

9 May 2016

Daniel
fyi-request-3878-9b7905c5@requests.fyi.org.nz

Dear Daniel

Local Government Official Information and Meetings Act 1987

CAS-266142-Y1H2Q0

Thank you for contacting Auckland Transport on 8 April 2016 requesting the following information:

1. **"Why is it that there is a delay in 'topping up' the AT HOP system in regards to credit online, where as it is almost instantaneous when I 'top up' my phone bill?"**

Online top ups are actioned via an overnight batch process through an external payment gateway. Therefore, if you add funds via your online account before 10pm on any day, those funds should be available on your AT HOP card and in your online account the next day. The funds will download to your AT HOP card when you next tag on via an AT HOP reader on a train platform, ferry platform or a bus. This will also occur should you go through the electronic gates at a train station or ferry terminal. This is because the information is stored on the card itself as opposed to online and the card must be presented to a card reader in order for the card information to update accordingly.

In some rare cases, it may take up to 72 hours for funds to be available on your AT HOP card and in your online account. This timeframe allows for the fact card readers on buses require a Wi-Fi connection (currently via the relevant bus depots) to download stored information to the central system and there may be occasions where a particular bus does not return to the depot at the end of the day causing a delay in the information being updated.

Alternatively, you can also set up an Auto Top Up which will ensure you always have enough funds in your AT HOP account to pay your fare. When your AT HOP balance drops below a nominated amount, your account is topped up automatically. These funds are available immediately on your card and are not subject to processing delays.

2. (a) **"Can I have a full list of all of the Wardens who ticket for parking offenses showing their ID numbers and the schedules / rosters with dates and times and locations where these Wardens will be as far into the future as possible?"**

Auckland Transport employs a Compliance Team of 163 staff to manage the greater Auckland Area on a rotational basis.

How we deploy staff across the region is safety sensitive information and is therefore withheld under section 7(2)(a) of the LGOIMA, which protects the privacy of natural persons, including that of deceased natural persons.

Attached is a schedule showing officer numbers and their allocated teams. The allocation represents region and who they report to and do not reference enforcement zones.

(b) In regards to location, if Auckland Transport runs a roster or schedule in regards to "Areas" for example:

Queen Street, Fort Street, High Street, Lorne Street = Area 1 Ponsonby Road, Franklin Road, Richmond Road = Area 2

Auckland Transport operates a range of beat and mobile zones. The attached map is how Auckland Transport allocates mobile zones across the CBD. The region is split into town and city centres which have beat areas assigned where restrictions are evident, these can be accessed off any maps system.

(c) And on the roster or schedule reference to these areas, I wish for such areas and the containing streets to be revealed. Or ultimately, with the registered schedule, it shows the physical streets where Wardens will be patrolling.

Auckland Transport is the dedicated Road Controlling Authority for greater Auckland. All public roads excluding highways fall under its jurisdiction. Private access ways and private land holdings are not included in jurisdiction.

Google Maps and printed versions of Wises Maps are available for all members of public; all of the managed roads are covered within these publicly accessible guides. How we deploy staff across the region is safety sensitive information and is therefore withheld under section 7(2)(a) of the LGOIMA, which protects the privacy of natural persons, including that of deceased natural persons.

- 3. "Can I receive a list of all the complaints against Bus Drivers, and their actions without disclosing their names. If their ID number can be shown, date and time the offense allegedly occurred as well as the bus route. I would like the period to be between 1/1/2014 and 31/12/2015"**

The attached statistics detail the total number of bus driver complaints, by operator between the period of 1 January 2014 and 31 December 2015.

In regards to your request for information relating to 'actions without disclosing their names, ID number, date and time the offense allegedly occurred as well as the bus route' this request would require extensive work to extract and manually collate and redact the data. Auckland Transport refuses this request under section 17(f) of the LGOIMA, as the information requested cannot be made available without substantial collation and research.

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 me on (09) 355 3553 during business hours, quoting

