

30 January 2015

H Noonan

fyi-request-2346-0455bc07@requests.fyi.org.nz

Dear H Noonan

Local Government Official Information and Meetings Act 1987 (LGOIMA)

CAS-461846-L7B9D5

Thank you for contacting Auckland Transport on 13 December 2014, requesting the following information:

- How many people were charged for a zero-distance train journey on 11 December 2014?
- How many of those people received a refund?
- The longest time any of those people had to wait for a refund?
- How many of those people received an apology from Auckland Transport?

How many people were charged for a zero-distance train journey on 11 December 2014?

85 cards received charges for tagging on and off at the same location.

The AT HOP system allows a 20 minute period for rail customers who no longer wish to travel to tag off without being charged a fare as outlined on our website here: <https://at.govt.nz/bus-train-ferry/at-hop-card/using-your-at-hop-card/>. If a customer tags off outside this timeframe, their card will be charged the initial rail tag-on fare of \$4.80 (adult) and they will need to contact Auckland Transport to request a refund which will be considered on a case by case basis.

How many of those people received a refund?

Six people have received refunds. A further 61 people may be eligible to receive a refund. 18 customers had unregistered cards.

The longest time any of those people had to wait for a refund?

Four days. The last of the six refunds issued was processed on 15 December 2014.

How many of those people received an apology from Auckland Transport?

All customers who have received a refund would have received an apology in addition to apologies made on the day via announcements at the station.

Where there are delays or cancellations to rail services, customers are informed via the following avenues:

- Signage on site
- Electronic displays boards
- PA announcements
- Scrolling alerts on our website
- Text alerts

However, as mentioned above, refund requests can be submitted to Auckland Transport and will be considered on a case by case basis.

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 Ombudsman 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-461846-L7B9D5.

Yours sincerely



Mark Lambert
Group Manager Public Transport