

27 January 2015

Bryce Pearce
fyi-request-2368-9aa2906a@requests.fyi.org.nz

Dear Mr Pearce

Local Government Official Information and Meetings Act 1987 (LGOIMA)

CAS-469673-T4G2K6

Thank you for your email dated 30 December 2014 requesting the following:

- How many daily passengers are transferring from NEX/881 buses to rail services and vice versa?
- What are the 3 most popular boarding points / destinations for these transfers?

Auckland Transport does not report patronage based on transfers between specific services. This portion of your request is therefore declined in accordance with section 17(e) of the LGOIMA as the information requested does not exist.

However, this type of transaction can be identified for passengers using stored value HOP money as these multi-leg journeys are flagged as involving a transfer whereas no transfer is noted for passengers using alternate methods of payment such as cash, HOP Monthly or Day Passes.

The following table shows the total number of transfers between NEX and 881 bus services and Rail (where the method of payment was HOP Money) and the most common origin and destination points relevant to these transfers for the period July to December 2014:

Daily Average	Busway to Train	Train to Busway
Trading Day	71	79
Weekends / Holidays	20	18
Total	56	61
Most Common Origins	Albany Bus Station	Newmarket Train Station
	Smales Farm Bus Station	Panmure Train Station
	Akoranga Bus Station	Glen Innes Train Station
Most Common Destinations	Newmarket Train Station	Akoranga Bus Station
	Panmure Train Station	Albany Bus Station
	Glen Innes Train Station	Smales Farm Bus Station
Most Common Origin/Destination Pairs	Constellation Bus Station to Newmarket Train Station	Newmarket Train Station to Albany Bus Station

	Albany Bus Station to Newmarket Train Station	Newmarket Train Station to Constellation Bus Station
	Akoranga Bus Station to New Lynn Train Station	New Lynn Train Station to Akoranga Bus Station

Please note the above information does not include customers travelling on an AT HOP Monthly or Day Pass, or where cash tickets have been purchased. The information therefore only represents a very small portion of all transfers undertaken.

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 Ombudsman 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-469673-T4G2K6.

Yours sincerely



Mark Lambert
Group Manager Public Transport