

9 June 2014

Dan Hawke

fyi-request-1680-4360e845@requests.fyi.org.nz

Dear Mr Hawke

Local Government Official Information and Meetings Act 1987 (LGOIMA)

CAS-276807-J0H1M2

Thank you for your email dated 12 May 2014, which Auckland Transport received on the same date requesting:

1. How many trips have been made using an AT HOP card on Airbus Express?
2. How many unique AT HOP cards have made a trip on Airbus Express?
3. How many of these AT HOP cards made a subsequent trip on Airbus Express within one month?
4. What was the cost to Auckland Transport/any other public or ratepayer funding sources for installing AT HOP card readers on the Airbus Express service?
5. If any forecasting was done around the usage of AT HOP on Airbus Express, and comparisons to use so far, this information would also be useful.

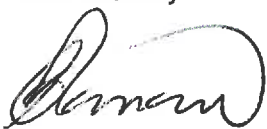
On 14 May 2014 you further refined your request to the time period from 19 March 2014 onwards and clarified your definition around "unique" cards relating to journey history and serial numbers of the cards.

1. The total number of trips made using an AT HOP card on the Airbus Express since 19 March 2014 is **3,425**.
2. The number of unique AT HOP cards utilised is **2,369**.
3. **597** subsequent trips were undertaken on the Airbus Express within one month.
4. The costs for installing AT HOP readers on each bus are covered by the operator directly; there are no costs incurred by either Auckland Transport or public/ratepayer funding for installation of the readers on the buses.
5. No forecasting was done around the usage of AT HOP on Airbus Express. However we are currently developing Key Performance Indicators (KPIs) for AT HOP on this service.

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 355 3553 quoting Official Information request number CAS-276807-J0H1M2.

Yours sincerely

A handwritten signature in black ink, appearing to read 'Colin Homan', written in a cursive style.

Colin Homan

Acting Group Manager Public Transport