



FREEDOM OF INFORMATION COVERSHEET

The following information is provided pursuant to section 28 of the *Freedom of Information Act 2016*.

FOI reference: 24-060

Information to be published	Status
1. Access application	Published
2. Decision notice	Published
3. Schedule	Published
4. Documents	Published
5. Additional information identified	Not applicable
6. Fees	Not applicable
7. Processing time (in working days)	44 days
8. Decision made by Ombudsman	Not applicable
9. Additional information identified by Ombudsman	Not applicable
10. Decision made by ACAT	Not applicable
11. Additional information identified by ACAT	Not applicable

From: [TCCS_FreedomOfInformation](#)
To: [CMTEDD FOI](#)
Cc: [Qadir, Masih](#)
Subject: RE: CMTEDDFOI 2024-112- Freedom of Information request
Date: Wednesday, 24 April 2024 10:51:00 AM

Good morning Aaron,

Thank you for providing us with a copy of the application, and for the context around the partial transfer request. An initial search of our records indicates we may hold relevant information for part two of the application (below) and accept partial transfer.

“Also, some time ago, ACT Government offered subsidy for Ride Share (mostly Uber) associated with general public venues like Multicultural Festivals. These subsidies were widely promoted and financed by tax and rate payers distributed by ACT Government Agency. Please provide relevant statistics like number of fares and the dollar value of subsidies.”

Kind regards,

Sam

Samantha Irons | Assistant Director

Phone: 02 6207 9242 | Email: TCCS.FOI@act.gov.au

Information Access | Procurement, Legal and Information Access | Transport Canberra and City Services Directorate | ACT Government

480 Northbourne Avenue, Dickson 2602 | GPO Box 158 Canberra ACT 2601 | www.act.gov.au

From: CMTEDD FOI <CMTEDDFOI@act.gov.au>
Sent: Wednesday, April 17, 2024 9:02 AM
To: [TCCS_FreedomOfInformation](#) <TCCS.FOI@act.gov.au>
Cc: CMTEDD FOI <CMTEDDFOI@act.gov.au>
Subject: CMTEDDFOI 2024-112- Freedom of Information request

OFFICIAL

Good morning Team,

CMTEDD has received the attached request for information, and have been advised by our line area that TCCS might also hold documents in relation to this request. particularly in relation to the second part of the request, It is their understanding that this was an initiative associated with night-rider bus as announced by the then Transport Minister [Uber works with government for cheaper bus fares | Riotact \(the-riotact.com\)](#)

Could you please confirm if TCCS accepts a Partial transfer?

Many thanks and Kind Regards

Aaron Neeves | Senior Freedom of Information Coordinator | Information Access Team

Ph: 6207 7754 | Email: CMTEDDFOI@act.gov.au

**Corporate | Chief Minister, Treasury and Economic Development Directorate | ACT
Government**

220 London Circuit, Canberra ACT 2601 | GPO Box 158 Canberra ACT 2601 | act.gov.au



- [Close Window](#)
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Case: 00886492

AC Internal Investigation		Access Canberra Owner	
Objective Reference No.		Feedback Assigned Status	Unresolved
Category	Government > Other	TCCS Status	
Comment category		TCCS Case Number	
Feedback Queues	AC Feedback	Case Reference Number	AC-00886492
Legacy Case ID		Contact Name	[REDACTED]
AC Form Type	Ask a Question (Other) - Webform	Contact Phone	[REDACTED]
Rejected Reason		Contact Email	[REDACTED]
		Case Origin	Web
		Priority	Medium
		Content Document Ids	069On000005rFu6IAE,

Contact Information (No Account)

First Name		Last Name	
Email		Phone	

Case Overview

Subject	FOI
Description	
Desired outcome	
AC Description	Full request on attachment.

Case Location

Block No.		Unit Plan	
Section No.		Postcode	
Street Address		State	
Suburb		Country	
Longitude		Latitude	
Formatted Address			

Complaint Categorisation & Assessment

CMT Category Level 1	Other Directorate	Date/Time of incident	
CMT Category Level 2	ACT Government Directorates	Complaint Start Date	
CMT Category Level 3	CMTEDD	Contacted other party?	
Voluntary Demographic Information?	<input type="checkbox"/>	Employer's Insurer	

Vehicle	Financial loss
Vehicle registration number	Further damage risk?
Drivers licence number or PVDAC	Involves vulnerable person?
Vehicle Colour	Is Complaint a Ministerial or Ombudsman
Vehicle Make	On going issue
Vehicle Model	Raised with third party?
Vehicle Moving	Referred Agency
Vehicle Type	Vulnerable person type
Audience type	

Demographic Information

Age	Income
Post code	Employment
Gender	

EDU - F&S Complaints & Feedback

Education Enquiry Type
EDU Complaint Category
EDU workflow
Type of School
School

Business Coordination

Preferred opening date
Business Type One
Business Type Two

Events

When do you plan on holding the event?	How many people attending event
Event start date	Non Profit or Community Organisation?
Event end date	Other event activities
Proposed activities for event	

Parking Operations

Parking Hours	Follow Up (Date)
Parking Type	Day(s) it occurs
	Time Frame

Public Flexible Transport

SES

Emergency Services
Same issue?

Sent to TCCS?

Number of Stories

Is this your
residence?

Permission to access
exterior of home

System Information

Created By [Redacted], 25/03/2024 11:57 PM

Last Modified By Jess Phimpravichith, 26/03/2024 8:47 AM

Case Record Type AC Feedback

Status Unassigned

Contact Information

Account Owner [Redacted]

Phone [Redacted]

Account Name [Redacted]

Fax

Type

Website

Industry

Employees

Billing Address

Shipping Address

Created By [Redacted], 25/03/2024 11:51 PM

Last Modified By [Redacted], 25/03/2024 11:51 PM

Description

Attachments

Re.Taxi Industry 2014-15

Size 13KB

Ownership [Redacted]

View [Download](#)

Last Modified 25/03/2024 11:57 PM

Case History

26/03/2024 8:47 AM

User Jess Phimpravichith

Action Changed CMT Category Level 3 to CMTEDD. Changed CMT Category Level 2 to ACT Government Directorates. Changed CMT Category Level 1 to Other Directorate.

25/03/2024 11:57 PM

[Redacted Case History Content]

Re. Taxi Industry

Under the Freedom of Information Act please release all relevant documents as described below.

Please supply with all meeting, briefs and correspondence that allowed Ride Share (predominantly Uber) drivers to provide paid services for customers within the ACT Jurisdiction Authority between October 2014 and November 2015.

Please also provide relevant statistic data collected by the appropriate Government Agency regarding Ride Share (mostly Uber) activity. While ACT Government collects such statistics for Taxi Industry it is widely believed that the same Ride Share statistic data is delivered to the Authorities.

Also, some time ago, ACT Government offered subsidy for Ride Share (mostly Uber) associated with general public venues like Multicultural Festivals. These subsidies were widely promoted and financed by tax and rate payers distributed by ACT Government Agency. Please provide relevant statistics like number of fares and the dollar value of subsidies.

I am making this request on behalf of ACT Taxi Plate Owners Association. I am the member of Executive Committee. We are asking for both, electronic and printed versions.

[REDACTED]

[REDACTED]



Freedom of Information Request - Reference 24-060

I refer to your access application under the *Freedom of Information Act 2016* (FOI Act) received by Transport Canberra and City Services (TCCS) on 24 April 2024. Your application was transferred in part by the Chief Minister, Treasury and Economic Development Directorate. It is my understanding that you sought access to the following government information:

“Please supply with all meeting, briefs and correspondence that allowed Ride Share (predominantly Uber) drivers to provide paid services for customers within the ACT Jurisdiction Authority between October 2014 and November 2015.

Please also provide relevant statistic data collected by the appropriate Government Agency regarding Ride Share (mostly Uber) activity. While ACT Government collects such statistics for Taxi Industry it is widely believed that the same Ride Share statistic data is delivered to the Authorities.

