

17 April 2026

File Ref: OIAPR-1274023063-49276

Miss M Quicken

By email: fyi-request-34334-bd6ec260@requests.fyi.org.nz; and
fyi-request-34333-c0a3d94c@requests.fyi.org.nz

Tēnā koe Miss M Quicken

Request for information 2026-142

I refer to your request for information dated 1 April 2026, which was received by Greater Wellington Regional Council (Greater Wellington) on 1 April 2026. You have requested the following:

“During March 2025, Greater Wellington consulted on a draft version of the Regional Public Transport Plan. As part of that consultation, council heard from you on a variety of ideas, issues, and topics relating to Wellington’s public transport network.

Please release all the submissions the council received so we can provide our own analysis from the submissions.”

And

“This was the transport committee workshop re:

To update Councillors on our service design approach to reduce service costs by \$5 million during the 2025/26 financial period

Please provide the:

- A) Minutes from 1 Sep 2025 workshop and;*
- B) The video / audio recording of the 1 Sep 2025 workshop and;*
- C) Transcript from the workshop and;*
- D) Questions received from the workshop participants*

E) The list of participants in the workshop”

Greater Wellington’s response follows:

Your request has been assessed under the Local Government Official Information and Meetings Act 1987 (the Act).

We have split and labelled these requests into two parts.

Part 1

All submissions to the Regional Public Transport Plan 2025 Hearing (Transport Committee) have now been uploaded to the website. You can find these here: www.gw.govt.nz/your-region/events-and-meetings/regional-public-transport-plan-2025-hearing-transport-committee/

Part 2

We note that Greater Wellington did not have a workshop on 1 September 2025, so we have interpreted your request to be for the Council workshop on 11 September 2025, which included the Bus Service Review Update.

Parts A-C

Greater Wellington does not provide either secretariat services for or livestream workshops, so we do not have any copies of minutes, recordings or a transcript.

We are therefore refusing this part of your request under section 17(e) of the Act on the basis that the document alleged to contain the information does not exist.

When refusing a request under this section of the Act we are required to consider consulting you first. In this instance, we considered that consulting you would not change our decision.

D) Questions received from the workshop participants

The presenting officers have recorded a file note from Item 3 of the workshop which is detailed in the table below. These are simply notes and not a transcript of the Item.

For reference, the initials relate to the Councillors (Quentin Duthie, Daran Ponter, Adrienne Staples, Ros Connelly, and Yadana Saw) Nigel relates to Nigel Corry (CE) and Sam relates to Samantha Gain (Metlink Group Manager).

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| <p>Item 3 – Bus Service Review Update</p> <p>10.30am scheduled start time, 11:27am actual</p> <p><i>Presenting officers: Tamsin Evans - Senior Manager Network & Customer, Metlink</i></p> | <p>QD: We’re already a quarter through the year, is it feasible this year?</p> <p>Answer: Coming to it – no work since Nov 24 to April 25 when I began</p> <p>DP: what does catchment thresholds mean?</p> <p>Answer: don’t leave areas without PT access</p> <p>AS: clarify a catchment less than or greater than 2,700? That would put all Wairarapa areas out of scope?</p> <p>Answer: Less than, which is why it is important to be subjective, we have a lot of communities in this area</p> <p>AS: If I am thinking about Wairarapa, communities without cars, need access to health care, would leave people stranded.</p> <p>Answer: Community priority</p> <p>QD: Troubling things about this, first is financial, we set \$5m goal this financial year, if we don’t meet this, how do we deal with this?</p> <p>NIGEL: We are working through this</p> <p>SAM: We will move things around to get a balanced budget, in progress at the moment</p> <p>RC: Makes me sad. Signs on bus stops ‘buses no longer stop here’ from 2020, we’ll see more of those. Minimum usage, under 4?</p> <p>Answer: Average</p> <p>RC: R#110 is long, could cut parts, but not all?</p> <p>CKB: complaints about empty buses, less than 4 needs to be address. Kenepuru says 20min frequency current, could do 30 min frequency with a slightly longer travel time. We can change those interpeak services and cut</p> | <p>For TE – Come back to Council by the end of 2025 with further information on proposed review principles and</p> |
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| | <p>them down. Reluctance to cut down the bus frequency over the last 6 years. Test bus routes for 6 months to build patronage, gives ability to cut the service and redeploy in a more open manner. Change fares, we reduced the off-peak discount, we should have a significant saving for off-peak travel. Build agility into the principles, give ability to test changes.</p> <p>Answer: frequency, nothing is off the table, we are looking at options. 15min- 20 mins has been suggested. It is difficult to have a blanket rule on that.</p> <p>CKB: Balanced budget, delighted.</p> <p>Answer: build patronage and test – R#59. Talking to operator about their observations, loading, demand, don't need these stops, etc. Fares will come under fares review next year.</p> <p>YS: Not a fun presentation to swallow. How do we socialise this message? Is there a process?</p> <p>RC: Radical thought, this is focussed on buses – what about trains? Do we cancel all off-peak trains and use the buses, and focus on the works required.</p> <p>SAM: Focus is on the \$5m savings decision. However, we are looking at potential options in line with what you've suggested.</p> <p>YS: standing on buses increases PVR? How does reducing services impact PVR for new contracts?</p> <p>Answer: Procurement process gives opportunity for deep dive</p> <p>DP: Will this process be able to address concerns of communities who believe they are underserved?</p> <p>Answer: Yes, if there is funding available</p> | |
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| | <p>QD: Rubber is going to hit the road when we see the specifics. We made a decision based on ‘no real impact’ of frequency changes</p> <p>Answer: Yes</p> <p>QD: Hutt review next year, will this encompass? A: Melling changes, at request of the operator looking at run time review. Also looking at obvious overlaps or opportunity.</p> <p>QD: RPTP, Wainui has specific actions. We can’t defer that?</p> <p>Answer: Yes, we have specific promises to specific areas.</p> <p>PG: Do you have a timeline for where Council will have a workshop to decide these?</p> <p>Answer: Want to have this before Christmas, before Summer.</p> <p>PG: Induction needs a reality check. Heads up, we want genuine options where we can influence the outcome.</p> <p>QD: How much of this is governance vs operational? Public consultation?</p> <p>RC: Staff can’t deliver the savings within the direction that they were given. I am more interested in the principles, because we don’t want a fight between Kapiti and the Hutt.</p> <p>PG: New Council has the ability to change the target – discussion with new Council.</p> <p>Answer: Part of why we need a robust approach, so we can scale.</p> | |
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E) The list of participants in the workshop

Councillors present:

Cr Bassett, Cr Connelly, Cr Duthie, Cr Kirk-Burnnand, Cr Laban, Cr Nash, Cr Saw, Cr Ponter, Cr Staples

KiwiRail officers present:

Shaun Bullard - KiwiRail Performance Manager

Manjot Singh- KiwiRail Wellington Metro Infrastructure Manager

Alex McIver- KiwiRail Wellington Metro Projects Manager

David Gordon - KiwiRail Chief Metro and Capital Programme Officer

Greater Wellington Officers present:

Tim Shackleton, Dave Hadley, Steven Zinsli, Dave Insull, Tamsin Evans, Richard Sheild, Sam O'Brien, Josie Knight-Maclean, Chloe Nannestad, Iain Dawe.

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 Act.

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



Luke Troy

Kaiwhakahaere Matua Rautaki | Group Manager Strategy