

15 November 2019

Damien Light

fyi-request-11542-03c191f9@requests.fyi.org.nz

Kia ora Damien

The information you requested - CAS-16926-Q9V4D9

Thank you for your request dated 29 October 2019 requesting information about AT Local.

1. Final Business Case that was approved to begin the trial (and any subsequent updates)

I attach the original business case called 'First and Last Leg Benefit Framework'.

2. Regular reporting on targets, who they were provided to and when

Reporting was provided to Stakeholders fortnightly until September and on monthly basis after September.

Stakeholders who received the reporting:

- Executive General Manager - Integrated Networks
- Executive General Manager - Customer Experience
- Executive General Manager - Business Technology
- Group Manager - Integrated Network Enablement
- Group Manager - Metro Services
- Group Manager - Market & Engagement
- Group Manager - Customer Services
- Group Manager - Digital & Technology Delivery
- Manager - Bus Services, PTOM Operator – Implementation.

AT Local performance in September and October has seen continued growth in customer acquisition and ridership. The recommendations are likely to be implemented (e.g. extending Friday's operating hours to 10.00pm). However, others require further investigation e.g. possibility of extending the current rider share zone.

Some key performance metrics to 24 October:

- Total customer Base: 3,300
- Total Rides: 36,000
- Highest weekly ridership: 1,287 rides
- Highest day ridership: 270 rides



- Average weekday ridership: 215 (since 1 August) (Target = 200 rides/weekday)
- Shared Ride % (Oct): 52% (i.e. customers share the vehicle with others)

3. Business Case (or similar document) used to approve the extension of the trial

I attach two papers on AT Local presented to our ELT and the AT Board. The papers were prepared in September based on information available in August 2019.

4. Breakdown of costs and revenue from the programme over its lifetime

There are only two suppliers; one for operations and one for technology. Disclosing this information could be used by competitors in any subsequent tendering process. Therefore, this part of your request is refused under:

- section 7(2)(b) (ii) as withholding of information is necessary to protect information where the making available of the information would be likely unreasonably to prejudice the commercial position of the person who supplied or who is the subject of the information.
- section 7(2)(h) supports withholding of information where that is necessary to enable any local authority holding the information to carry out, without prejudice or disadvantage, commercial activities.

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

Yours sincerely

A handwritten signature in blue ink, appearing to read 'K Leith', is positioned above the printed name.

Kevin Leith

Group Manager, Market and Engagement