

21 July 2016

Grace Haden

fyi-request-4136-d49736dd@requests.fyi.org.nz

Dear Grace

**Local Government Official Information and Meetings Act 1987 (LGOIMA)**

**CAS-319513-D1R6J5**

Thank you for contacting Auckland Transport (AT) on 14 June 2016 requesting information related to SkyBus.

A response to your request for information is as follows:

**1. Does ak transport contract the services of a company or person for the airport to city run**

No, AT has a Memorandum of Understanding (MoU) with SkyBus.

**2. If so who is this person or company**

SkyBus are an 'exempt service' under the Land Transport Management Act (LTMA) which provides a bus service between the Auckland CBD and Auckland Airport.

**3. What obligations are there under any agreement for the provision of services as per the advertised time table on the ak transport web site**

The MoU has performance criteria in relation to punctuality, reliability and a number of other measures.

**4. If there is a contract in place is there a subsidy provided to this person/organisation for the supply of this public service. if so how much is provided for this service**

SkyBus is an 'exempt service' and receives no public subsidy. AT and Skybus are able to coordinate some marketing as specified in the MoU.

**5. How is compliance with this contract monitored and by whom**

As detailed in question 3 the MoU has performance criteria in relation to punctuality, reliability and a number of other measures. AT Metro performs daily/weekly and monthly reporting.

**6. What are the consequences for breaching the terms and conditions of the contract/ agreement**

Termination of the MoU is the ultimate consequence following a formal escalation process.

- 7. Who were the signatories to any agreement for the supply of public transport to the airport, i.e. who signed on behalf of Ak transport and who signed on behalf of the service provider please provide a copy of the contract.**

Please find attached a copy of the MoU held between Auckland Transport and SkyBus.

The Mou was signed by the Chief Operating Officer of Auckland Transport, and a director of Airbus Auckland Limited.

- 8. Both Auckland Transport and Airbus Auckland Limited (owned by SkyBus) signed the MoU when was it signed.**

The MoU was signed 3 years ago.

- 9. What redress is there for those persons who rely on the service and are left stranded.**

Liability (if any) would be between SkyBus and the passenger and limited by the SkyBus terms of carriage.

- 10. How do you make a complaint about the lack of service**

Feedback for SkyBus can be lodged with SkyBus directly on their website - [www.skybus.co.nz](http://www.skybus.co.nz), or with AT - [www.at.govt.nz](http://www.at.govt.nz). AT would pass feedback received for SkyBus onto the operator to respond.

- 11. Who is liable for losses suffered by those who miss their flight due to no bus arriving.**

As per our response to question 9. Auckland Transport and SkyBus recommend that passengers allow sufficient time for their trip to the airport, as services may be subject to traffic delays.

We trust the 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-319513-D1R6J5.

Yours sincerely



Colin Homan  
**Acting General Manager AT Metro**

