

7 May 2014

Dan Hawke

[fyi-request-1600-3718bc42@requests.fyi.org.nz](mailto:fyi-request-1600-3718bc42@requests.fyi.org.nz)

Dear Mr Hawke

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

**CAS-247463-K6F3V7**

Thank you for your email dated 8 April 2014, which Auckland Transport received on the same date requesting "the following information related to AT HOP Refund Requests in the last six months:

1. The number of refund requests received by disputing an AT HOP transaction through the AT HOP web site ("Request a Refund" on a registered AT HOP card), and if possible split out by the customer reason selected (Forgot to tag off/Wrong Fare/Another reason).
  2. The number of these refund requests that were accepted and processed.
  3. The number of these refund requests that were declined, and the proportion of these that the customer was informed and if possible, split out by the reasons why the refund was declined.
  4. The average duration for a refund request to be responded to."
- 1. The number of refund requests received by disputing an AT HOP transaction through the AT HOP web site ("Request a Refund" on a registered AT HOP card), and if possible split out by the customer reason selected (Forgot to tag off/Wrong Fare/Another reason).**

The total number of refund requests disputing an AT HOP transaction received for the past six months is 38,062. As the reason for a refund request is provided by the customer in a "free text" field rather than classified under a specific category, we do not hold this information and therefore decline this portion of your request in accordance with section 17(e) of the LGOIMA in that the document alleged to contain this information does not exist.

However, I can confirm the majority of disputed transaction requests are due to the customer forgetting to tag off or being charged the wrong fare.

- 2. The number of these refund requests that were accepted and processed.**  
Of the total number of requests received, 27,416 were accepted and processed.

**3. The number of these refund requests that were declined, and the proportion of these that the customer was informed and if possible, split out by the reasons why the refund was declined.**

6,889 requests were declined however customers were not informed in all 6,889 cases due to the fact some cases were duplicates. In this case the customer would only receive one notification relative to all duplicate requests.

There is no limit to the number of requests a customer can submit online however, where multiple requests are received for the same customer, they would be processed in one combined transaction and response, and the additional duplicate cases would be "rejected."

As with the reason for a refund request, the reject field is also a "free text" field and not classified under a specific category. As we do not hold this information we also decline this portion of your request in accordance with section 17(e) of the LGOIMA in that the document alleged to contain this information does not exist.

However, I can confirm the main reason for declining these requests is due to the fact the request was a duplicate or had already been resolved via a separate case through the Customer Service Team.

**4. The average duration for a refund request to be responded to.**

We aim to respond within 10 working days. Of all refunds approved online in the past six months, 417 were processed outside of this timeframe, with the average time of approximately 24 days.

Auckland Transport has concentrated on improving this timeframe and I can confirm the average time between the request being received by Auckland Transport and responded to is currently at 20.04 hours. Please note this is the overall average for all refund request transactions for the past six months.

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-247463-K6F3V7.

Yours sincerely



Mark Lambert  
Group Manager Public Transport