

6 November 2014

P Adams

fyi-request-2095-d947a2ee@requests.fyi.org.nz

Dear P Adams

Local Government Official Information and Meetings Act 1987 (LGOIMA)

CAS-411052-B4S1G1

Thank you for your email dated 9 October 2014, which Auckland Transport received on the same date requesting:

- An estimate of the daily revenue lost through passengers travelling on trains for free (boarding trains without tagging on and off),
- An estimate of the number of passengers using trains each day before the HOP card system was introduced, &
- An estimate of the number of passengers using the trains each day currently.

An estimate of the daily revenue lost through passengers travelling on trains for free

The total network rate of evasion is calculated by weighting by total passenger trips the number of identified fare evaders travelling through gated stations and fare evaders travelling between un-gated stations. The following table shows a working calculation **as an example**:

Station(s)	Total Passenger Trips identified (from AT HOP)	Passenger Trips Checked (via electronic gates or Ticket Inspectors)	Passenger Trips Identified Without Valid Ticket (at gateline or Ticket Inspectors)	% Fare Evasion
Britomart (gated)	35,000	35,000	525	1.5%
Newmarket (gated)	5,000	5,000	100	2%
Manukau (gated)	2,000	2,000	50	2.5%
Trips between ungated stations	10,000	1,000 sample inspected by Ticket Inspectors	100 of 1,000 = 10%, therefore 10% of 10,000 =1,000	10%
	52,000		1,675	3.2%

* >99.5% of all passengers at gated stations are considered to be subject to validation and/or inspection

** The fare evasion rate identified for non-gated stations is based on the % of customers found with invalid tickets out of the sample inspection.

For the period July to September 2014 there have been over 300,000 ticketing checks undertaken with approximately 5.5% of customers identified as not having a ticket.

Based on annual passenger numbers of 11.5m and an average fare of \$2.61, Auckland Transport estimates an annual loss due to fare evasion of approximately \$1,650,852 or \$4,523 per day. However, it is important to note this calculation is based on estimated figures as we are not able to accurately determine the fare value of each trip where a customer is identified as travelling without a valid ticket.

An estimate of the number of passengers using trains each day before the HOP card system was introduced

The average number of passengers using trains in the three months July to September 2012 (immediately prior to introduction of the AT HOP system) is 38,300 per business day. This calculation is based on the date the ticket was travelled.

It is important to note that under the old manual ticketing system, passenger journeys were calculated on the day the ticket was purchased, which was not necessarily the day of travel (for example travel using monthly passes and ten-ride tickets would be spread over multiple days).

An estimate of the number of passengers using the trains each day currently

The average number of ticketed passengers for the three months July to September 2014 is 45,800 per business day. This number does not include special event travel (where travel is included within the event ticket).

Passenger journeys under the AT HOP system are calculated based on the day of travel from the AT HOP card and paper ticket transactions (paper tickets are now valid for two hours from the time of purchase and therefore cannot be used for travel on a different day).

There are many factors that influence the number of passengers using the trains, including school and tertiary holidays, recent station upgrades (particularly Panmure and Manukau), frequency of service and the gradual introduction of electric trains. The AT HOP system has also increased the travel options for customers as they can now use the same ticket to travel on buses, trains or ferries and are no longer "tied" to a particular transport option by the type of ticket they are holding.

We trust the above 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 355 3553 quoting Official Information request number CAS-411052-B4S1G1.

Yours sincerely



Mark Lambert
Group Manager Public Transport