

18 February 2019

Felix Lee

[fyi-request-9498-433892da@requests.fyi.org.nz](mailto:fyi-request-9498-433892da@requests.fyi.org.nz)

Dear Felix

**Local Government Official Information and Meetings Act 1987**

**CAS-968299-B4L2Z5**

Thank you for your email dated 1 February 2019, requesting information about the Journey Planner and AT Mobile.

Currently, Journey Planner and AT Mobile are updated in real-time where a bus, train or ferry service are cancelled, by the operator contracted to provide the service on Auckland Transport's behalf. Please find attached screen shots 'A1' & 'A2' which shows what this looks like in the Journey Planner (Real-time Board) and AT Mobile (Live Journeys).

Auckland Transport is developing a new service in AT Mobile for train customers called 'Train Line Status'. This will allow customers to check the status of a train line in AT Mobile at any time. Further systems work is required before this is to be released to customers, which is planned for later in 2019. Please find attached screen shot 'C' of an early concept we are testing with customers.

We trust the above information has addressed your request however should you believe that we have not dealt with your request appropriately, you have the right in accordance with section 27(3) of the LGOIMA to make a complaint to the Office of the Ombudsman 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-968299-B4L2Z5.

Yours sincerely



**Kevin Leith**

Group Manager Market and Engagement

