29 May 2025

File Ref: OIAPR-1274023063-38829

Donna Wilson
By email: Donna.Wilson@poriruacity.govt.nz

Tēnā koe Donna

Request for information 2025-143

I refer to your request for information dated 1 May 2025, which was received by Greater Wellington Regional Council (Greater Wellington) on 1 May 2025. You have requested the following:

"*We are currently looking at a 2nd survey for the Mau Te Rongo initiative to analyse and determine if the MTR navigator service has been effective. We were wondering if you could supply us with data as per previous but which dates back from perhaps the 22/23 year, and 23/24 year to give us some more comparative data? We would also like to include verbal assault data if this is captured please (all Porirua-specific)?*

The other data set we would like to request (if known) is the use of Snapper cards between the hours of 7-9am and 2.30-6pm (also Porirua-specific), and (if known) include the age grouping (we assume students get cheaper fares so that may show up in the reporting process)."

Greater Wellington's response follows:

Verbal assault data

This information is still being collated, we will be releasing this information to you by 12 June 2025. Some personal information may be withheld from the data released to you on 12 June under section 7(2)(a) of the Local Government Official Information and Meetings Act 1987 (the Act) on the grounds that the withholding of the information is necessary to protect the privacy of natural persons, including that of deceased natural persons.

Snapper data

On 1 May 2025, an officer contacted you to ask what timeframe you would like the information for and on 1 May 2025 you replied that you would like this information for 2023 onwards.

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PO Box 11646
Manners St, Wellington
6142

Upper Hutt
PO Box 40847
1056 Fergusson Drive

Masterton office
PO Box 41
Masterton 5840

0800 496 734
www.gw.govt.nz
info@gw.govt.nz

We have provided the information to you broken down by concession types loaded onto Snapper cards as Greater Wellington does not record information specifically related to the age of passengers.

Attachment 1 contains the patronage numbers for bus routes servicing Porirua by concession type in the AM and PM peak. **Attachment 2** contains information on patronage numbers for buses stopping at Porirua station broken down by concession type in the AM and PM peak. **Attachment 3** contains rail patronage information for Porirua station in the AM and PM peak.

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

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

2023-Q3				
Passenger Type	Measure	AM Peak	PM Peak	Total
Accessible	Passenger Trips	314	645	959
Adult	Passenger Trips	13,208	19,823	33,031
Child	Passenger Trips	16,733	24,918	41,651
Others	Passenger Trips	2	49	51
Senior	Passenger Trips	111	330	441
Tertiary	Passenger Trips	551	952	1,503
Under 5	Passenger Trips	30	174	204
Total		30,949	46,891	77,840

2023-Q4				
Passenger Type	Measure	AM Peak	PM Peak	Total
Accessible	Passenger Trips	442	780	1,222
Adult	Passenger Trips	13,555	21,926	35,481
Child	Passenger Trips	18,834	28,206	47,040
Others	Passenger Trips	79	124	203
Senior	Passenger Trips	60	401	461
Tertiary	Passenger Trips	632	1,157	1,789
Under 5	Passenger Trips	39	151	190
Total		33,641	52,745	86,386

2024-Q1				
Passenger Type	Measure	AM Peak	PM Peak	Total
Accessible	Passenger Trips	398	776	1,174
Adult	Passenger Trips	13,249	22,302	35,551
Child	Passenger Trips	19,325	32,591	51,916
Child 5-12	Passenger Trips	41	51	92
Community Services Card	Passenger Trips	64	174	238
Others	Passenger Trips	1,024	1,738	2,762
Senior	Passenger Trips	86	433	519
Tertiary	Passenger Trips	957	1,371	2,328
Under 5	Passenger Trips	23	85	108
Young Adult 19-24	Passenger Trips	47	93	140
Total		35,214	59,614	94,828

2024-Q2				
Passenger Type	Measure	AM Peak	PM Peak	Total
Accessible	Passenger Trips	395	757	1,152
Adult	Passenger Trips	11,039	18,576	29,615
Child	Passenger Trips	13,861	26,644	40,505
Child 5-12	Passenger Trips	1,832	2,886	4,718
Community Services Card	Passenger Trips	1,580	2,493	4,073
Others	Passenger Trips	1	18	19
Senior	Passenger Trips	93	403	496
Tertiary	Passenger Trips	760	908	1,668
Under 5	Passenger Trips	38	94	132
Young Adult 19-24	Passenger Trips	730	1,348	2,078
Total		30,329	54,127	84,456

