

14 March 2017

Hemant

fyi-request-5228-5beb995c@requests.fyi.org.nz

Dear Hemant

Local Government Official Information and Meetings Act 1987 (LGOIMA)

CAS-369568-T8Y9Q3

Thank you for contacting Auckland Transport on 18 January 2017 requesting the following information:

'I would like to request rail patronage data, specifically daily totals of boarding's and alighting's at each station.'

Following contact from AT, you refined your request to the following on the 14 February 2017:

'Each month's HOP data by station showing HOP tag-on, HOP tag-off and paper ticket sales.'

Also, I'm wondering how you generate the monthly data without the daily data. I would of expected that as all tickets are purchases via the HOP system for the time period requested, it would be a matter of selecting daily rather than monthly when exporting the data?'

Please find attached a spreadsheet detailing the monthly patronage rail stations in Auckland as requested.

We can confirm that patronage data is produced on a daily basis, however it is not reported at the level requested. Due to the large volume of data, and for planning and reporting purposes data is consolidated to align with our reporting cycles. It would take a substantial amount of time to analysis and produce a report detailing data on a daily basis for each rail station.

We trust the 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 09 355 3553 quoting Official Information request number CAS-369568-T8Y9Q3.

Yours sincerely

A handwritten signature in blue ink, appearing to read 'Brendon Main', with a stylized flourish at the end.

Brendon Main
Group Manager AT Metro Operations