

16 July 2020

Hemant

[fyi-request-13059-9783e055@requests.fyi.org.nz](mailto:fyi-request-13059-9783e055@requests.fyi.org.nz)

Kia ora Hemant,

**The information you requested - CAS-154735-W3W6K2**

Thank you for your request for information dated 9 June 2020 about LGOIMA requests.

I have attached a spread sheet with the number of LGOIMA's as requested. This shows the case number and category, received date and closing date. I am not able to show the date of the decision as this requires opening each individual case to obtain. An upgrade of our reporting system is looking to provide us with this function in the future.

From 1 July 2019 to 30 June 2020, 1393 LGOIMA requests were received and processed by Auckland Transport. The average days to close these cases was 17 days.

Under the Local Government Official Information and Meetings Act 1987, (LGOIMA) we have a statutory requirement to provide a decision within 20 working days of receiving the initial request. This means we will either refuse or grant the request.

Some cases may be open longer than 20 days due to the complexity and size of the request. We will have met our statutory requirements under the act by providing the decision within the 20 days and have advised the customer when the information they have requested will be available. It is not uncommon to have large cases open for more than a month.

Should you believe that we have not responded appropriately to your request, you are able to make a complaint to the Office of the Ombudsman in accordance with section 27(3) of the LGOIMA Act, and seek an investigation and review in regard to this matter.

Yours sincerely



Logan Christian

**Group Manager – Customer Services**