

9 April 2020

Christian Poland

[fyi-request-12054-40f56ee4@requests.fyi.org.nz](mailto:fyi-request-12054-40f56ee4@requests.fyi.org.nz)

Kia ora Christian,

**The information you requested – CAS-78541-L8B2M5**

Thank you for your request on 20 January 2020, requesting information on ridership for bus routes 995, 996, 997, 998.

I have attached spreadsheet “Ridership99.xls”, this has been broken down by concession type (Accessible, Adult, Child, Secondary Student, SuperGold, Tertiary Student), per route per month.

The tab “HOP transfers” shows all customers who have transferred between the NX1 and 995 services at Hibiscus Coast Station, per month, since 30 September 2018 (when New Network North Shore went live). The numbers have been split to show customers who transferred within a 30minute timeframe and those who transferred outside of the 30minute timeframe.

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.

Yours sincerely



Phil Wratt  
**Engagement Manager**  
**Customer Care**