

21 March 2024

File Ref: OIAPR-1274023063-25851

[REDACTED]

Tēnā koe [REDACTED]

Request for information 2024-038

I refer to your request for information dated 12 March 2024, which was received by Greater Wellington Regional Council (Greater Wellington) on 12 March 2024. You have requested the following:

"I would like to know how many people arrive at the Wellington Train station at busy times.

Could you please tell me how many people arrived on each of the different train routes into Wellington each hour between 0600 and 1000 on each day Between the 26th February and 10th March 2024?

If any information is already available about busy spells, or perhaps large events ending, I would be happy to receive them as well."

Greater Wellington's response follows:

Please see **Attachment 1** for data on passengers alighting at Wellington Station. Please note, data on all groups less than 5 has been withheld from this attachment under the Local Government Official Information and Meetings Act 1987 (the Act) section 7(2)(a) in order to protect the privacy of natural persons, including that of deceased natural persons.

When withholding information under this section of the Act we are required to consider the public interest in this information. In this instance, we do not believe that the public interest in this information outweighs our decision to withhold the information.

The data is presented between 6am and 10am from 26 February 2024 to 10 March 2024 as requested. These times include our morning peak times into Wellington. Columns show how many people alighted at Wellington Station from each rail line.

Numbers under 'WEL' (column H) are unable to be allocated to a particular line (data has been unable to be matched to a particular service – for example a person may not tag-on/off close to a trip departure/arrival time, so the passenger travel is unable to be matched to a line).

This data has been collected from Snapper card tag offs at Wellington Station. Greater Wellington has no information on where passengers who have purchased a paper ticket or have free travel (such as SuperGold card holders or children under 5) get off the train. Our train managers do head counts of total number of passengers at certain parts of the trip, but do not keep record of where passengers are alighting.

If you have any concerns with the decision(s) referred to in this letter, you have the right to request an investigation and review by the Ombudsman under section 27(3) of the Local Government Official Information and Meetings Act 1987.

Please note that it is our policy to proactively release our responses to official information requests where possible. Our response to your request will be published shortly on Greater Wellington's website with your personal information removed.

Nāku iti noa, nā



Samantha Gain

Kaiwhakahaere Matua Waka-ā-atea | Group Manager Metlink