

10 September 2013

Andrew Walters

fyi-request-1010-b2dfbfbcb@requests.fyi.org.nz

Dear Mr Walters

Local Government Official Information and Meetings Act 1987 (LGOIMA)

CAS – 63358 – Q0D6K0

Thank you for your email dated 7 August 2013, which Auckland Transport received on the same date, refining your previous request, reference AT2013/036840 for information regarding rail patronage data by station as follows:

"...as I was only interested in train station patronage data, I am not worried about other missing data you mentioned, being transfers, bus data, and special event travel.

You mentioned in your response that "Standard reports produced by the AT HOP ticketing system show the total tag-ons, tag-offs, and paper tickets sold at individual stations on a daily basis". This is data that I am interested in. I originally requested a monthly summary as I had assumed it would be readily available, but I am happier to receive the raw daily data which I can then compile into weekly or monthly data myself for analysis, and would not require you to 'create' (or compile) data or summaries as per your response and mention of section 17(f).

Therefore in order to suit the data you do have, I would like to refine my request for daily (rather than monthly) HOP station usage counts for January 1 to June 30 2013. I would prefer to receive the information in Excel, CSV, or equivalent format..."

Daily totals of boardings and alightings at each station from AT HOP data from January 1 2013 to June 30 2013

The source data for the daily totals of boardings and alightings at each station from AT HOP data from January 1 2013 to June 30 2013 is only accessible by proprietary software and therefore substantial work would be required to compile daily train station usage data in an alternative format as requested. Under the Local Government Official Information and Meetings Act, Auckland Transport is not required to create information to match a particular request. Therefore, as the information requested cannot be made available without substantial collation or research, Auckland Transport proposes to refuse this particular request under section 17 (f) of the LGOIMA.

However, as per our response of 2 August 2013, Auckland Transport recognizes the public interest in rail patronage data. Although Auckland Transport is not required to create information to match a particular request, information has been extracted for you which we trust will serve your purposes. Please find attached information showing the total AT HOP card tag-on (boardings) and tag-off (alightings) data only for individual train stations for the period 1 January 2013 to 30 June 2013. Please note that this is extracted from raw AT HOP Card transaction data only, does not include all tickets and therefore does not provide a complete picture of train station usage. The information provided also does not include post-processing adjustments and the figures are therefore not necessarily the final official figures. Nevertheless, Auckland Transport considers that the information provided comprises a large enough sample to give an indication of train station usage and trusts that this is of use to you.

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 of the decision.

If you have any further queries please contact Auckland Transport on 355 3553 quoting Official Information request number CAS – 63358 – Q0D6K0.

Yours sincerely



Mark Lambert
Group Manager Public Transport