Also, some time ago, ACT Government offered subsidy for Ride Share (mostly Uber) associated with general public venues like Multicultural Festivals. These subsidies were widely promoted and financed by tax and rate payers distributed by ACT Government Agency. Please provide relevant statistics like number of fares and the dollar value of subsidies.”

TCCS accepted transfer of the following part:

“Also, some time ago, ACT Government offered subsidy for Ride Share (mostly Uber) associated with general public venues like Multicultural Festivals. These subsidies were widely promoted and financed by tax and rate payers distributed by ACT Government Agency. Please provide relevant statistics like number of fares and the dollar value of subsidies.”

Timeframes

In accordance with section 40(2)(a), a decision is due on your access application by 28 June 2024.

As you are aware, third-party consultation has been completed in accordance with section 38 of the FOI Act.

Authority

I am an Information Officer appointed by the Director-General under section 18 of the Act to deal with access applications made under Part 5 of the FOI Act.

Decision on access

In accordance with the FOI Act, a search of TCCS records has been completed and seven records have been identified as relevant to your application.

In reviewing the relevant information, it was identified that three records containing relevant data are currently available to the public. In accordance with section 43(1)(d) of the FOI Act, I am refusing to deal with your application where the information is already available. These documents are available:

- Hansard, Page 1061 and 1062- Week 03 - Thursday, 23 March 2017 ([here](#))
- Answer to questions taken on notice, page 1856 July 2017 ([here](#))
- OASIS Decision_Ministerial Briefs, pages 134 – 135, March 2018 ([here](#))

Upon reviewing the remaining four records and applying the public interest test under section 17 of the FOI Act, I have found it to be in the public interest to:

- Refuse access to one record; and
- Provide partial access to three records.

The reasons for my decision are detailed below in the statement of reasons.

Statement of Reasons

In reaching my access decision, I have taken the following into account:

- The FOI Act;
- The content of the documents that fall within the scope of your request; and
- The *Human Rights Act 2016*.

The FOI Act has pro disclosure bias, which requires information to be disclosed unless doing so would be contrary to the public interest. As an Information Officer, I must decide where, on balance, public interest lies in the disclosure of government information. Section 17(1) of the Act sets out the steps for completing the public interest test. As part of this process, I must identify all relevant factors in schedule 1 of the FOI Act. If no factor in schedule 1 is found relevant, I must then consider the factors listed in schedule 2 of the FOI Act and determine, on balance, where the public interest lies.

Schedule 1:

- No relevant sections identified.

Schedule 2:

Factors favouring disclosure (Schedule 2.1)

- Schedule 2.1(a)(i) - promote open discussion of public affairs and enhance the government's accountability.
- Schedule 2.1(a)(ii)- contribute to positive and informed debate on important issues or matters of public interest.
- Schedule 2.1(a)(viii) - reveal the reason for a government decision and any background or contextual information that informed the decision.

In reviewing the information within the records falling in scope of your application, I recognise that the information relates to services provided to the public under agreement between TCCS and Uber. I recognise that the information you seek includes costing data, and the agreement that the ACT Government pay 50% of the cost of eligible rides during promotional periods is public knowledge. I acknowledge that the expenditure of government funds is a matter of public interest. I consider that the information is likely to promote and contribute to informed discussions or

debate on this subject, as well as enhance government's accountability. I further consider that disclosure of information would reveal the reason for a government decision and any background or contextual information that informed a decision. I also acknowledge that the FOI Act has a pro-disclosure bias, in which the public interest test is not approached on the basis that there are empty scales in equilibrium, waiting for arguments to be put on each side. Rather, the scales are loaded in favour of disclosure.

Factors favouring non-disclosure (Schedule 2.2)

- Schedule 2.2(a)(ii) - prejudice the protection of an individual's right to privacy or any other right under the Human Rights Act 2016.
- Schedule 2.2(a)(xi) - prejudice trade secrets, business affairs or research of an agency or person.
- Schedule 2.2(a)(xiii) - prejudice the competitive commercial activities of an agency.

In the review of factors favouring non-disclosure in schedule 2.2, I have identified that some records contain personal information relating to third parties. I consider that this information is not readily available to the public and has come into the possession of TCCS with the expectation that it be handled in accordance with the Territory Privacy Principles and the *Information Privacy Act 2014*. I consider that the disclosure of this information is likely to prejudice the protection of an individual's right to privacy under the *Human Rights Act 2004*. I have allocated significant weight to this factor, and I find the disclosure of personal information to be, on balance, contrary to the public interest.

In reviewing the financial data, I identify that some of the information relates to the business affairs of Uber. I have considered that the information is required to be provided in aggregate form under contract, however when provided to TCCS the information was clearly stated to be commercially sensitive. While I consider the factors favouring disclosure of public expenditure, I recognise that the disclosure of the actual financial costs incurred by TCCS is likely to disclose commercially sensitive information of Uber as the costing agreement of 50% is public knowledge.

I consider that the disclosure of commercially sensitive information that is generally unknown is likely to prejudice the trade secrets and business affairs of tendering parties, including giving valuable insight and advantage to competitors. I further consider the relationship between TCCS and Uber, in particular the expectation that information which is commercially sensitive remains confidential. Actions contrary to this expectation are likely to prejudice the competitive commercial activities of TCCS as the risk of harm is likely to be broad reaching, extending to other government procurement activities. Parties considering entering into contract with TCCS require assurance that TCCS will act in good faith and treat commercially sensitive information as confidential. The ability for TCCS to attract suitable suppliers and obtain commercially sensitive information is significant to procurement processes. For these reasons, I place significant weight on schedule 2.2(a)(xi) and 2.2(a)(xiii) and find the disclosure of third party commercially sensitive information to be, on balance, contrary to the public interest.

I have found that factors favouring disclosure can be met with the deletions applied to information that is, on balance, contrary to the public interest. A list of relevant records is enclosed at [Attachment A](#), with a copy of the relevant information at [Attachment B](#).

Charges

In accordance with *Freedom of Information (Fees) Determination 2018*, a fee of \$0.35 per page of information disclosed, except for the first 50 pages, may be applied to an access application. No fees are applicable to this application as the number of pages being released are within the fee-free threshold.

Online publishing – disclosure log

Under section 28 of the Act, TCCS maintains an online record of access applications called a disclosure log. In accordance with section 28, your application, my decision, and the information disclosed to you will be published within 3 – 10 business days. Your personal information will be removed prior to publication. You may view the TCCS' disclosure log [here](#).

Ombudsman review

My decision on your access request is a reviewable decision as identified in Schedule 3 of the Act. You have the right to seek an Ombudsman review of this outcome under section 73 of the Act within 20 working days from the day that my decision is published in TCCS' disclosure log, or a longer period allowed by the Ombudsman.

If you wish to request a review of my decision, you may write to the Ombudsman at:

The ACT Ombudsman
GPO Box 442
CANBERRA ACT 2601
Via email: actfoi@ombudsman.gov.au

ACT Civil and Administrative Tribunal (ACAT) review

Under section 84 of the Act, if a decision is made under section 82 on an Ombudsman review, you may apply to the ACAT for review of the Ombudsman decision. Further information may be obtained from ACAT at:

ACT Civil and Administrative Tribunal
GPO Box 370
CANBERRA CITY ACT 2601
Telephone: (02) 6207 1740
www.acat.act.gov.au

If you have any queries concerning the directorate's processing of your request, or would like further information, please contact the TCCS FOI team on (02) 6207 2987 or email to tccs.foi@act.gov.au.

Yours sincerely



Lisa Johnson
Information Officer

28 June 2024

ATTACHMENT A - ACCESS APPLICATION SCHEDULE, FREEDOM OF INFORMATION

Reference Number: 24-060

Please be aware that under the *Freedom of Information Act 2016*, some of the information provided to you will be released to the public through the ACT Government's Open Access Scheme. The Open Access release status column of the table below indicates what documents are intended for release online through open access.

Personal information or business affairs information will not be made available under this policy. If you think the content of your request would contain such information, please inform the contact officer immediately.

