

29 June 2023

T Scrimgeour

fyi-request-23119-fda74299@requests.fyi.org.nz

Kia ora T Scrimgeour

The information you requested – CAS- 743395-Q3T6P5

Thank you for your request for information dated 13/06/2023 regarding cancellation of ferry services.

1. Over the last year, how often have AT ferry services been cancelled as a total number, and as a percentage of total trips?

Over the last year (2022), there were **4292** AT ferry services cancelled, **67451** AT ferry services scheduled, and the percentage of cancellation is **6.36%**

2. What alternative transport services are provided in the event of a cancellation?

Alternative Transport is not provided for every cancelled service, as it is dependent on the situation, and this is assessed by the Fullers logistics team. For frequent services the message to customers is to wait for the next sailing. If it is assessed that alternative transport is required, then Fullers will source a replacement bus for high patronage and source taxi for other routes. Availability of alternative can be an issue, especially for last minute unplanned disruptions. AT is working with Fullers on promoting Metro scheduled buses, as in some cases this is a better customer offering than sourcing alternative transport, especially during the peak commute time.

3. What is the total cost of these alternative transport services in the past year?

For the total cost of alternative transport services provided for the Hobsonville Point, Devonport, Gulf Harbour and Half Moon Bay services for the period since 1 November 2022, these costs are still being finalised and are estimated to be between \$250,000 and \$300,000.

- For the total cost of alternative transport services provided for the West Harbour service, please contact Belaire Ferries as AT does not hold this information therefore your request is refused under section 17(e) of the LGOIMA.
- For the total cost of alternative transport services provided for the Pine Harbour service, please contact SeaLink as AT does not hold this information, therefore your request is refused under section 17(e) of the LGOIMA.



- For the total cost of alternative transport services provided for the Birkenhead / Te Onewa Point service and the Bayswater service, please contact Fullers Group Limited as AT does not hold this information, therefore your request is refused under section 17(e) of the LGOIMA.
- For the total cost of alternative transport services provided for the Hobsonville Point, Devonport, Gulf Harbour and Half Moon Bay services for the period prior to 31 October 2022, please contact Fullers Group Limited As At does not hold this information therefore your request is refused under section 17(e) of the LGOIMA.

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.

Regards

A handwritten signature in blue ink, appearing to read 'Darek Koper', is shown within a light grey rectangular box.

Darek Koper

Group Manager Metro Service