2024-Q3				
Passenger Type	Measure	AM Peak	PM Peak	Total
Accessible	Passenger Trips	380	832	1,212
Adult	Passenger Trips	11,034	19,214	30,248
Child	Passenger Trips	17,945	30,779	48,724
Child 5-12	Passenger Trips	2,990	3,939	6,929
Community Services Card	Passenger Trips	1,496	2,370	3,866
Others	Passenger Trips	1	15	16
Senior	Passenger Trips	52	479	531
Tertiary	Passenger Trips	600	910	1,510
Under 5	Passenger Trips	32	112	144
Young Adult 19-24	Passenger Trips	808	1,365	2,173
Total		35,338	60,015	95,353

2024-Q4				
Passenger Type	Measure	AM Peak	PM Peak	Total
Accessible	Passenger Trips	469	1,032	1,501
Adult	Passenger Trips	12,186	20,950	33,136
Child	Passenger Trips	25,386	38,341	63,727
Child 5-12	Passenger Trips	883	1,261	2,144
Community Services Card	Passenger Trips	1,749	2,926	4,675
Others	Passenger Trips	1	9	10
Senior	Passenger Trips	114	499	613
Tertiary	Passenger Trips	956	1,348	2,304
Under 5	Passenger Trips	39	149	188
Young Adult 19-24	Passenger Trips	321	508	829
Total		42,104	67,023	109,127

2025-Q1				
Passenger Type	Measure	AM Peak	PM Peak	Total
Accessible	Passenger Trips	518	1,194	1,712
Adult	Passenger Trips	13,589	21,596	35,185
Child	Passenger Trips	25,090	38,333	63,423
Community Services Card	Passenger Trips	1,813	3,014	4,827
Others	Passenger Trips	1	25	26
Senior	Passenger Trips	92	516	608
Tertiary	Passenger Trips	1,189	1,593	2,782
Under 5	Passenger Trips	28	196	224
Young Adult 19-24	Passenger Trips	3	3	6
Total		42,323	66,470	108,793

2025-Q2				
Passenger Type	Measure	AM Peak	PM Peak	Total
Accessible	Passenger Trips	558	1,231	1,789
Adult	Passenger Trips	12,151	20,421	32,572
Child	Passenger Trips	15,471	29,225	44,696
Community Services Card	Passenger Trips	1,543	2,934	4,477
Others	Passenger Trips		44	44
Senior	Passenger Trips	143	524	667
Tertiary	Passenger Trips	851	1,167	2,018
Under 5	Passenger Trips	77	244	321
Total		30,794	55,790	86,584

2025-Q3				
Passenger Type	Measure	AM Peak	PM Peak	Total
Accessible	Passenger Trips	390	1,349	1,739
Adult	Passenger Trips	12,190	20,593	32,783
Child	Passenger Trips	21,757	34,794	56,551
Community Services Card	Passenger Trips	1,467	2,928	4,395
Others	Passenger Trips	15	39	54
Senior	Passenger Trips	136	615	751
Tertiary	Passenger Trips	994	1,476	2,470
Under 5	Passenger Trips	102	312	414
Total		37,051	62,106	99,157

2025-Q4				
Passenger Type	Measure	AM Peak	PM Peak	Total
Accessible	Passenger Trips	224	557	781
Adult	Passenger Trips	4,893	8,124	13,017
Child	Passenger Trips	8,450	13,308	21,758
Community Services Card	Passenger Trips	697	1,165	1,862
Others	Passenger Trips	1	20	21
Senior	Passenger Trips	66	272	338
Tertiary	Passenger Trips	404	626	1,030
Under 5	Passenger Trips	39	100	139
Total		14,774	24,172	38,946

Cube	Patronage Analysis
Organisation	Greater Wellington Council
Created By	Jessica Hanlon
Date Created	08-May-2025 07:19 AEST
Query Id	8886351

