

23 July 2019

Ben Ross
fyi-request-10592-d113ccea@requests.fyi.org.nz

Dear Mr Ross

Local Government Official Information and Meetings Act 1987
CAS-1089177-G9V6Z2

I refer to your request for official information dated 23 June 2019 requesting the following information:

- 1) Passenger arrival and departure numbers in hourly blocks between 8am until 8pm for the Manukau and Papakura Station for 23 June 2019.**
- 2) Can I also as a comparison have the average Sunday arrival and departure numbers for Papakura and Manukau Stations over the last three months please. Same method as Hourly blocks from 8am until 8pm**

Please note that standard patronage reporting for rail patronage data is taken from analysis of AT HOP transactions. However, on Sunday 23 June 2019 travel was free. Subsequently, there were no AT HOP transactions for this day, therefore we are unable to provide a comparison using the same method for question 1, as was used to answer question 2.

The only alternative data source for patronage is from the door counting system fitted to the Electric Multiple Units (EMU). Due to technical issues around downloading this data from the trains we do not have a complete set of boarding and alighting records for every complete train that was in operation on 23 June within the timeframe. Please note: All Papakura and Manukau trains were supplied as six-car sets (two individual units coupled together) on 23 June. A "complete" train is data from both units of a train.

For Sunday 23 June we have data from 77% of the units that were in service and complete data for 75% of scheduled services to and from Manukau and 63% of (EMU) scheduled services to and from Papakura, evenly distributed across the full day. Statistically this sample represents a confidence level that exceeds 95%.

The data from the available units for the two stations Papakura and Manukau has been compared to the data for the equivalent scheduled service using a common reference date of 26 May 2019. This is a typical Sunday date with no special events or blocks of line that would affect the overall patronage numbers, then grouped into the hourly bands as requested.



Question 1

The following table shows the equivalent boarding and alighting transactions at the two stations for Sunday 23 June 2019.

Manukau			Papakura	
Hour	BOARD	ALIGHT	BOARD	ALIGHT
08:00	32	29	51	32
09:00	149	48	142	35
10:00	157	133	145	35
11:00	244	122	145	90
12:00	285	116	113	56
13:00	257	114	80	170
14:00	168	170	99	112
15:00	296	238	150	224
16:00	212	208	81	149
17:00	119	124	51	234
18:00	49	88	50	86
19:00	8	166	31	44

Note the boarding and alighting times are based on the departure and arrival times of the trains. HOP data is the time of the ticket transaction and may relate to a trip departure in the next hour-band.

Question 2

Based on a sample of 11 Sundays, the **average** Sunday for the months March to May 2019 (block of lines on 4 March, 21 April and 5 May) was:

Manukau			Papakura	
Hour	Tag On	Tag Off	Tag On	Tag Off
08:00	19	24	31	13
09:00	34	36	44	15
10:00	41	31	53	15
11:00	44	33	39	18
12:00	39	38	34	19
13:00	50	32	29	30
14:00	46	31	25	33
15:00	46	38	29	36
16:00	46	39	22	40
17:00	54	30	19	40
18:00	20	26	17	9
19:00	17	17	9	13



We trust the above information has addressed your request however should you believe that we have not dealt with your request appropriately, you are able to make a complaint to the Office of the Ombudsman in accordance with section 27(3) of the LGOIMA Act and seek an investigation and review in regard to this matter.

If you have any further queries, please contact me on 09 3553553 during business hours, quoting Local Government Official Information request number CAS-1089177-G9V6Z2.

Yours sincerely

A handwritten signature in black ink, appearing to read 'Stacey', is positioned below the 'Yours sincerely' text.

Stacey van der Putten
Group Manager Metro Services