

6 June 2024

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Kia ora Erika

### **The information you requested – CAS-905341-P2F4X9**

Thank you for your request for information dated 3 May 2024 for rideshare data and feeder bus to the train station relating to bus 781.

The table below shows the average riders for bus 781 during weekdays and weekends for the month of March 2024.

Day Type	Boardings per bus trip
Mon-Fri	13.9
Sat	8.5
Sun/PH	6.6

Any cost analysis or viability studies on the 781 route.

Your request asking for any cost analysis is refused under section 7(2)(i) of the LGOIMA to enable Auckland Transport (AT) to carry on, without prejudice or disadvantage, negotiations with third parties.

AT have not undertaken any viability studies of specific routes. However, one of the metrics we use to monitor the productivity of bus routes is *weekday-boardings-per-service-hour*. To calculate this, for each calendar month and for each route, we add up the total number of weekday boardings on the route and divide it by the total number of weekday hours that buses were in service on the route. The total number of weekdays hours that buses are in service is a rough approximation for how much a service costs to operate, so *weekday-boardings-per-service-hour* is a rough measure of how cost effective a service is at generating custom. We don't usually use boardings-per-trip because this doesn't take into account how long or how frequent a route is. Using *weekday-boardings-per-service-hour* allows us to make fair comparisons between different routes.

For February, March, and April 2024 route 783 achieved, respectively, 8.6, 8.6, and 7.1 *weekday-boardings-per-service-hour*. Each route is assigned a target range, according to its purpose in the public transport network; the target range for route 783 is 7 to 17, therefore in February, March, and April of this year the 783's performance was adequate.

We regularly publish *weekday-boardings-per-service-hour* results on our website (please see the AT Metro bus performance report [here](#)), and periodically review routes which consistently fall below target.

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.

Ngā mihi,



Phil Wratt  
**Engagement Manager**  
**Customer Care**