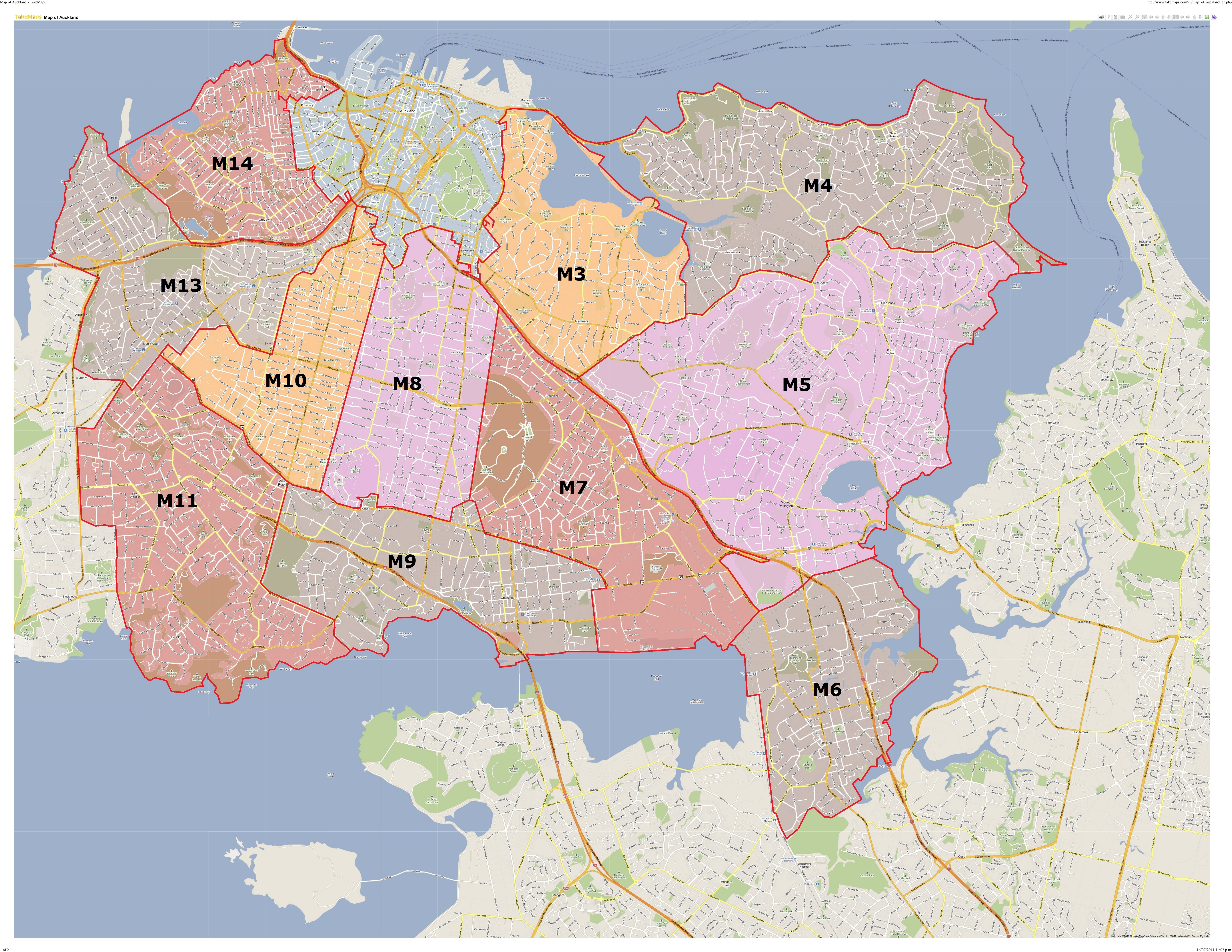
Local Government Official Information request number CAS-266142-Y1H2Q0.

