

19 June 2019

Dear Mayor Goff

Fullers Ferries “Official Database” initiative, reported in RNZ News – 17th June

Thank you for agreeing to meet with me in your offices on Monday the 17th June. I found our meeting productive, and I was grateful to be able to brief you on the key issues raised at the Waiheke Public Meeting on Sunday June 9th.

A RNZ article published on 17th June has quoted you saying that *“An official database will be set up to track the Waiheke ferry service and get a picture of how reliable it is”*.

I am seeking clarification around the scope of this database please, as I am confident we can offer our assistance by providing you with our monthly performance reports.

Fullers360 has systems in place which track and measure the punctuality and reliability of our services on a monthly and annual (rolling 12-month) basis. This data is benchmarked against published Auckland Transport criteria; the data is aggregated and reported to Auckland Transport for our contracted ferry routes, and audited by them. We also collate and aggregate this data for our commercial Waiheke and Devonport routes, and benchmark these using the same criteria.

The data collected is accurate and we can report our performance results across all services are on par, or above Auckland Transport benchmarks publicised for Bus, Train and Ferries in Auckland. This data is a valuable resource in determining Fullers360’s performance and you are welcome to use this information. These statistics are currently published on our website, www.fullers.co.nz and we have committed to publishing these on a monthly basis.

Please could you clarify for me;

- Your rationale and objectives for establishing this database?
- Who or which organisation will be responsible for collating the database, and for ensuring the accuracy and correct methodologies are in place to both report, and align to current Auckland Transport measurement criteria?
- If it is intended for Auckland Transport to regularly audit the data collected, as it currently does with Fullers360 data submitted to them?
- If our Fullers360 team can access the data collected to further enable benchmarking and continuous improvement.

I look forward to receiving your response to the above and continuing to work together.

Yours sincerely,



Mike Horne

CEO - Fullers360