

2 August 2013

Andrew Walters

fyi-request-1010-b2dfbfbcb@requests.fyi.org.nz

Dear Mr Walters

Local Government Official Information and Meetings Act 1987 (LGOIMA)

AT2013 / 036840

Thank you for your email dated 20 July 2013, which Auckland Transport received on the same date, requesting information regarding rail patronage data as follows:

"I would like to request rail patronage data, specifically monthly totals of boardings and alightings at each station.

Since I am aware that such data will only be reliable since all rail trip data became tracked by AT-HOP and ticket vending machines once clip tickets stopped being accepted for rail travel, I am requesting just data from January 1 2013 to June 30 2013."

Monthly totals of boardings and alightings at each station from AT HOP data from January 1 2013 to June 30 2013

Auckland Transport does not maintain a breakdown of rail patronage data by train station. Instead, the data is reported by service groupings or lines.

The new AT HOP ticketing system provides a source of data by which usage of stations can be measured in a range of time periods. However as the system is yet to be introduced across all modes, the HOP data is currently incomplete as it does not include travel made on the remaining legacy paper tickets (e.g. Discovery Pass, Northern Pass, trips on rail replacement buses, special event travel). In addition, the HOP data currently does not count transfer boardings. Standard reports produced by the AT HOP ticketing system show the total tag-ons, tag-offs and paper tickets sold at individual stations on a daily basis. Auckland Transport does not currently hold a report that summarises this data into a monthly format.

Under the Local Government Official Information and Meetings Act, Auckland Transport is not required to create information to match a particular request. Therefore, as the information requested cannot be made available

without substantial collation or research, Auckland Transport proposes to refuse this particular request under section 17 (f) of the LGOIMA.

Rail patronage data

However, Auckland Transport recognizes the public interest in rail patronage data and trust that the following information will be of interest to you.

Rail patronage data is publicly available in the Statistics Report within each month's Board Reports on the Auckland Transport website. The information provides (at Table 1) a breakdown of patronage by month, 12-months rolling total and financial year-to-date (July 2012 to June 2013). Please go to the following link: <http://www.aucklandtransport.govt.nz/about-us/board-members/Board-Meetings-Minutes/Pages/default.aspx> If this is not sufficient for your purposes, in discharge of our obligation under s17(B) of the LGOIMA, we would invite you to either refine or re-cast your request.

Should you believe that we have not responded appropriately to your request, you have the right in accordance with section 27(3) of the LGOIMA to make a complaint to the Office of the Ombudsmen to seek an investigation and review of the decision.

If you have any further queries please contact Auckland Transport on 355 3553 quoting Official Information request number AT2013/036840.

Yours sincerely



Colin Homan

Acting Group Manager Public Transport