

23 November 2020

File Ref: OIAP-7-16912

Campbell Fleury

By email: fyi-request-14028-b5bb68f7@requests.fyi.org.nz

Dear Mr Fleury

Request for information 2020-174

I refer to your request for information dated 24 October 2020, which was received by Greater Wellington Regional Council (Greater Wellington) on 27 October 2020. You have requested the following:

“Please provide patronage usage data for transit stops for the period July 1 2018 - June 30 2020.

Per transit stop, per half hour period please provide the following attributes:

- Stop identifier*
- Stop latitude / longitude*
- Period in 24H time (e.g. 0200-0230)*
- Date in ISO 8601 format (e.g. 2020-10-24)*
- Patrons boarded*
- Patrons alighted”*

Greater Wellington’s response follows:

The patronage data for each bus stop from 1 January 2020 to 30 June 2020 broken down by a half hour time period is attached. Please note that this is based on Snapper card data and therefore patrons using cash fares are not captured or included in the attachment.

Data from 1 July 2018 to 31 December 2019 is unreliable and inconsistent as it did not have the correct rules set up in the database. This makes the data unhelpful for analysis. Correcting and providing the data to you would require significant Metlink staffing resources allocated to review and manually check the boardings and alightings data at each stop for each time period. Accordingly, this part of your request is refused under section 17(f) of the Local Government Official Information and Meetings Act 1987 as providing you with data prior to 1 January 2020 would require substantial collation and research.

Unfortunately Greater Wellington does not have patronage data for our rail network broken down by station. Fare payments on the Metlink rail network are paper and cash-based. We do not yet have any form of electronic ticketing which would allow us to have detailed insights into the rail network patronage. We are working on addressing this, but at this stage, we are not in a position to provide the information regarding this part of your request. Accordingly, this part of your request is refused under section 17(e) of the Local Government Official Information and Meetings Act 1987 as the information you have requested does not exist.

If you have any concerns with the decisions 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.

Yours sincerely



Scott Gallacher
General Manager, Metlink