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William Foster
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**Your request for information under the Local Government Official Information and Meetings Act 1987
(LGOIMA) – CAS-1322053-G8C3Q7**

Kia ora William,

I refer to your request for information dated 6 January 2026 for information regarding the cost of public transport, revenue generated, and patronage by location. Please find our response below.

1. Service Supply Data

For all bus, rail, and ferry services:

- a) Scheduled service kilometres by route and, if available, by route segment**
- b) Scheduled service hours by route and, if available, by route segment**
- c) Any available actual service kilometres and hours operated (i.e. post-cancellation/variation)**

If possible, please provide these with geospatial references (e.g. GTFS shapes or equivalent) sufficient to allocate service to Auckland Council Local Board areas.

2. Patronage Data

- a) Boardings by stop/station/wharf**
- b) Alightings by stop/station/wharf (if recorded or estimated)**
- c) If available, origin–destination trip data (aggregated), showing trips between boarding and alighting locations**

Please include stop/station identifiers and coordinates.

The attached file includes the following information, set out on separate tabs, which should answer Questions 1, 2 and 5.

- Service Supply Data
- Patronage Data
- Definitions



Auckland Transport does not hold data at a per-route segment level. As this information does not exist, this part of your request is refused under section 17(e) of the Local Government Official Information and Meetings Act 1987.

In addition, Auckland Transport does not hold origin–destination trip data (including aggregated data) showing trips between boarding and alighting locations. As this information is not held by Auckland Transport, this part of your request is refused under section 17(e) of the Local Government Official Information and Meetings Act 1987

3. Fare Revenue Data

a) Total fare revenue by mode (bus, rail, ferry)

Refer to P T Revenue and Expenditure by Mode Table

b) If available, fare revenue by boarding location

Auckland Transport does not hold the requested information in the form sought.

Revenue information is not recorded by place of origin, as fare revenue is not calculated until the destination of a journey is reached. While some revenue information can be derived by route, this data is not held in a pre-existing or readily reportable format.

To produce the requested information would require extracting and processing millions of individual transactions from Auckland Transport’s Enterprise Data Warehouse (EDW) in order to calculate and allocate revenue. This would involve substantial manual collation and analysis.

Accordingly, this aspect of your request is refused under:

- section 17(e) of the Local Government Official Information and Meetings Act 1987, as the information is not held by Auckland Transport in the form requested; and
- section 17(f) of the Act, as making the information available would require substantial collation and analysis.

c) If available, fare revenue by origin–destination pair (aggregated)

Refer to P T Revenue and Expenditure by Mode Table

d) Any available average fare per trip by mode or stage

The following table should answer Questions 3 and 4.



P T Revenue and Expenditure by Mode Table

P T Revenue and Expenditure by Mode	Bus FY2025	Rail FY2025	Ferry FY2025
Activity income/Fare revenue	\$134,512,900	\$39,605,447	\$15,257,237
Total operating expenditure	\$508,155,866	\$296,728,608	\$81,123,534
Patronage	70,160,438	13,753,869	2,550,278
Average Yield per trip	\$1.92	\$2.88	\$5.98

Note all revenue, yield and costs figures exclude GST.

4. Operating Cost Data

a) Total public transport operating expenditure, by mode

Refer P T Revenue and Expenditure by Mode Table

b) If available, operating cost by route or service unit

The requested data is not readily available.

Auckland Transport does not hold cost information by route in a pre-existing or readily reportable format. Producing this information would require extracting and processing data from the Corporate Costing Environment (CCE) in order to calculate and allocate costs by route.

This would involve significant manual extraction and analysis, and the information is therefore not held in the form requested.

Accordingly, this aspect of your request is refused under:

- section 17(e) of the Local Government Official Information and Meetings Act 1987, as the information is not held by Auckland Transport in the form requested; and
- section 17(f) of the Act, as making the information available would require substantial collation and analysis.

c) Any internal cost allocation methodology used (e.g. cost per service hour or km by mode)

AT does not do any internal allocation for the Business Support costs such as HR, Finance, BT etc. Your request is therefore declined under section 17 (e) of the LGOIMA as the information does not exist.

5. Supporting Data and Definitions

a) The total annual patronage figure used by Auckland Transport.

Please see the attached Spreadsheet

b) Definitions used for:

- “service kilometres”
- “service hours”
- “boardings” and “alightings”



Please see the attached Spreadsheet

c) Any published or internal methodology for farebox recovery or subsidy calculation

The Farebox Recovery Ratio (FRR) methodology, as set by the New Zealand Transport Agency Waka Kotahi (NZTA), is used to measure the proportion of public transport operating costs that are recovered from fare revenue.

Farebox Recovery Ratio (FRR) = Fare Revenue ÷ Operating Costs.

6. Spatial Boundaries

If available, please provide or confirm:

- The GIS shapefile or dataset used by Auckland Transport for stop, station, and route locations

The requested information is already publicly available through Auckland Transport's Open Data Portal. In particular, bus stop and route information can be accessed via the [Bus Service](#) dataset on the AT Open GIS platform.

As the information requested is publicly available, Auckland Transport is refusing this part of your request under section 17(d) of the Local Government Official Information and Meetings Act 1987.

- Any mapping Auckland Transport uses to relate transport data to Auckland Council Local Board areas

The requested information is already publicly available and can be accessed via the [Local Electoral Boundary](#).

As the information requested is publicly available, Auckland Transport is refusing this part of your request under section 17(d) of the Local Government Official Information and Meetings Act 1987.

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 regarding this matter.

Ngā mihi,

Phil Wratt

Engagement Manager
Customer Care