

19 December 2024

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████████████████████

REF: OIA-17080

Dear ██████████

Request made under the Official Information Act 1982

Thank you for your email of 27 November 2024 requesting the following information under the Official Information Act 1982 (the Act):

I would like to know the following statistics from the total mobility scheme for the past 3 financial years:

- *The total cost of Total Mobility by region.*
- *The average full fare and discount per trip that is claimed by accredited Total Mobility transport providers.*
- *The mean number of journeys per week taken by a Total Mobility user.*
- *What percentage of journeys are taken by customers with wheelchairs.*

Information about costs per region for each financial year from 2010/2011 to 2023/2024, and statistical information such as numbers of passenger boardings, is contained in a spreadsheet that can be downloaded from our website by clicking on the following webpage:

<https://www.nzta.govt.nz/assets/userfiles/transport-data/TotalMobility.xlsx>

A report, *Total Mobility Data Analysis: cost and usage trends 2019-2024*, that includes statistical information about fares, frequency of use, users by region and numbers of trips, is available on our website at:

<https://www.nzta.govt.nz/assets/resources/total-mobility-data-analysis-report/total-mobility-data-analysis-report.pdf>

As this information is available on our website, I am required to refuse these parts of your request under section 18(d) of the Act as the information requested is publicly available.

NZ Transport Agency Waka Kotahi (NZTA) has not undertaken any analyses of journeys specifically by week or by passengers with wheelchairs. These parts of your request are therefore refused under section 18(e) of the Act as the documents alleged to contain the information requested do not exist.

However, statistical information regarding numbers of journeys per month is contained in the spreadsheet and report, and information about wheelchair hoists installed and in operation is contained in the spreadsheet.

Under section 28 of the Act, you have the right to ask the Ombudsman to review my decision to refuse parts of this request. The contact details for the Ombudsman can be located at www.ombudsman.parliament.nz.

In line with NZTA policy, this response will soon be published on our website, with personal information removed.

If you would like to discuss this reply with NZTA, please contact us by email to official.correspondence@nzta.govt.nz.

Yours sincerely

A handwritten signature in dark ink, appearing to read "AD Clark". The signature is written in a cursive, somewhat stylized font.

David Shepherd
Acting National Manager, Multimodal Integration