

14 March 2023

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Your request for information under the Local Government Official Information and Meetings Act 1987 (LGOIMA) – CAS-687178-N1N3B6

I refer to your official information request dated 16 February 2023 regarding the instalment of audio announcements on bus services.

Initial proposal and any progress documents, or other correspondence, relating to the installation of bus audio announcements in AT buses.

Please find attached the Business Case and the latest monthly project report from February. The project is referred to as On Bus Connectivity within Auckland Transport.

Details regarding the timeline of the project: from proposal to completion.

The project commenced investigation, trial, and design in April 2018, and is due to be completed by the end of 2023.

Details of the project costings (actual and projected), including but not limited to:

a) The proposal / scoping of the bus audio announcements

The budget for the On-Bus Connectivity project is \$9.6 million which includes software, hardware, communications, installations, and audio recordings etc. \$7.1 million has already been spent. It is forecasted to spend another \$2.5 million.

b) The trial and feedback phase

The trial and design phase cost \$0.3 million.

c) The cost to date, and the total amount forecasted, to implement the bus audio announcements in AT buses.

Please refer to the response to question 3a. The budget for the On-Bus Connectivity project is \$9.6 million, of which \$7.1 million has already been spent. It is forecasted to spend another \$2.5 million.

d) Amount spent on private consultants to date (and projected cost)

The On Bus Connectivity project has not engaged any private consultants during this project. The project has contracted with technical IT suppliers, Bus Operators, and equipment installers.

The feedback received from the public to date: including the number of submissions, and the number of positive / negative submissions, the date that the submissions will be

In February 2017, the New Zealand Human Rights Commission notified Auckland Transport of complaints from the Blind Citizens NZ of alleged unlawful discrimination under Part1A of the Human Rights Act 1993. Both parties agreed to mediation. One of the key mediation outcomes was that AT committed to considering on-bus stop audio announcements.

Post 2017, AT consulted with the Blind Citizens NZ and carried out international research and customer testing into on-board audio announcements. Initial project work commenced in 2018, and a wider project titled "On-Bus Connectivity" was approved by AT's Executive and Chief Executive in July 2021.

This wider On-Bus Connectivity project was initiated to address the Blind Citizens complaints, and to improve overall customer experience, promote Te Reo, and to provide near real-time AT HOP top-ups to the busses.

There was no other public consultation undertaken for the On Bus Connectivity project.

We trust this clarifies your request, but 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 regarding this matter.

Ngā mihi,



Roger Jones

Exec GM Business Technology