

11 November 2024

File Ref: OIAPR-1274023063-31978

By email: [REDACTED]

Tēnā koe [REDACTED]

Request for information 2024-270

I refer to your request for information dated 19 October 2024, which was received by Greater Wellington Regional Council (Greater Wellington) on the 19 October 2024. You have requested the following:

“I would like to know - for the last 5 years - per year - what has been the total cost and revenue of the ondemand bus, and the number of trips.”

Greater Wellington’s response follows:

Funded by Greater Wellington, Metlink On Demand, which is a unique corner-to-corner bus service available to the residents of Tawa and the Porirua CBD, has been trialled since 16 May 2022.

The financial information provided to you in this response is current as of the most recently completed monthly reporting cycle, being 30 September 2024.

As there was no OnDemand bus prior to the trial’s commencement, we are refusing your request for information from September 2019 to 16 May 2022 as per section 17(g) of the Local Government Official Information and Meetings Act 1987, wherein the information requested is not held by the local authority, and we have no reason to believe that the information would be held by another crown entity, local authority or department.

The total costs incurred from 16 May 2022 to 30 September 2024 is \$3.01 million. This is made up of \$2.47 million in operational expenditure and \$545,000 of capital expenditure. These figures do not include GST.

Operational costs include the cost of fare collection, app related fees and the charge back cost of vehicles rented to operator Mana Coach Services (this is the cost Mana charge for the

vehicles – Greater Wellington owns and leases the vehicles to Mana and it includes that cost in the service fee back to Greater Wellington). Capital costs include app development, vehicles, and vehicle refurbishment.

Total trips recorded from 16 May 2022 to 23 October 2024, which includes Gold Card users and children under 5 who ride free, is 120,572. Gross fare revenue for all trips is \$210,370.

The following table breaks down completed trips, revenue, and costs by financial year.

Financial year	21/22	22/23	23/24	24/25	Totals
Trips	1,701	40,869	55,990	22,012	120,572
Gross Fare Revenue \$	14,904	69,596	94,370	31,500	210,370
Operational expenditure \$	54,984	857,350	1,231,800	329,892	2,474,026
Capital expenditure \$	545,000				545,000

Further detail about the On Demand trial was provided to the Greater Wellington Transport Committee on 24 October 2024. The report presented to the committee can be found (starting at page 17) at: <https://www.gw.govt.nz/assets/Documents/2024/10/Transport-Committee-24-October-2024-Order-Paper.pdf>.

The Transport Committee discussed the findings for the On Demand trial, including the higher costs associated with running the service when compared to established bus routes. It also noted the trial demonstrated there is demand for public transport beyond the coverage of current bus and train services.

As Greater Wellington was unable to secure funding from the New Zealand Transport Agency for Metlink On Demand, the Committee agreed a more affordable new hail and ride bus service with a fixed route and timetable, which provides at a minimum a weekday day hourly service, should be established for Tawa in 2025. It will be funded within the existing budget and Greater Wellington will work with the Tawa community to design the route.

The On Demand trial will conclude at the end of 2024.

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