

23 August 2019

Isaac M  
fyi-request-10910-2d23dff0@requests.fyi.org.nz

Dear Isaac

**Local Government Official Information and Meetings Act 1987**  
**CAS-1125660-S2L7M8**

Thank you for your correspondence dated 6 August 2019 requesting information about PTOM contract compliance.

**I am requesting a list of all PTOM contract compliance issues for each route within the Central New Network contract area within the last 6 months (1 Feb 2019 to 1 August 2019). With each route listed and the number of compliance issues next to each route. Compliance issues refers to a reported breach of the requirements of the PTOM contract for that operator.**

AT do not report key performance indicator (KPI) results by route or bus age or cleanliness. Therefore these parts of your request are refused under section 17(e) of the LGOIMA as the information does not exist.

AT monitor fleet cleanliness with regular inspections of random vehicles throughout the fleet, fleet lists supplied by operators and audits by the Fleet Lead. AT also monitor safety requirements against AT vehicle quality standards.

I attach a report that shows the KPI results from 1 February to 1 August 2019 for the Central New Network contract area. I hope that this report is helpful.

We trust the above information has addressed your request. However, 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.

If you have any further queries, please contact Auckland Transport on 09 355 3553 quoting Official Information request number CAS-1125660-S2L7M8.

Yours sincerely



Stacey van der Putten  
**Group Manager Metro Services**