	X	Y	Z
Dimensions	Time Category	Passenger Type Passenger Trips	Quarter
Sort	Name Ascending	Name Ascending	Name Ascending
Summary	Top 10000	Top 10000	Top 100
Suppress Zeros	No	No	No
Display All	No	No	No

Filters		
	Dates	
	Year	2023/24 2024/25
	Quarter	2023-Q4
	Month	2023-Feb 2023-Mar
	Week	02-Jan-2023 09-Jan-2023 16-Jan-2023 23-Jan-2023
	Date	01-Jan-2023
	Time Category	
	Time Category	AM Peak PM Peak
	Routes	
	Route	210 226 220 230 236

2023-Q3											
Time Category	Accessible	Adult	Child	Child 5-12	Community Services Card	Others	Senior	Tertiary	Under 5	Young Adult 19-24	Total
AM Peak	45	2,569	2,151			2	7	122			4,896
PM Peak	248	9,984	10,259			15	52	629	34		21,221
Total	293	12,553	12,410			17	59	751	34		26,117

2023-Q4											
Time Category	Accessible	Adult	Child	Child 5-12	Community Services Card	Others	Senior	Tertiary	Under 5	Young Adult 19-24	Total
AM Peak	57	2,733	2,795			21	6	206	3		5,821
PM Peak	268	10,827	11,490			45	70	774	36		23,510
Total	325	13,560	14,285			66	76	980	39		29,331

2024-Q1										
Time Category	Accessible	Adult	Child	Child 5-12	Community Services Card	Others	Senior	Tertiary	Under 5	Young Adult 19-24	Total
AM Peak	47	2,559	3,371	5	12	314	6	224	1	11	6,550
PM Peak	290	10,967	13,708	22	71	721	55	870	22	50	26,776
Total	337	13,526	17,079	27	83	1,035	61	1,094	23	61	33,326

2024-Q2										
Time Category	Accessible	Adult	Child	Child 5-12	Community Services Card	Others	Senior	Tertiary	Under 5	Young Adult 19-24	Total
AM Peak	37	1,985	2,319	642	376		8	153	2	217	5,739
PM Peak	267	8,879	11,058	1,301	937	8	79	522	12	640	23,703
Total	304	10,864	13,377	1,943	1,313	8	87	675	14	857	29,442

Time Category	Accessible	Adult	Child	Child 5-12	Community Services Card	Others	Senior	Tertiary	Under 5	Young Adult 19-24	Total
2024-Q3											
AM Peak	40	2,175	2,662	561	436		5	93	3	189	6,164
PM Peak	279	9,140	13,648	1,997	1,147	9	67	607	23	774	27,691
Total	319	11,315	16,310	2,558	1,583	9	72	700	26	963	33,855

Time Category	Accessible	Adult	Child	Child 5-12	Community Services Card	Others	Senior	Tertiary	Under 5	Young Adult 19-24	Total
2024-Q4											
AM Peak	70	2,073	3,799	152	656	0	8	271	4	49	7,082
PM Peak	346	9,710	16,130	572	1,524	1	56	763	24	299	29,425
Total	416	11,783	19,929	724	2,180	1	64	1,034	28	348	36,507

Time Category	Accessible	Adult	Child	Child 5-12	Community Services Card	Others	Senior	Tertiary	Under 5	Young Adult 19-24	Total
2025-Q1											
AM Peak	98	2,421	4,347		490	0	8	249	7	1	7,621
PM Peak	369	10,172	16,293		1,420	9	63	923	29	1	29,279
Total	467	12,593	20,640		1,910	9	71	1,172	36	2	36,900

Time Category	Accessible	Adult	Child	Child 5-12	Community Services Card	Others	Senior	Tertiary	Under 5	Young Adult 19-24	Total
2025-Q2											
AM Peak	93	2,126	2,814		370		6	145	15		5,569
PM Peak	326	9,062	12,106		1,301	21	66	551	43		23,476
Total	419	11,188	14,920		1,671	21	72	696	58		29,045

Time Category	Accessible	Adult	Child	Child 5-12	Community Services	Others	Senior	Tertiary	Under 5	Young Adult 19-	Total
2025-Q3											
AM Peak	43	2,295	3,560		331	1	7	306	4		6,547
PM Peak	396	9,628	15,078		1,305	15	73	886	66		27,447
Total	439	11,923	18,638		1,636	16	80	1,192	70		33,994

