiently to allow for additional services to be considered, and, at the moment, we cannot confirm a date for these investigations.

The timing of investigations is related to anticipating when operational funding may be available and may also be related to the reviews of operators' services as described above.

When finished, how can we learn about their outcomes?

Greater Wellington publishes information on upcoming projects and changes to the network on the Metlink website at:

www.metlink.org.nz/news-and-updates/projects-timeline/filter?Categories=&Time=in-progress

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

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