



Ref: [REDACTED]

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13 September 2024

[REDACTED]
[REDACTED]
[REDACTED]

By Email: [REDACTED]

Dear [REDACTED]

OFFICIAL INFORMATION REQUEST FOR EBUS INFORMATION

I refer to your official information request dated 25 August 2025 seeking further information regarding our response to your 29 July official information request and your additional questions regarding the eBus service and the Airport-Brook Route 4 in particular. Answers to your questions are detailed below.

How many Brook Street residents have used the bus since August 2023 (broken down into months)?

You answered that you do not hold data specifically showing how many Brook Street residents use the route 4 service but is not all ticketing electronic so this information would be available i.e. at which bus stop a person got on the bus. More specifically, how many residents from the Brook Camp to the start of West Brook Terrace.

As previously advised, we are unable to confirm how many Brook Street residents use the service. The data we hold does not distinguish between residents or other users.

The number of passengers getting on the bus between the Brook Camp and the start of West Brook Terrace by month is shown in the table below. The numbers do not include users who ride the bus for free and do not use a BeeCard as there is no location data recorded for these transactions. This group of users include children under 5 years old, children 5-12 when they were receiving the government subsidy and SuperGold card users without a BeeCard. These trips represent around 7% of total trips.

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Month	Getting on
August 2023	643
September 2023	960
October 2023	959
November 2023	922
December 2023	810
January 2024	732
February 2024	924
March 2024	982
April 2024	776
May 2024	960
June 2024	810
July 2024	794
Total	10,272

3. How many bridges or other areas are NCC 'permits' required due to the eBuses being overweight or oversize?

Overweight permits are administered by the New Zealand Transport Agency. The permit issued to a specific vehicle (or group of vehicles as in this case) for whole trip from start to finish rather than for different parts of that trip. A permit has been issued for the buses that provide the eBus services. It identifies the conditions of operation and specifies the routes to which the permit applies. These are Routes 1- 8 identified in the eBus timetable. The permit does not contain any specific conditions relating to bridges on the Nelson City Council network.

4. *What does it cost to travel from the airport to the Brook Camp?*

The airport to the Brook Camp journey on Route 4 is within 1 Zone and therefore costs:

Cash Fares	1 Zone
Adult	\$3.00
Infant under 5	\$0.00
Child 5 – 18	\$2.00

Bee Card Fares	1 Zone
Adult	\$2.10
Infant under 5	Free
SuperGold Card - Off peak only	
Child 5 – 12	\$1.05
Youth 13 – 18	
Student ID	
Community Services Card	

5. *How many passengers have travelled from the Brook to the airport in the last year?*

The system has recorded 1622 passenger trips between the Brook Camp and the start of West Brook Terrace to Nelson Airport over the last 12 months. As mentioned above this number does not include users who ride the bus for free and do not use a BeeCard as there is no location data recorded for these transactions. Additionally, those BeeCard users that fail to tag off at the end of their trip after tagging on up The Brook as their trip end will be recorded as being the Nelson City Centre bus interchange by default.

6. How much has been spent on bus shelters, bus signage, advertising and other bus related expenses in the last year?

	Spend
Bus Services	\$ 6,744,423
Bus Shelters	\$ 700,025
Bus Signage	\$ 81,965
Advertising	\$ 105,846
Other Bus related costs	\$ 2,590,690
Total Public Transport Costs	\$ 10,222,949

You have the right to seek an investigation and review by the Ombudsman of this response. Information about how to make a complaint is available at www.ombudsman.parliament.nz or Freephone 0800 802 602.

If you wish to discuss this decision with us, please feel free to contact Lyndon Hammond, Acting Transport Manager – lyndon.hammond@ncc.govt.nz / 03 265 6233.

Yours sincerely



Alec Louverdis

Deputy Chief Executive/Group Manager Infrastructure/