

12 May 2014

Arthur Stokes

[fyi-request-1626-74636ab6@requests.fyi.org.nz](mailto:fyi-request-1626-74636ab6@requests.fyi.org.nz)

Dear Mr Stokes

**Local Government Official Information and Meetings Act 1987 (LGOIMA)**

**CAS-261968-D7Y1M7**

Thank you for your email dated 23 April 2014, which Auckland Transport received on the same date requesting daily patronage or daily boarding data for each of Auckland's railway stations for 2013 and 2014 (if available).

Auckland Transport conducts periodic "snap-shot" surveys primarily for internal use to monitor train loadings, long-term patronage trend analysis and contract management purposes. As a "snap-shot" there may be significant margin for error when comparing one year to another. The data is not adjusted for variances in the observed station usage as a result of service disruptions that may have occurred on the day of the survey.

Attached are the boarding counts for 2013 together with the counts for 2012 and 2011 for comparison. Please note that in 2012 and 2011, there were service disruptions on the day the counts were taken that would have affected normal patronage demands on parts of the network. This data should not be reproduced or otherwise used in any way without acknowledgement of its source and inclusion of the disclaimer appearing at the top of that page.

The 2014 survey has not yet been undertaken and this portion of your request is therefore refused in accordance with section 17(g) of the LGOIMA in that the information requested is not held by Auckland Transport. However, the introduction of AT HOP across all modes of public transport will provide additional data and we are currently working towards full analysis capability.

We trust the above information has addressed the matters raised however, 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 in regard to this matter.

If you have any further queries please contact Auckland Transport on 355 3553 quoting Official Information request number CAS-261968-D7Y1M7.

Yours sincerely



Mark Lambert  
Group Manager Public Transport

## Auckland Rail - Boardings by Station : "Snapshot" Survey

Disclaimer: The following sets out the observations of train passenger boardings by station following a single weekday sample during the month of May. The data is representative of a "typical" weekday usage but is subject to daily/seasonal variance. AT does not warrant the accuracy of the counts.

### South, East, Manukau & Onehunga Lines

	2013			2012*			2011
	Count	Change	Change %	Count	Change	Change %	Count
Britomart (Auckland)	8,605	161	1.9%	8,444	-441	-5.0%	8,885
Newmarket	1,316	-227	-14.7%	1,543	-54	-3.4%	1,597
Remuera	289	33	12.9%	256	11	4.5%	245
Greenlane	408	96	30.8%	312	13	4.3%	299
Ellerslie	1,221	128	11.7%	1,093	91	9.1%	1,002
Penrose	207	-16	-7.2%	223	-36	-13.9%	259
Penrose Plt 3	146	21	16.8%	125	-11	-8.1%	136
Te Papapa	189	-50	-20.9%	239	75	45.7%	164
Onehunga	484	83	20.7%	401	-3	-0.7%	404
Orakei	502	49	10.8%	453	-54	-10.7%	507
Meadowbank	441	35	8.6%	406	38	10.3%	368
Glen Innes	1,499	134	9.8%	1,365	62	4.8%	1,303
Panmure	812	-76	-8.6%	888	20	2.3%	868
Sylvia Park	990	76	8.3%	914	80	9.6%	834
Westfield	265	127	92.0%	138	-37	-21.1%	175
Otahuhu	422	-65	-13.3%	487	-35	-6.7%	522
Middlemore	1,753	186	11.9%	1,567	-68	-4.2%	1,635
Papatoetoe	1,405	-176	-11.1%	1,581	83	5.5%	1,498
Puhinui	521	90	20.9%	431	92	27.1%	339
Manukau	337	69	25.7%	268			
Hornai	1,038	139	15.5%	899	-23	-2.5%	922
Manurewa	1,655	186	12.7%	1,469	-303	-17.1%	1,772
Te Mahia	238	46	24.0%	192	-47	32.4%	145
Takanini	592	85	16.8%	507	-32	-5.9%	539
Papakura	1,365	-410	-23.1%	1,775	-230	-11.5%	2,005
Pukekohe	605	143	31.0%	462	-53	-10.3%	515
<b>Totals</b>	<b>27,305</b>	<b>867</b>	<b>3.3%</b>	<b>26,438</b>	<b>-500</b>	<b>-1.9%</b>	<b>26,938</b>

\* Service disruptions on the survey day affected morning peak trains on the Southern Sector Pukekohe to Puhinui. The disruptions may have altered normal travel demand

### Western Line

	2013			2012*			2011
	Count	Change	Change %	Count	Change	Change %	Count
Britomart (Auckland)	3,550	70	2.0%	3,480	-210	-5.7%	3,690
Newmarket	1,470	-101	-6.4%	1,571	387	32.7%	1,184
Waitakere	915	807	747.2%	108	28	35.0%	80
Swanson	466	138	42.1%	328	48	17.1%	280
Ranui	721	62	9.4%	659	86	15.0%	573
Sturges Road	340	-534	-61.1%	874	143	19.6%	731
Henderson	644	-746	-53.7%	1,390	-81	-5.5%	1,471
Sunnyvale	948	346	57.5%	602	3	0.5%	599
Glen Eden	904	-101	-10.0%	1,005	78	8.4%	927
Fruitvale Road	1,567	1,064	211.5%	503	-17	-3.3%	520
New Lynn	772	-912	-54.2%	1,684	207	14.0%	1,477
Avondale	1,180	431	57.5%	749	73	10.8%	676
Mt Albert	702	-396	-36.1%	1,098	-53	-4.6%	1,151
Baldwin Avenue	1,267	738	139.5%	529	-60	-10.2%	589
Morningside	946	655	225.1%	291	-72	-19.8%	363
Kingsland	585	-131	-18.3%	716	167	30.4%	549
Mt Eden	312	-142	-31.3%	454	17	3.9%	437
Grafton/Boston Road	130	-737	-85.0%	867	34	4.1%	833
<b>Totals</b>	<b>17,419</b>	<b>511</b>	<b>3.0%</b>	<b>16,908</b>	<b>778</b>	<b>4.8%</b>	<b>16,130</b>

	2013			2012*			2011
	Count	Change	Change %	Count	Change	Change %	Count
Britomart (Auckland)	12,155	231	1.9%	11,924	-651	-5.2%	12,575
Newmarket	2,786	-328	-10.5%	3,114	333	12.0%	2,781
<b>Both Lines</b>	<b>44,724</b>	<b>1,378</b>	<b>3.2%</b>	<b>43,346</b>	<b>278</b>	<b>0.6%</b>	<b>43,068</b>