

14 November 2022

J Diprose

fyi-request-20854-a8c5a479@requests.fyi.org.nz

Kia ora J Diprose,

Your request for information under the Local Government Official Information and Meetings Act 1987 (LGOIMA) - CAS-636083-M9M2B3

I refer to your LGOIMA request dated 14 October 2022 requesting reliability data of all Public Transport.

I will answer your questions in order you have asked them.

I would like the original reliability data for all bus, train and ferry services, for all time, without the data being aggregated.

As previously advised on 28 October 2022, the requested information as currently framed will be very difficult to meet without substantial collation or research and therefore, is refused under section 17(f) of the LGOIMA. It will be around 12,000-15,000 records per day. We currently have four years of data available (22 million rows of data), and the rest needs to be unarchived. To create this dataset and deliver this would take a significant amount of time.

We have consulted with you, as required by section 17(b) of the LGOIMA to consider amendment of your initial request which you did not accept.

Could you please provide me with more information about what reliability data Auckland Transport collects for contracted services, along with the type and version of database that this information is stored in so that I can assess what information to have exported?

For bus we capture schedule trip start time vs actual time at first stop. We define reliable as departing between 59 secs early and 9mins 59 secs late. Anything else is unreliable. Train and Ferry similarly have rules to define reliable vs unreliable services.

AT uses an industry standard relational database that enables us to export data in whatever format is required.

To answer what reliability information is collected, you could provide me with the database schema documentation (what tables exist, the names and descriptions of the database fields), or a database schema export if no database schema documentation was explicitly created.

Your request for the database schema documentation is refused under section 7(b)(ii) of the Local Government Official Information and Meetings Act 1987 as this information is deemed commercially sensitive.

Should you believe that we have not responded appropriately to your request, you are able to make a complaint to the Office of the Ombudsman in accordance with section 27(3) of the LGOIMA and seek an investigation and review regarding this matter.

Ngā mihi



Darek Koper
Group Manager Metro Services