

By email

25 May 2020

File Ref: OIAP-7-

Tony Randle

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Dear Mr Randle

Request for information OIA 2020-063

I refer to your request for information, which was received by Greater Wellington Regional Council (GWRC) on 28 April 2020. You have requested the following information:

“The GWRC Council Meeting Agenda of 30th April 2020 includes presentation of the “Better Metlink Fares Post Implementation Review Summary Findings Report” (<http://www.gw.govt.nz/committee-meetings-calendar/detail/7667>). This report includes a number of tables and graphs on the regional PT fares and fare structure changes undertaken in 2018.

- 1) Can the GWRC please provide a copy of the tables used in this report in their complete and original electronic format ?*
- 2) Can the GWRC please provide a copy of the supporting data used to calculate and create the tables used in this report in their complete and original electronic format ?*
- 3) Can the GWRC please provide a copy of the graphs and charts used in this report in their complete and original electronic format ?*
- 4) Can the GWRC please provide a copy of the supporting data used to calculate and create the graphs and charts used in this report in their complete and original electronic format ?*

As the report tables, charts and graphs along with the supporting data used to create them are held in electronic form, it is preferred that requested information is provided as complete files in their original format and this includes any linked data files.”



GWRC's response is as follows:

Table, graphs and charts

Attachment 1 is a copy of the *Better Metlink Fares Post Implementation Review Summary Findings Report* in its original electronic format. This document contains the descriptive tables.

Attachments 2 to 5 contain copies of the graphs and charts used for the report in their original electronic formats. These attachments also contain hard coded data values and summary tables used to generate the charts and graphs.

In their original formats, the values used to generate the charts and graphs were either derived from or directly linked to the underlying data and calculations and summarised as Excel Pivot tables, linked tables (with formulas) or hard coded values.

As further explained in the following section, the underlying data behind the tables, graphs and charts is provided to you with some data records redacted. As the tables, graphs and charts rely on the underlying data, to preserve the values and original format of the tables, charts and graphs, the supporting information in the attachments 2 to 5 is provided as hardcoded values without links to underlying data.

The underlying data is provided as separate documents with the redactions applied.

Supporting information

The following underlying data and information was originally used to generate the tables, graphs and charts in the report:

1. Current network-wide patronage and revenue data (2018/19 financial year): this data is included in the attachments 2 and 3 and contains calculations used for the analyses. The patronage information is also available from the Metlink website at the following link: <https://www.metlink.org.nz/our-metlink-journey/performance-of-our-network/>
2. Current bus network data (1 August 2018 to 31 July 2019): contains granular breakdowns of boardings and revenue for bus network with calculations and links to multiple lookup sheets used as the main source of data for the analyses of bus network.
3. Current rail network data (2016/17 to 2018/19): contains granular breakdowns of ticket sales and revenue information for rail network with calculations and links to multiple lookup sheets used as the main source of data for the analyses of rail network
4. Past network-wide data (2014/15): contains granular breakdowns of boardings and revenue for the entire public transport network in 2014/15. The database was developed and used for patronage and revenue modelling of the *Better Metlink Fares* package in 2016/17. This data was reused for comparisons as part of the post implementation review of the *Better Metlink Fares*.

5. Past detailed bus data (2014/15): contains transaction level bus ticketing data primarily used for the estimates of transfer rates and peak and off-peak boardings in the past.
6. Financial information (2018/19): the graphs showing financial performance of the fare package were generated using the information contained in the 2019 annual farebox recovery calculations and GWRC's financial performance reports used for the 2018/19 Annual Report. The 2019 annual farebox recovery information has been provided to you in response to your request for information OIA 2019-073. The 2018/19 Annual Report is available from the following link: <https://www.gw.govt.nz/annual-report/>
7. Results of the modelling for Better Metlink Fares: this information has already been provided to you as part of our response to your request for information OIA 2017-104 at the following link: <https://fyi.org.nz/request/6429-request-for-information-supporting-the-better-metlink-fares-consultation#incoming-21>

The underlying data and information for the current network is provided in Attachment 6 (bus) and Attachment 7 (rail). Part of the information provided in these attachments and all the 2014/15 data has been withheld on the following grounds:

- A significant number of rows in the underlying data in Attachment 6 and Attachment 7 contain records of 5 or less boardings on a specific route or area. If this level of granularity is combined with other similar or more detailed information, it would potentially reveal travel routines of individuals or groups of passengers on a particular route and consequently would compromise their safety. Therefore any record of 5 or less boardings in the underlying data is withheld in accordance with section 6(b) of the Local Government Official Information and Meetings Act 1987 (the Act) on the ground that making available of that information would be likely to endanger the safety of any person who is the subject of the information.
- The underlying data for current bus and rail network contains details of the third party fares and ticketing products including information on the Snapper Ridebank trial, university discounts and operator specific staff travel discount schemes. This information is withheld under section 7(2)(b)(ii) of the Act on the ground that making available of the information would be likely unreasonably to prejudice the commercial position of the person who supplied or who is the subject of the information.
- The 2014/15 data (both network-wide and detailed bus data) contains information that is protected under an obligation of confidentiality between GWRC and previous bus operators. Therefore this information has been withheld in accordance with section 7(2)(c)(i) of the Act on the ground that withholding the information is necessary to protect information which is subject to an obligation of confidence, where the making available of the information would be likely to prejudice the supply of similar information, or information from the same source, and it is in the public interest that such information should continue to be supplied. Any formula or value with a reference

to this information has been hard coded and retained in the attachments to preserve the original format of the tables, charts and graphs that rely on those values.

As you can appreciate, the supporting information is large and unable to be transferred via email. We have given serious consideration as to what would be the best way in which we can share this information and have arranged for this information to be provided to you via a secure link to the documents saved on GWRC's cloud storage on Microsoft One Drive.

You will receive a separate message via the email address you have provided for this request following the receipt of this response.

We have considered whether the public interest in the requested information outweighs GWRC's need to withhold certain aspects of the requested information. As a result, we do not consider that the public interest outweighs GWRC's reason for withholding parts of the documents under the grounds identified above.

We hope you find all of the information we are providing useful. 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.

Yours sincerely



Scott Gallacher
General Manager, Public Transport