Information about what is published on open access is available online at: https://www.cityservices.act.gov.au/about-us/freedom_of_information/disclosure-log

Factors favouring non-disclosure:

Schedule 2.2(a)(ii) - prejudice the protection of an individual's right to privacy or any other right under the Human Rights Act 2016.

Schedule 2.2(a)(xi) - prejudice trade secrets, business affairs or research of an agency or person.

Schedule 2.2(a)(xiii) - prejudice the competitive commercial activities of an agency.

Reference number	Page number	Description	Date	Status	Reason for non-release or deferral	Open Access release status
1	-	01. Email - FW: Night Rider + Uber - Partnership Update	19 January 2017	Refused	Schedule 2.2(a)(xiii) Schedule 2.2(a)(xi) Information which is outside the scope of the application	Decision to be published on the TCCS Disclosure Log .
2	1 - 4	01. Late Night Rapid - December 17	24 January 2018	Partial access	Schedule 2.2(a)(ii) Schedule 2.2(a)(xiii) Schedule 2.2(a)(xi)	
3	5 - 24	02. LNR Report_May 2019	May 2019	Partial access	Schedule 2.2(a)(ii)	

					Schedule 2.2(a)(xiii) Schedule 2.2(a)(xi)	
4	25 - 30	03. Uber Late Night Rapid - 2019 results	1 March 2019	Partial access	Schedule 2.2(a)(ii) Schedule 2.2(a)(xiii) Schedule 2.2(a)(xi)	
Total number of documents: 3						