Time Category	Accessible	Adult	Child	Child 5-12	Community Services Card	Others	Senior	Tertiary	Under 5	Young Adult 19-24	Total
AM Peak	30	874	1,477		159	1	4	124	2		2,671
PM Peak	167	3,775	5,725		593	22	39	422	27		10,770
Total	197	4,649	7,202		752	23	43	546	29		13,441

Cube	Patronage Analysis
Organisation	Greater Wellington Council
Created By	Jessica Hanlon
Date Created	08-May-2025 07:39 AEST
Query Id	8886376

	X	Y	Z
Dimensions	Passenger Type	Time Category	Quarter
Sort	Name Ascending	Name Ascending	Name Ascending
Summary	Top 10000	Top 10000	Top 100
Suppress Zeros	No	No	No
Display All	No	No	No

Measure	Passenger Trips

Filters	Dates	
Year	2023/24 2024/25	
Quarter	2023-Q4	
Month	2023-Feb 2023-Mar	
Week	02-Jan-2023 09-Jan-2023 16-Jan-2023 23-Jan-2023	
Date	01-Jan-2023	
Time Category		
NZTA Time Category	Peak	
Stop		
Stop	2001: Porirua Station - Stop A 2002: Porirua Station - Stop B 2003: Porirua Station - Stop C	

2023-Q3		
Time Category	Tag On Transactions	Tag Off Transactions
AM Peak	60,504	8,634
PM Peak	14,153	70,431
Total	74,657	79,065

2023-Q4		
Time Category	Tag On Transactions	Tag Off Transactions
AM Peak	65,536	9,543
PM Peak	16,144	76,710
Total	81,680	86,253

2024-Q1		
Time Category	Tag On Transactions	Tag Off Transactions
AM Peak	69,008	11,221
PM Peak	17,461	83,046
Total	86,469	94,267

2024-Q2		
Time Category	Tag On Transactions	Tag Off Transactions
AM Peak	60,126	9,286
PM Peak	16,874	73,252
Total	77,000	82,538

2024-Q3		
Time Category	Tag On Transactions	Tag Off Transactions
AM Peak	63,677	9,712
PM Peak	16,792	75,690
Total	80,469	85,402

2024-Q4		
Time Category	Tag On Transactions	Tag Off Transactions
AM Peak	69,057	10,474
PM Peak	17,641	82,166
Total	86,698	92,640

2025-Q1		
Time Category	Tag On Transactions	Tag Off Transactions
AM Peak	68,654	9,564
PM Peak	15,987	83,840
Total	84,641	93,404

2025-Q2		
Time Category	Tag On Transactions	Tag Off Transactions
AM Peak	53,977	7,784
PM Peak	15,269	67,831
Total	69,246	75,615

2025-Q3		
Time Category	Tag On Transactions	Tag Off Transactions
AM Peak	58,454	9,232
PM Peak	15,591	71,187
Total	74,045	80,419

2025-Q4		
Time Category	Tag On Transactions	Tag Off Transactions
AM Peak	24,802	3,634
PM Peak	6,605	29,382
Total	31,407	33,016

Cube	Patronage Analysis
Organisation	Greater Wellington Council
Created By	Jessica Hanlon
Date Created	08-May-2025 07:44 AEST
Query Id	8886380

	X	Y	Z
Dimensions	Tag On Transactions Tag Off Transactions	Time Category	Quarter
Sort	Name Ascending	Name Ascending	Name Ascending
Summary	Top 10000	Top 10000	Top 100
Suppress Zeros	No	No	No
Display All	No	No	No

Filters		
	Dates	
Year	2023/24 2024/25	
Quarter	2023-Q4	
Month	2023-Feb 2023-Mar	
Week	02-Jan-2023 09-Jan-2023 16-Jan-2023 23-Jan-2023 30-Jan-2023	
Date	01-Jan-2023	
	Time Category	
NZTA Time Category	Peak	
	Routes	
Route	KPL	
	Stop	
Stop	PORI: Porirua Station	