

21 September 2015

Bryce Pearce
fyi-request-3083-3f7c1b6b@requests.fyi.org.nz

Dear Mr Pearce

Local Government Official Information and Meetings Act 1987 (LGOIMA)

CAS-83815-K7L5C2

Thank you for contacting Auckland Transport on 25 August 2015 requesting the following:

1. Can you please supply farebox recovery estimates for the following services for the New Network?
 - a) 991X
 - b) 992X
2. Are there any estimates on farebox recovery if the express services were discontinued and frequent 15 minute 981/982 services to enable transfer to 15 minute NEX services? If not, why not?

1. Farebox recovery estimates for the 991X and 992X services under the New Network

Auckland Transport does not calculate farebox recovery by individual route but across the overall bus network. Your request for farebox recovery estimates, for routes 991X and 992X, has therefore been declined in accordance with section 17(e) of the LGOIMA as the information requested does not exist.

However, we can provide the following information - The farebox recovery calculation is a complicated one and is included for your reference below:

Farebox Recovery Ratio(FRR) = (Fare Revenue (FB) + SuperGold (SG) Card Payment) / (Fare Revenue + Subsidy + SuperGold Card Payments + Concessionary Fare Scheme (CFS) Payments)

$$RR = \frac{(FB - SG_{gross} - CFS_{gross}) + SG}{(FB - SG_{gross} - CFS_{gross}) + CFS + SG + NetCost}$$

Fare Revenue = Revenue for all modes (patronage x average fare) split by contract type.

SuperGold Card Payment = Claim rate x Patronage

CFS Payments = For all modes.

Subsidy = Contract Payment – Gross Contract Revenue – Deduction

Gross Contract Revenue = Gross Contract Revenue captured by Payment processing + Gross Contract Revenue captured by HOP

Train Payment (Subsidy) = Train Direct Expenditure – Train Direct Income

In relation to the 991X and 992X, it has been assumed that these services will carry full seated loads following the implementation of the new Hibiscus Coast bus network. This assumption is based on the equivalent services in the existing network, (895X and 897X), currently carrying full loads. All other customers wishing to travel to Gulf Harbour or Waiwera travelling on the Northern Express will then transfer onto the 981 and 982 at Silverdale to reach these destinations.

2. Are there any estimates on farebox recovery if the express services were discontinued and frequent 15 minute 981/982 services to enable transfer to 15 minute NEX services? If not, why not?

As mentioned above, Auckland Transport does not calculate farebox recovery by individual route. This portion of your request is therefore also declined in accordance with section 17(e) of the LGOIMA. However it can be confirmed that Auckland Transport has retained the Express services from Gulf Harbour and Waiwera as these services are currently well patronised and we wish to provide a continuous bus service to the City for customers travelling from Waiwera and Gulf Harbour during peak times.

We trust the above information has addressed the matters raised however, should you believe that we have not responded appropriately to your request, you have the right in accordance with section 27(3) of the LGOIMA to make a complaint to the Office of the Ombudsman to seek an investigation and review in regard to this matter.

If you have any further queries please contact Auckland Transport on 09 355 3553 quoting Official Information request number CAS-83815-K7L5C2.

Yours sincerely



Mark Lambert
General Manager AT Metro