Late Night Rapid Results

[REDACTED] Policy Associate

[REDACTED] Operations Manager

[REDACTED] Operations Associate

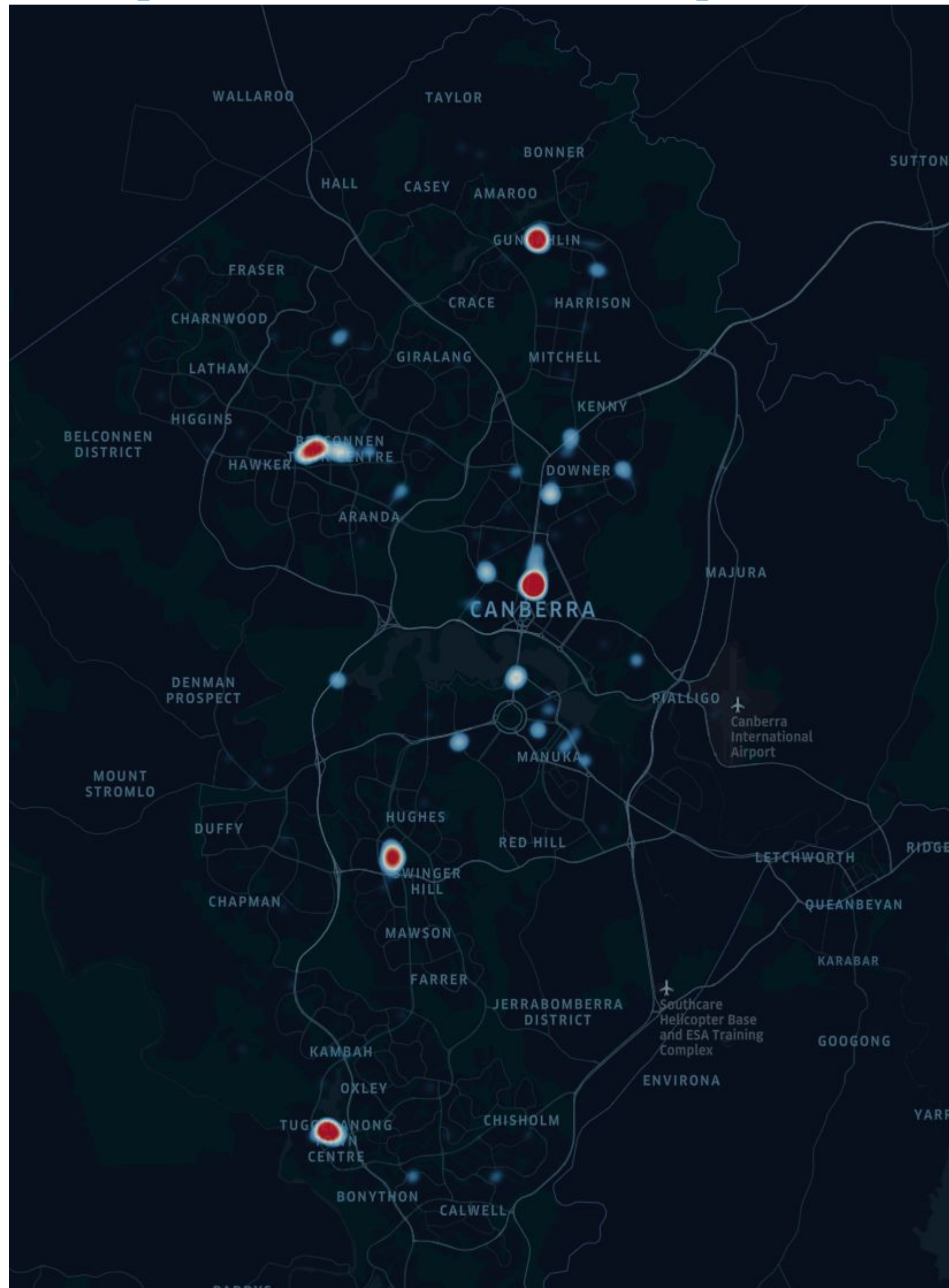
24th January, 2018

UBER

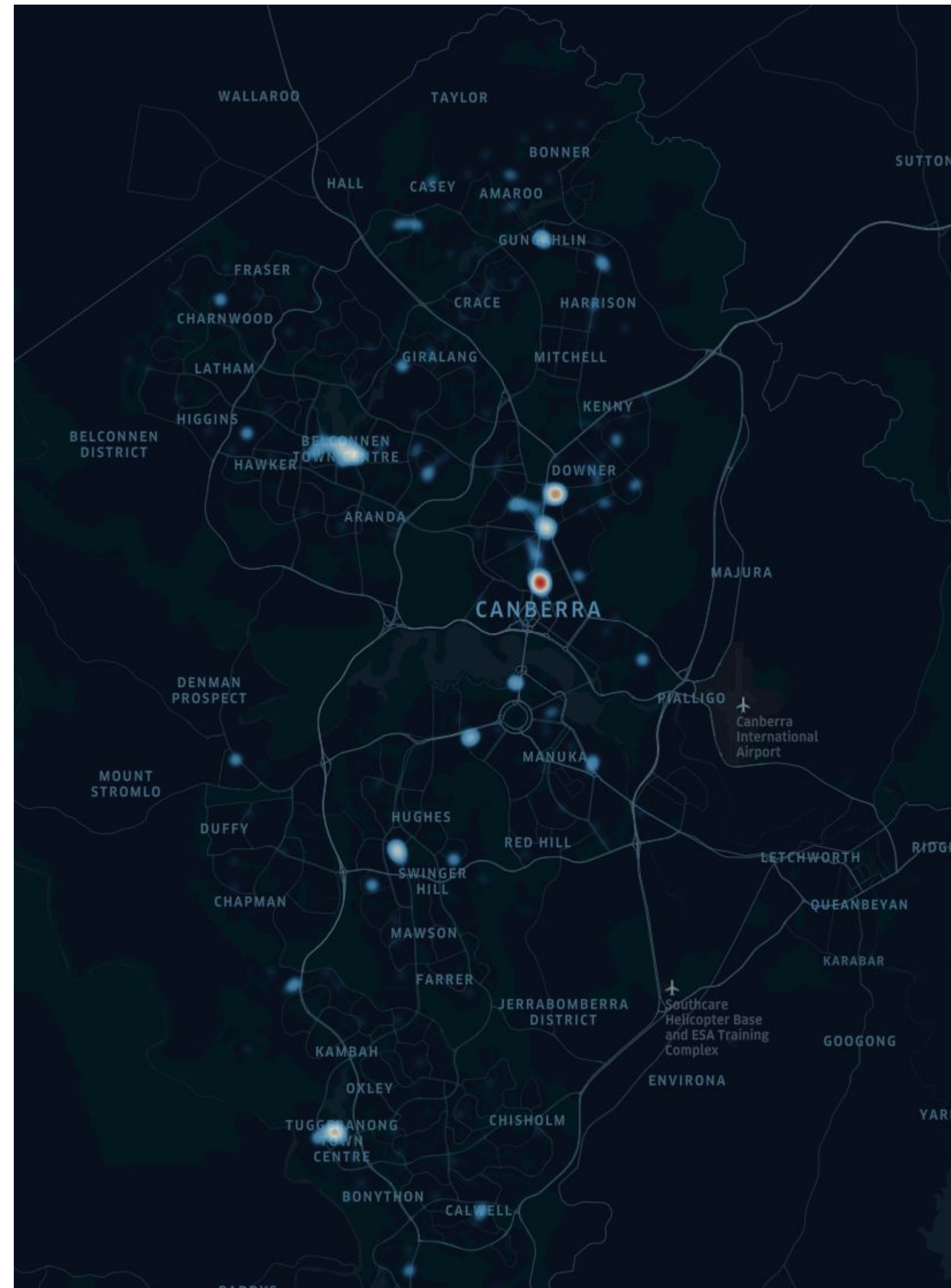
Aggregate Trip Metrics

Period	Dates	Trip Count	Average Trip Distance (Km)	Average Trip Fare (\$)	Trip Duration (mins)
Week 1	8th - 9th December	56	4.94		7.39
Week 2	15th - 16th December	98	5.79		8.58
Week 3	22nd - 23rd December	27	5.18		7.75
Week 4	31st December	69	5.22		7.74
Overall		250	5.38		7.99

Request and Drop-Off Locations



Request Locations



Drop-Off Locations

Promotion Amount Redemption

The \$10.00 discount applied to Late Night Rapid trips consists of a \$5.00 discount to be paid by Transport Canberra and an additional \$5.00 to be paid by Uber if the customer exceeds the initial \$5.00 discount.

Period	Dates	Promo Amount Redeemed (\$)	Invoice to TC (\$)
Week 1	8th - 9th December		
Week 2	15th - 16th December		
Week 3	22nd - 23rd December		
Week 4	31st December		
Total			



Transport Canberra

On behalf of Transport Canberra and City Services

CAMPAIGN OVERVIEW



ACT
Government



Transport Canberra

Late Night Rapids

Transport Canberra has provided the Late Night Rapid bus services for the community since 2016.

The Late Night Rapid service model sees the extension of the Blue and Red Rapid services run until 2:00am, connecting passengers between the City and servicing major bus stations through the festive season including Gungahlin, Belconnen, Kingston, Woden and Tuggeranong.

The services are used for special events, such as Christmas, New Year's Eve and the National Multicultural Festival.

The implementation of temporary Late Night Rapids has been developed to assist with the decline in patronage over the past years and to provide customers with an improved experience for night time transport.



Late Night Rapids

Along with the above service model, a partnership with Uber was established to assist passengers in connecting their journey home from major bus stations. As an incentive for passengers a \$10 discount was applied to their Uber trip through the use of the Uber mobile phone app.

This partnership provides passengers with greater transport options, a better customer experience and a more cost effective way of travelling in and out of the City during the festive season.

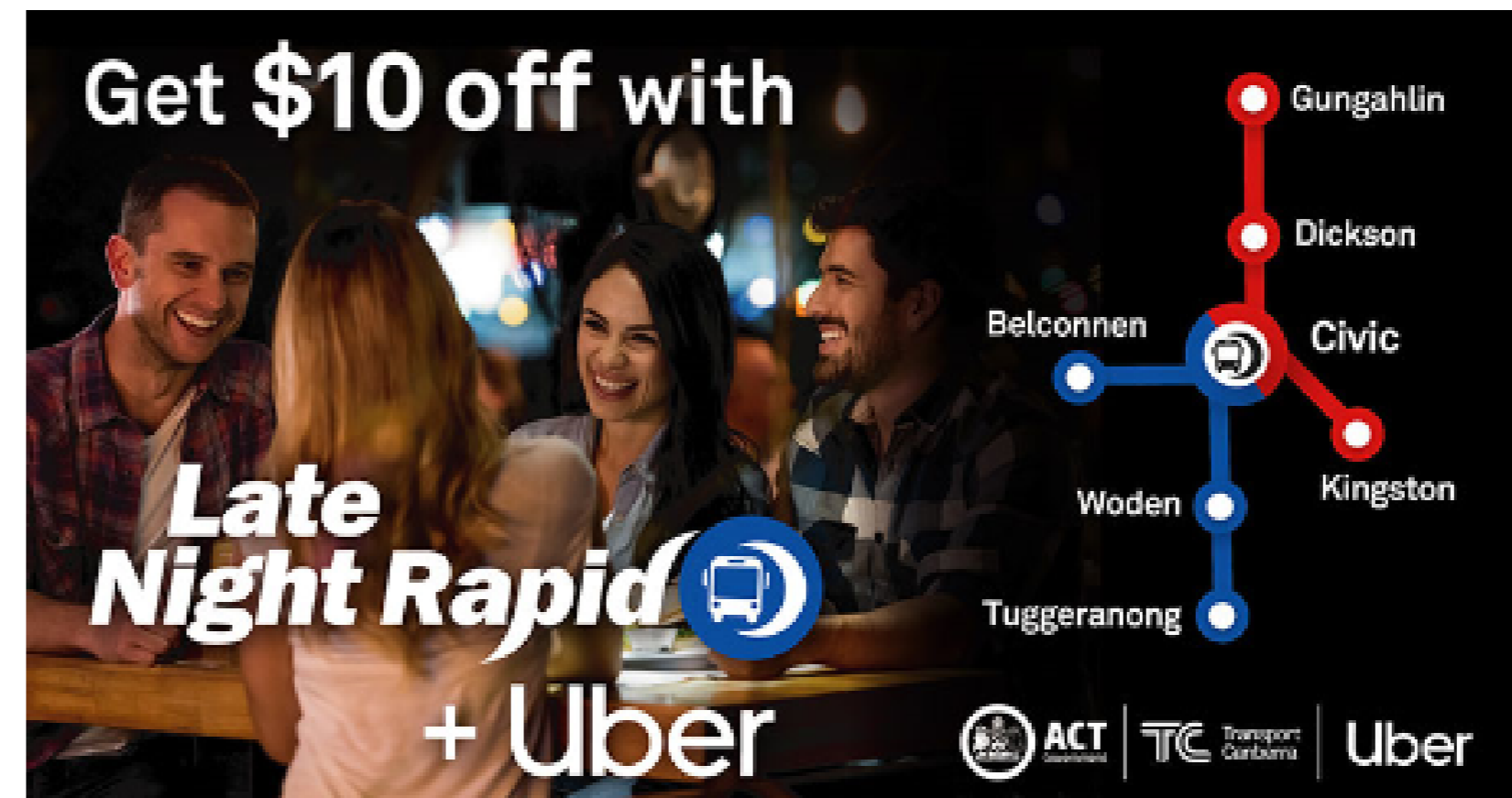


TC WEBSITE & SOCIAL MEDIA

TC website



Festive Season Late Night Rapid Services



Transport Canberra, in partnership with Uber, are getting you home this festive season!

Transport Canberra's Late Night Rapid Services provide you with the opportunity to connect between the City, Gungahlin, Belconnen, City, Kingston, Woden, Tuggeranong and Belconnen.

