

26 March 2014

H Noonan

[fyi-request-1493-1ab850db@requests.fyi.org.nz](mailto:fyi-request-1493-1ab850db@requests.fyi.org.nz)

Dear H Noonan

**Local Government Official Information and Meetings Act 1987 (LGOIMA)**

**CAS-210320-Q4Z4H7**

Thank you for your email dated 2 March 2014, which Auckland Transport received on the same date requesting:

- "how many passengers using AT Hop cards were overcharged on the Howick & Eastern Nite Rider services on the morning of February 23 2014,
- how many of those passengers contacted Auckland Transport to claim a refund,
- how many of those passengers were contacted by Auckland Transport to tell them they had been overcharged,
- how many of those passengers received their refunds within 72 hours, as promised to myself by the Howick & Eastern driver and an Auckland Transport phone operator on February the 23<sup>rd</sup>,
- the longest length of time the affected passengers had to wait to receive their refunds."

**How many passengers using AT Hop cards were overcharged on the Howick & Eastern Nite Rider services on the morning of February 23 2014.**

One passenger was overcharged on the Howick and Eastern Nite Rider service on 24 February 2014 due to a system error preventing the customer from being able to tag off.

A further six customers were incorrectly charged as the result of an identified system error which has since been rectified.

**How many of those passengers contacted Auckland Transport to claim a refund?**

Two customers contacted Auckland Transport to request refunds.

**How many of those passengers were contacted by Auckland Transport to tell them they had been overcharged?**

Six of the seven affected customers have been contacted by Auckland Transport to advise the overcharge occurred and a refund has been applied.



The seventh customer used an unregistered AT HOP card and we are therefore unable to contact them or issue a refund.

**How many of those passengers received their refunds within 72 hours, as promised to myself by the Howick & Eastern driver and an Auckland Transport phone operator on February the 23<sup>rd</sup>?**

**&**

**The longest length of time the affected passengers had to wait to receive their refunds?**

Once Auckland Transport became aware of the issue, we then checked the relevant trips to identify any and all customers who were affected.

All refunds were then processed on 7 March 2014.

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 Ombudsmen to seek an investigation and review in regard to this matter.

If you have any further queries please contact Auckland Transport on 355 3553 quoting Official Information request number CAS-210320.

Yours sincerely



Mark Lambert  
Group Manager Public Transport