Yours sincerely



Jo Naylor
Customer Liaison Team Leader

| Officer # | Team |
|-----------|----------------|
| 1001 | South 2 |
| 1002 | BUS LANE |
| 1003 | COMMUNITY 3 |
| 1005 | COMMUNITY 1 |
| 1006 | North 1 |
| 1010 | BUS LANE |
| 1011 | North 2 |
| 1012 | NIGHT SHIFT |
| 1013 | CBD 4 |
| 1014 | CBD 2 |
| 1015 | CBD 1 |
| 1016 | BUS LANE |
| 1017 | North 2 |
| 1018 | COMMUNITY 3 |
| 1019 | South 1 |
| 1023 | NIGHT SHIFT |
| 1025 | South 2 |
| 1026 | West |
| 1027 | NIGHT SHIFT |
| 1028 | South 1 |
| 1029 | CBD 2 |
| 1038 | WAIHEKE ISLAND |
| 1039 | WAIHEKE ISLAND |
| 1041 | South 2 |
| 1043 | CBD 2 |
| 1044 | CBD 4 |
| 1045 | West |
| 1049 | South 1 |
| 1050 | CBD 3 |
| 1051 | COMMUNITY 2 |
| 1054 | North 2 |
| 1056 | West |
| 1057 | South 2 |
| 1058 | CBD 4 |
| 1063 | South 1 |
| 1064 | CBD 2 |
| 1065 | COMMUNITY 1 |
| 1068 | West |
| 1069 | CBD 3 |
| 1071 | South 2 |
| 1074 | CBD 2 |
| 1075 | COMMUNITY 1 |
| 1076 | South 2 |
| 1077 | COMMUNITY 4 |
| 1079 | BUS LANE |
| 1081 | CBD 3 |
| 1082 | North 1 |
| 1083 | COMMUNITY 2 |
| 1085 | CBD 3 |
| 1086 | NIGHT SHIFT |
| 1087 | COMMUNITY 2 |
| 1088 | NIGHT SHIFT |
| 1090 | West |
| 1091 | COMMUNITY 1 |
| 1092 | WAIHEKE ISLAND |
| 1094 | CBD 1 |
| 1096 | COMMUNITY 2 |
| 1097 | BUS LANE |
| 1098 | BUS LANE |
| 1099 | BUS LANE |
| 1101 | COMMUNITY 2 |
| 1103 | West |
| 1105 | NIGHT SHIFT |
| 1106 | NIGHT SHIFT |
| 1108 | CBD 1 |
| 1110 | North 2 |
| 1111 | South 1 |
| 1112 | South 2 |
| 1113 | North 1 |
| 1119 | BUS LANE |
| 1121 | CBD 3 |
| 1123 | NIGHT SHIFT |
| 1126 | West |
| 1129 | South 2 |
| 1133 | COMMUNITY 3 |
| 1136 | CBD 2 |
| 1138 | North 2 |
| 1139 | South 1 |
| 1141 | South 1 |
| 1142 | COMMUNITY 1 |
| 1146 | CBD 4 |
| 1147 | South 1 |
| 1148 | COMMUNITY 2 |
| 1149 | COMMUNITY 3 |
| 1152 | BUS LANE |
| 1158 | COMMUNITY 4 |
| 1160 | South 1 |
| 1164 | CBD 4 |
| 1165 | COMMUNITY 1 |
| 1166 | NIGHT SHIFT |
| 1169 | North 1 |
| 1171 | CBD 4 |
| 1172 | COMMUNITY 4 |
| 1173 | COMMUNITY 1 |
| 1179 | CBD 4 |
| 1182 | North 2 |
| 1184 | COMMUNITY 4 |
| 1186 | BUS LANE |
| 1188 | North 1 |
| 1189 | COMMUNITY 4 |
| 1190 | South 2 |
| 1193 | CBD 4 |
| 1194 | North 1 |
| 1195 | COMMUNITY 3 |
| 1196 | CBD 3 |
| 1197 | CBD 3 |
| 1199 | South 2 |
| 1203 | COMMUNITY 2 |
| 1205 | CBD 2 |
| 1206 | CBD 2 |
| 1207 | COMMUNITY 4 |
| 1209 | COMMUNITY 3 |
| 1213 | COMMUNITY 2 |
| 1214 | North 1 |
| 1216 | South 1 |
| 1217 | COMMUNITY 4 |
| 1218 | CBD 1 |
| 1219 | CBD 2 |
| 1221 | CBD 1 |
| 1224 | CBD 1 |
| 1225 | South 1 |
| 1226 | COMMUNITY 2 |
| 1227 | CBD 3 |
| 1228 | COMMUNITY 4 |
| 1230 | COMMUNITY 3 |
| 1231 | CBD 3 |
| 1234 | CBD 3 |
| 1237 | COMMUNITY 1 |
| 1239 | South 2 |
| 1241 | CBD 1 |
| 1242 | South 2 |
| 1243 | South 2 |
| 1244 | COMMUNITY 1 |
| 1245 | COMMUNITY 3 |
| 1246 | COMMUNITY 2 |
| 1248 | CBD 1 |
| 1249 | CBD 2 |
| 1250 | CBD 4 |
| 1251 | CBD 4 |
| 1252 | CBD 1 |
| 1253 | COMMUNITY 2 |
| 1254 | COMMUNITY 3 |
| 1255 | COMMUNITY 4 |
| 1256 | COMMUNITY 1 |
| 1257 | North 2 |
| 1258 | CBD 1 |
| 1259 | CBD 3 |
| 1260 | CBD 4 |
| 1261 | North 1 |
| 1262 | North 2 |
| 1263 | COMMUNITY 3 |
| 1264 | COMMUNITY 2 |
| 1265 | CBD 2 |
| 1266 | COMMUNITY 4 |



M14

M4

M13

M3

M10

M8

M5

M11

M7

M9

M6

Statistics of Complaints on Bus Driver

Date Range: 01/01/14 ~ 31/12/15

I. Annual CRM Statistic

| | No. of Complaints on Bus Driver | | Total |
|--------------|---------------------------------|---------------------------|--------------|
| | Assigned to Operators | Not Assigned to Operators | |
| Year 2014 | 4,280 | 326 | 4,606 |
| Year 2015 | 2,253 | 213 | 2,466 |
| Total | 6,533 | 539 | 7,072 |

II. CRM Statistic by Operator

| Operator | No. of Complaints on Bus Driver per 100,000 Passenger Boarding |
|----------------------|--|
| NZ Bus | 6.48 |
| Ritchies | 7.77 |
| Urban Express | 5.08 |
| Tranzit | 15.68 |
| Howick & Eastern | 0.59 |
| Birkenhead Transport | 0.22 |
| Waiheke Bus Company | 1.22 |
| Bayes Coachlines | None |
| Sky Bus/ Air Bus | None |
| Murphys Bus | None |
| Party Bus Co. | None |

III. No. of Complaints on Bus Driver per 100,000 Passenger Boarding by Operator