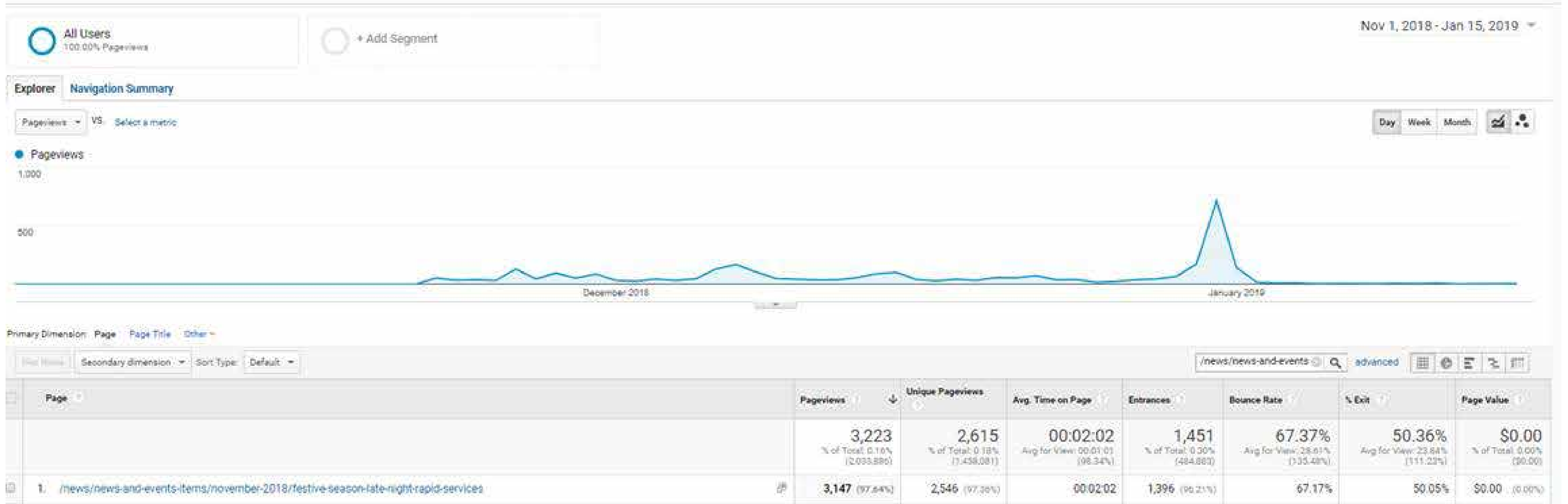
Passengers will receive **\$10 off their Uber trip** in conjunction with rides on Late Night Red and Blue Rapids, to connect you home. Download the Uber app now.

When

Late Night Rapid services will run every 20 minutes up until 2:00am on:



TC website



Total 3223 page views

Social Media



December 2018

TC Facebook:

- 21 posts on Facebook
- 8x paid posts - \$1,000 in total
- Reached 84,529 people (*organic and paid*)
- 160,196 impressions (*no. times your Page's post entered a person's screen*)
- 1,815 engagements (*commented, liked, clicked etc.*)



Transport Canberra

Published by Kate Davey [?] · December 21, 2018 ·

If you are planning to celebrate the New Year in the City our Late Night Rapids will connect you to Gungahlin, Belconnen, City, Kingston, Woden and Tuggeranong.

Services on both the Blue and Red Rapids will run approximately every 10 minutes getting you to and from the City.

Transport Canberra is teaming up with Uber, to make it safer and easier to enjoy a night out, with the Late Night Rapid bus service.

You simply must use the Uber app to get a ride to and from their nearest bus interchange (excluding the City) and you will automatically receive \$10 off your trip.

MyWay card and cash payments are accepted on Late Night Rapid services.

Further details about the Late Night Rapids including departure times and Platform information is available on our website: bit.ly/LateNightRapids2018

#PartySafe CBR NightCrew



9,768
People Reached

310
Engagements

Boost Again



December 2018

TC Twitter:

- 18 posts on Twitter
- 23,842 impressions
- 107 engagements



Heading into the City this festive season? Travel with **#TC** Late Night Rapid Services in partnership with **@Uber_Australia!** Late Night Rapids provide you with the opportunity to connect between major bus stations & receive \$10 off your Uber trip: bit.ly/LateNightRapid... **#PartySafe**



10:00 AM - 26 Nov 2018

1 Like



1



National Multicultural Festival 2019

TC Facebook:

- 5 posts on Facebook
- 3x paid posts - \$150 in total
- Reached 17,185 people (organic and paid)
- 27,356 impressions
- 353 engagements



Transport Canberra

Published by Kate Davey [?] · February 8 · 🌐

Heading the National Multicultural Festival this year? Avoid the hassle of driving in and out of the City and catch a bus! Services on both the 300 Blue and 200 Red Rapids are running approximately every 20 minutes getting you to and from the City.

Partnering with Uber, the Late Night Rapids will create an inexpensive and convenient public transport option to get Canberrans in and out of city on Friday 15 Feb and Saturday 16 Feb. Connect with Uber until 3am to receive a discount!

Regular fares apply. MyWay card and cash payments are accepted on Late Night Rapid services.

For further information, visit the TC website: bit.ly/LNRforNMF2019



Transport Canberra

Government Organization

Send Message

5,312
People Reached

157
Engagements

Boost Again



National Multicultural Festival 2019

TC Twitter:

- 5 posts on Twitter
- 9,954 impressions
- 77 engagements



The @NatMultiFest is on this weekend! Need a convenient way to get to and from the festival? Our Late Night Rapids are running until 2am on Fri 15 Feb and Sat 16 Feb. Connect with Uber until 3am for a discount! More info: bit.ly/LNRforNMF2019



10:00 AM - 11 Feb 2019

5 Retweets 5 Likes



1 5 5

CONTRACTUAL AGREEMENT

Late Night Rapids

Through the Uber App, Uber or an Uber affiliate will facilitate Transport Canberra's passengers with connecting services for the Late Night Rapids for the first and last legs of their journey.

Uber App users who travel to or from Late Night Rapid bus stops during the Festive Season and/or Multicultural Festival, will receive a discount of up to \$10.00 off their ride.

For trips greater than \$10.00 the discount will be funded as follows:

- Transport Canberra to pay the first \$5.00 (including GST if applicable); and
- Uber to pay an additional \$5.00 (including GST if applicable)

For trips lower than \$10.00 the discount will be funded as follows:

- Both Transport Canberra and Uber to split the cost of the fare so each party funds half (including GST if applicable)

This discount is limited to two (2) times, up to \$10.00 discounts for each customer per operational day (outlined in Section 3).



ACT
Government



Transport Canberra

BOARDINGS & RECORDINGS

Late Night Rapids 2017*

Boardings and recordings

Date	Boardings
8 December	82
9 December	55
15 December	141
16 December	76
22 December	49
23 December	53
31 December	1388
Total	1844

Metric	Total Trip Count	Total Distance Travelled (km)	Average Fare (AUD)	Average Distance Travelled (km)	Promo Amount Redeemed (\$)	Invoice to TC (\$)
December 2017	250	1345		5.38		

Conversion – 1594 did not continue with Uber

*Revised numbers based on specific weekends outlined in the Agreement

Late Night Rapids 2018*

Boardings and recordings

Date	Boardings
7 December	120
8 December	64
14 December	177
15 December	128
21 December	175
22 December	62
31 December	1130
Total	1856

Metric	Total Trip Count	Total Distance Travelled (km)	Average Fare (AUD)	Average Distance Travelled (km)	Promo Amount Redeemed (\$)	Invoice to TC (\$)
December 2018	130*	687.47		4.55		

Conversion – 1726 did not continue with Uber

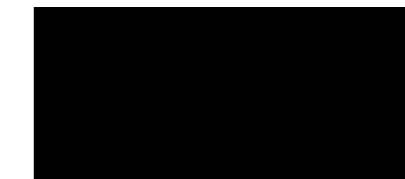
*Revised numbers based on specific weekends outlined in the Agreement

COSTS

Costs 2017

2017 TOTAL LATE NIGHT RAPID COST	
Drivers	\$22,685.83
Marketing/ Advertising*	\$10,000.00
Customer Service	\$9,800.09
Supervisors (and Comms TO)	\$11,935.35
Cleaners	\$6,107.39
Mechanics	\$1,684.62
Bus Running	\$16,219.92
Uber	
Total	

Cost per customer =



*Based on approved communications budget

Thank you.



