

25 July 2018

Hemant
fyi-request-8116-3a43d2ab@requests.fyi.org.nz

Dear Hemant

Local Government Official Information and Meetings Act 1987 (LGOIMA)

CAS- 797068-V7W5D8

Thank you for contacting Auckland Transport (AT) on 26 June 2018 with a request for the following questions:

The station-to-station origin/destination matrix from november 2017 to the current month by month, including the alighting station for paper ticket sales. in a reportable format, i.e. excel or csv file.

Please find the station to station origin/destination information attached in an excel spreadsheet.

I'd like to know why daily sales information for paper ticket sales is not kept for ticket sales across the train network.

As Auckland Transport collects all data for paper ticket sales and HOP card transactions across the train network we do hold daily sales information. This means we are unable to provide you with reasons for not holding this data.

We trust the 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 09 355 3553 quoting Official Information request number CAS-797068-V7W5D8.

Yours Sincerely

A handwritten signature in black ink, appearing to read 'Stacey', is positioned below the text 'Yours Sincerely'. The signature is fluid and cursive.

Stacey van der Putten

Group Manager Metro Service Delivery