Late Night Rapid Results

██████████ NSW/ACT State Manager

██████████ Public Transport Manager

██████████ Public Policy Manager

██████████ Marketing Manager

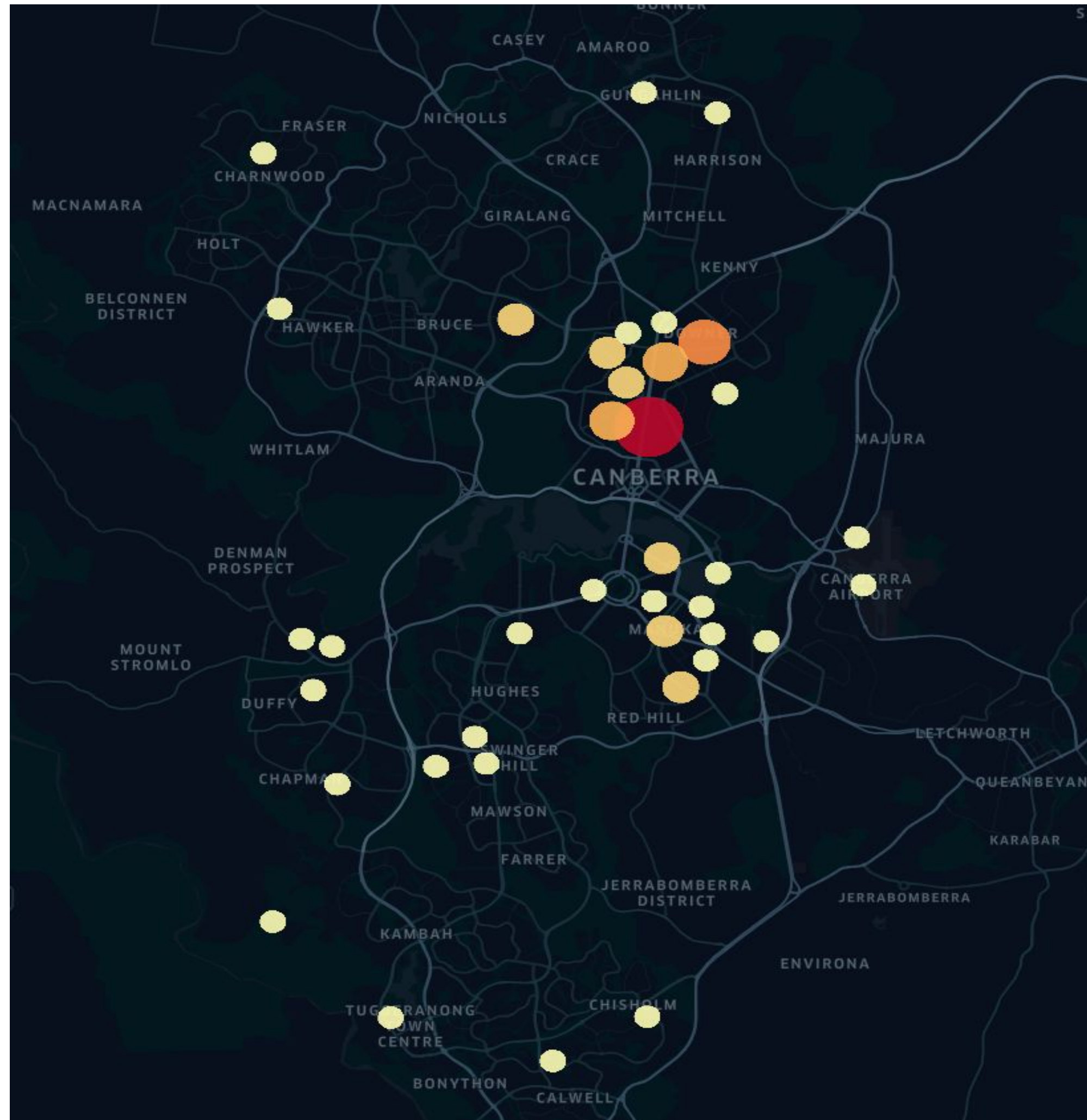
1 March 2019

UBER

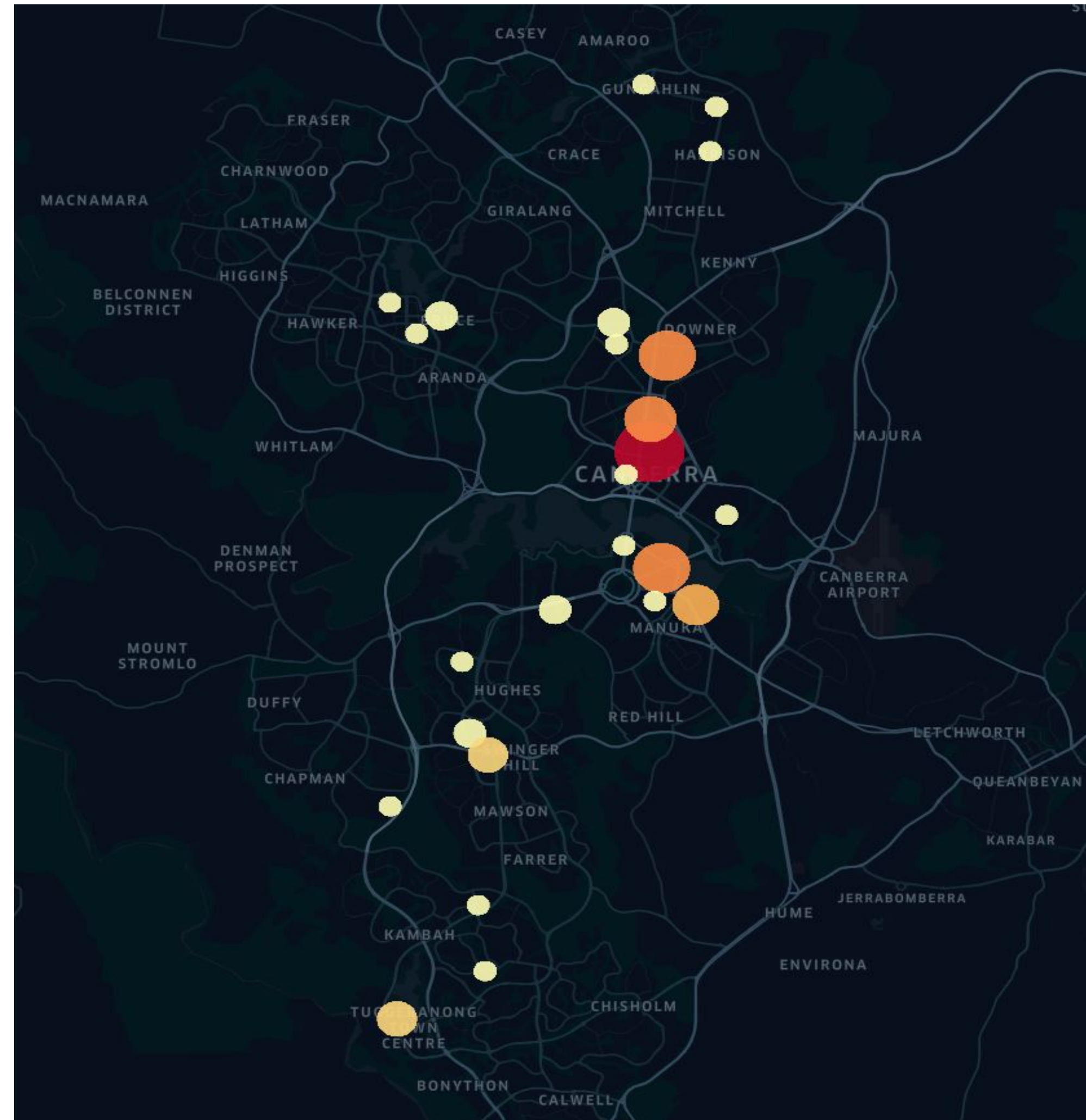
Aggregate Trip Metrics

Metric	Total Trip Count	Total Distance Travelled (km)	Average Fare (AUD)	Average Distance Travelled (km)	Promo Amount Redeemed (\$)	Invoice to TC (\$)
December 2018	151	687.47		4.55		
Multicultural Festival 2019	59	267.91		4.54		

December 2018 - First Mile (2pm-11pm)

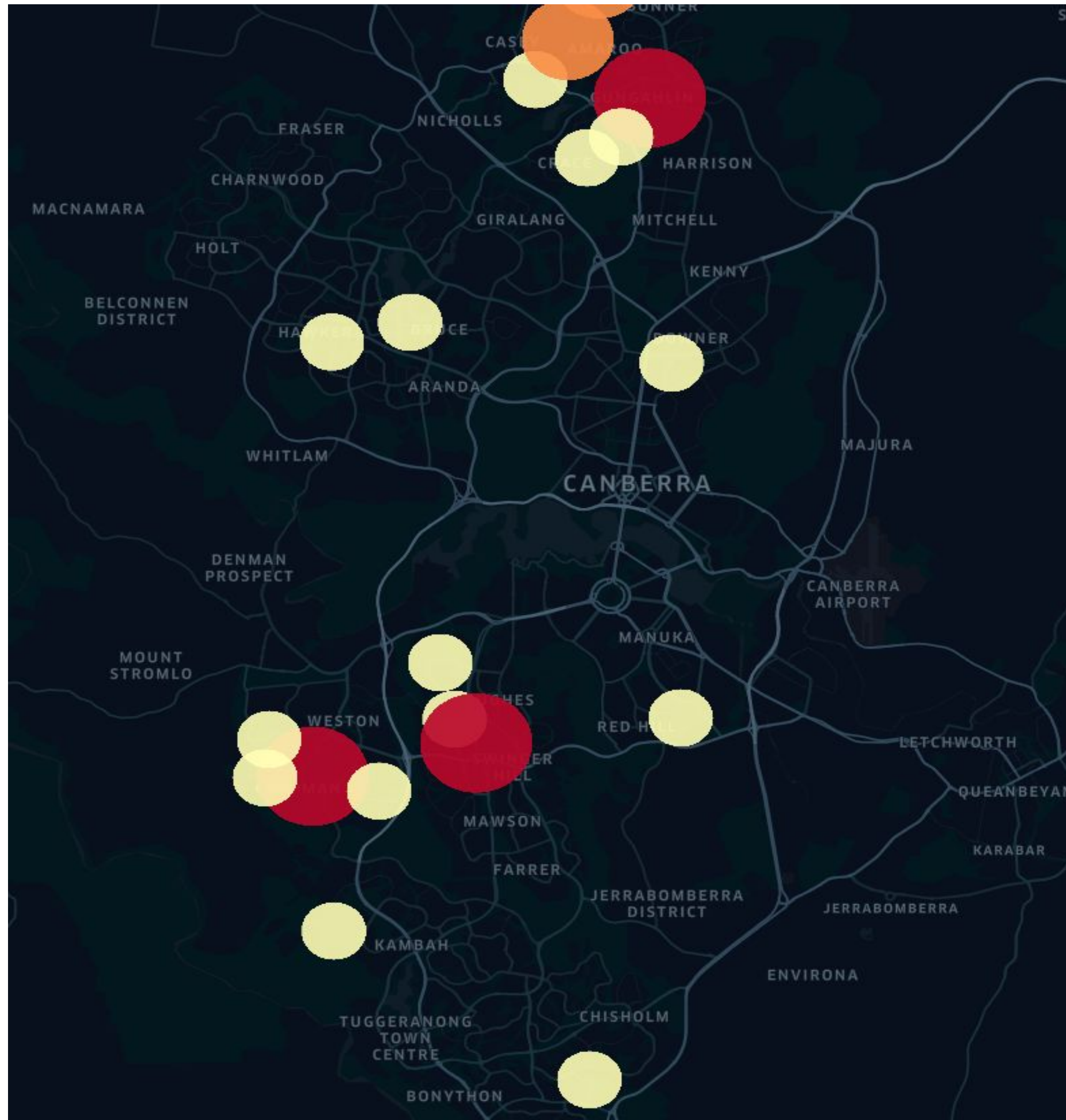


Pick-up hotspots

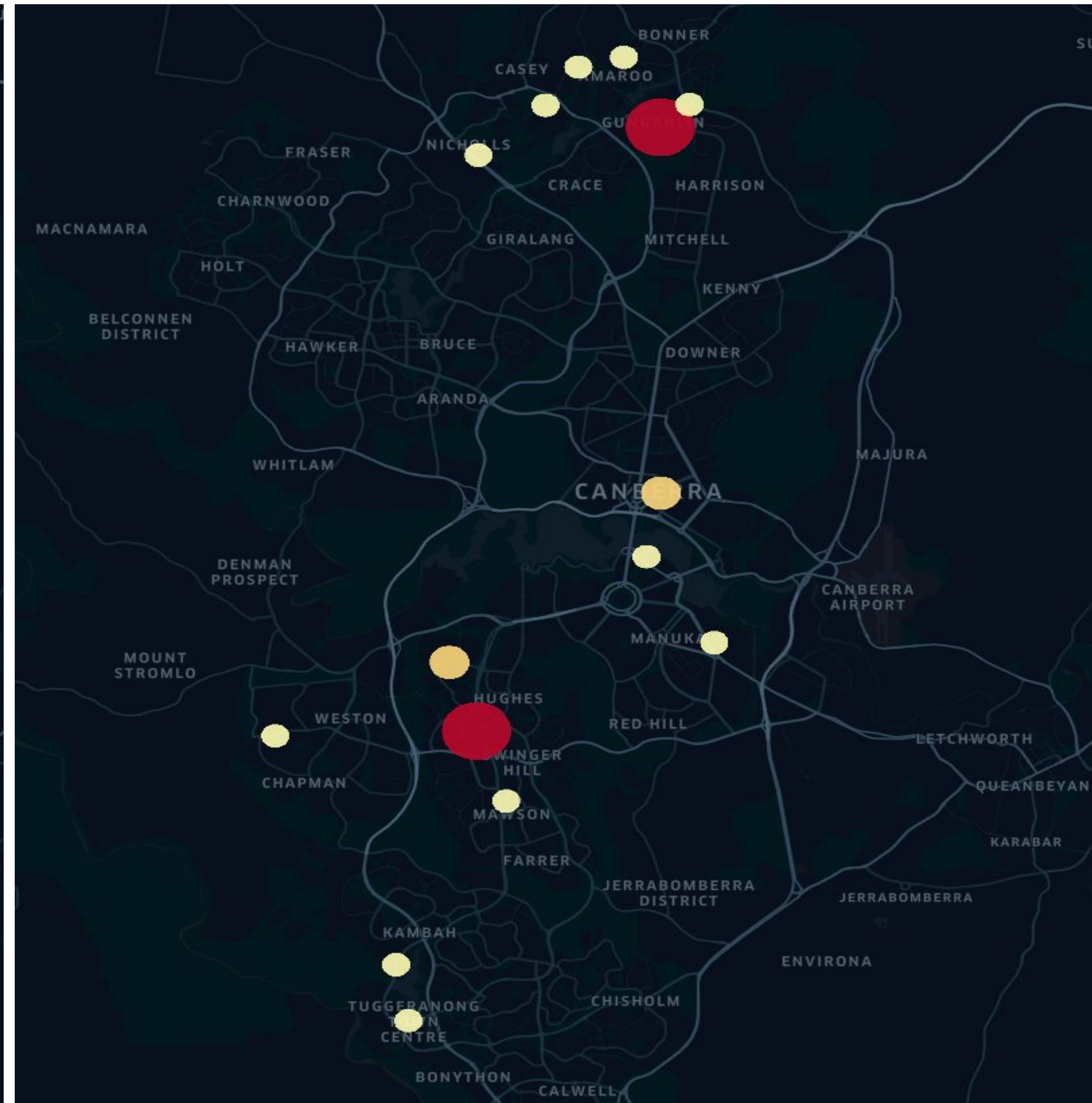


Drop-off hotspots

Multicultural Festival 2019 - First Mile (2pm-11pm)

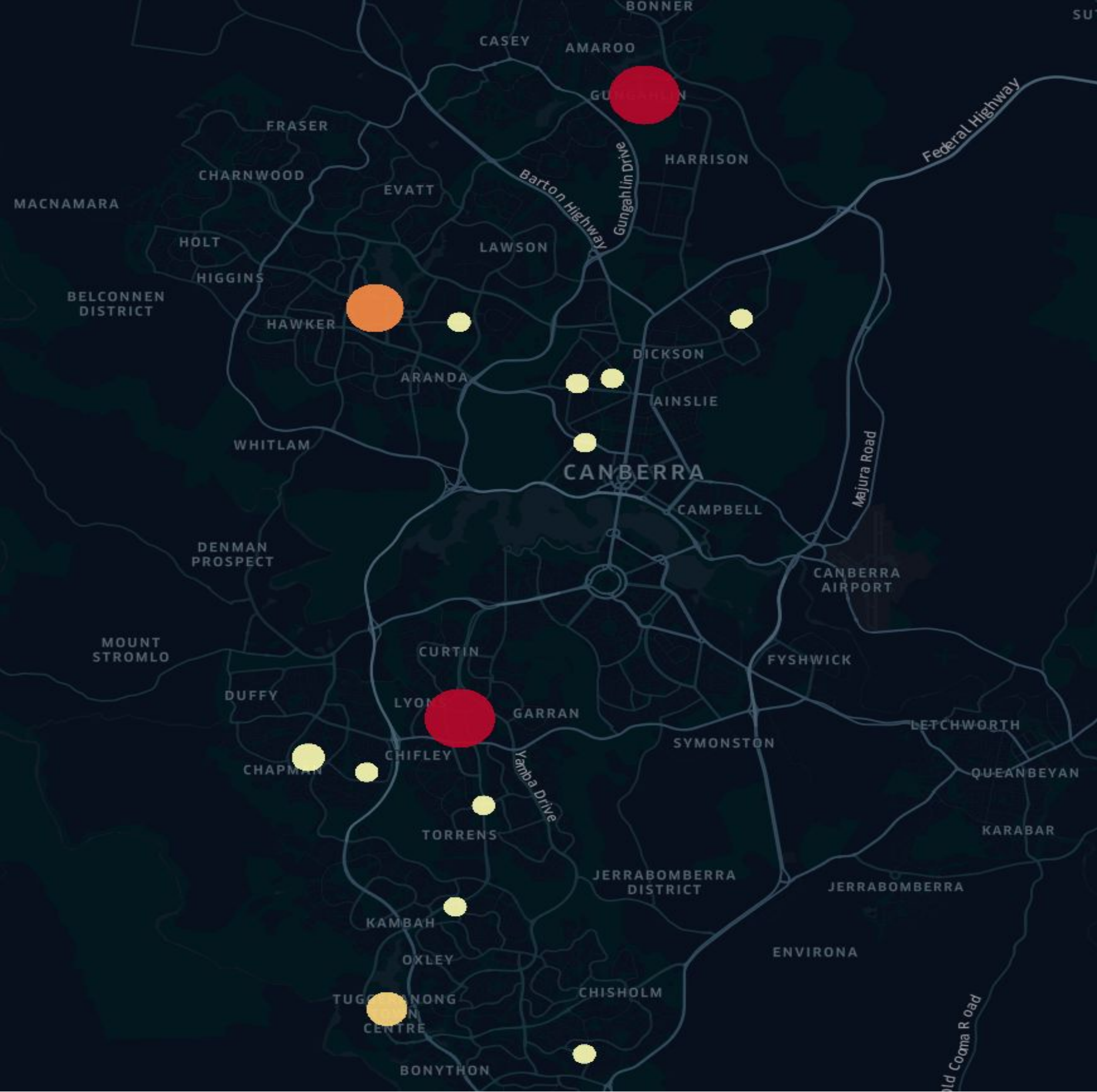


Pick-up hotspots

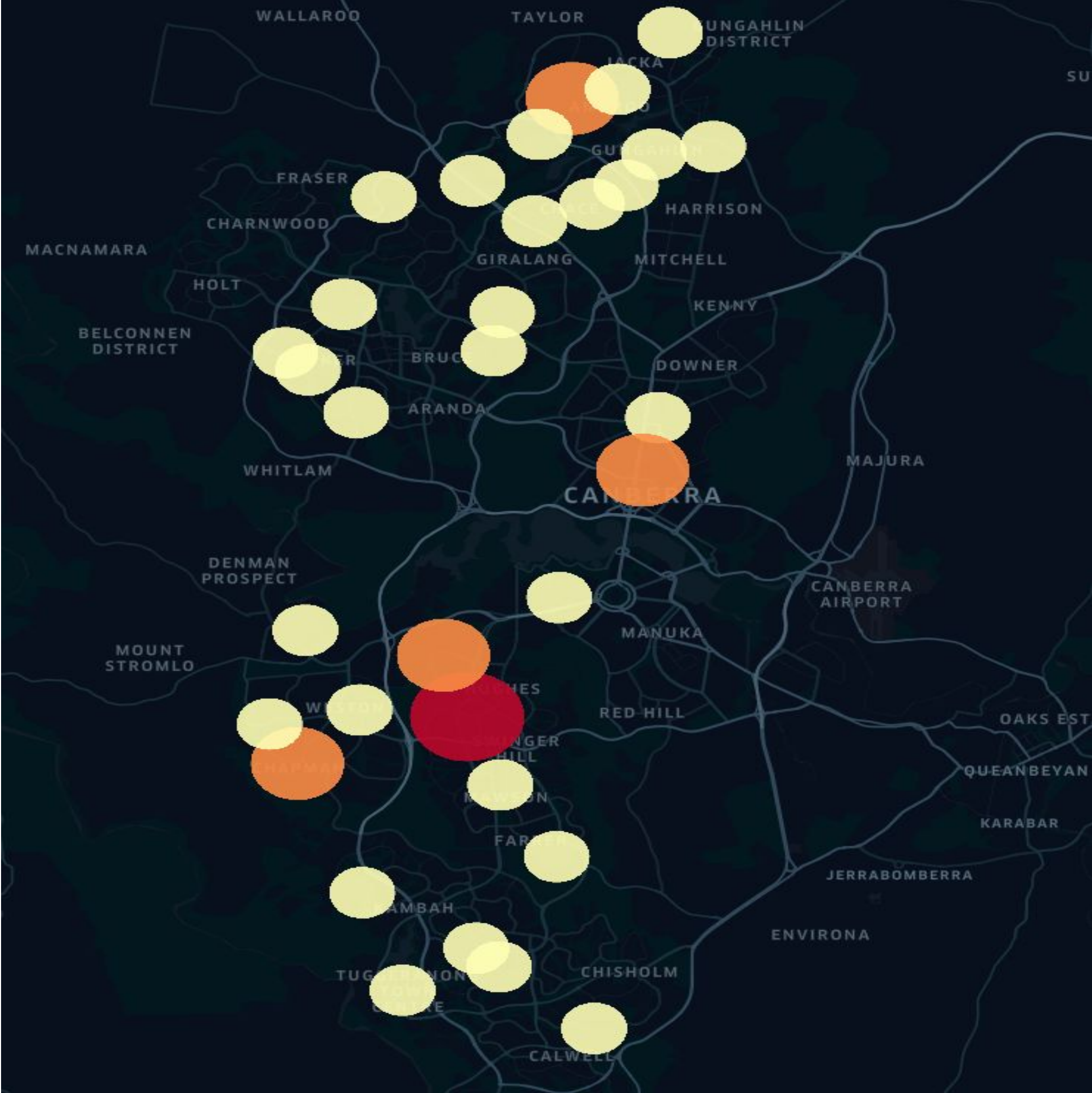


Drop-off hotspots

Multicultural Festival 2019 - Last Mile (9pm-3am)



Pick-up hotspots



Drop-off hotspots