

18 July 2016

M Taylor
fyi-request-4161-244c539d@requests.fyi.org.nz

Dear M Taylor

Local Government Official Information and Meetings Act 1987

CAS-325187-X7Q5B2

Thank you for contacting Auckland Transport on 21 June 2016 requesting information relating to the HOP ticketing system.

As a significant amount of work is required to provide the information you are seeking for question 1, Auckland Transport will impose a charge under Section 13 of the LGOIMA to cover the cost of the labour and materials involved in making the information available.

Auckland Transport's charging policy details the amount that can be charged for the supply of information as follows:

- The first five (5) hours of time spent on fulfilling official information requests will be free; and thereafter a charge of \$47.50 for each additional half hour;
- Twenty (20) pages of free photocopying, thereafter a charge of 20c per page for photocopying;
- All other charges incurred shall be fixed at an amount that recovers the actual costs involved.

We have estimated that 10 hours of time is required to collate the requested information; the cost estimate based on 10 hours is therefore \$475.00.

You have a right to seek a review by the Ombudsman of the estimated charge. If you wish to exercise this right please advise us as soon as possible so we can place your request on hold pending the outcome of the review.

Accordingly should you wish to proceed with this request, please arrange to either forward to us your cheque for, or electronically transfer \$475.00 to our account, details of which appear below:

- Account: BNZ 02-0192-0122888-00
- Cheques to be made payable to Auckland Transport and posted to Private Bag 92250, Auckland 1152.

Please write on the back of the cheque CAS-325187-X7Q5B2.

In case of electronic transfer of funds please include reference CAS-325187-X7Q5B2 when making the deposit and advise us by email to CustomerLiaison@aucklandtransport.govt.nz once the funds have been deposited so that we may action your request within the appropriate timeframe. Our tax invoice/receipt will be forwarded to you following receipt of funds.

In accordance with section 13(4) of the LGOIMA, Auckland Transport requires that these charges are to be paid in advance of your receipt of the information.

Alternatively to reduce the time required to collate the information and associated costs you may reduce the amount of information you are seeking. Should you wish to revise your request, please provide these details to CustomerLiaison@aucklandtransport.govt.nz.

In addition, we require further clarification of the following questions:

Question 3 - Requires more clarification as this could mean a multiple of things.

Question 4 - Is question 4 about public transport or specifically about HOP, i.e. monthly costs incurred to accept cash payments on PT may also be what the operators are paying armouguard / banks for cash floats and security; and may also mean what's the cost of customers paying cash and slowing down the buses (increased labour costs, more buses required etc).

Your request will remain on hold for 20 working days and if a revised version or payment is not provided within this time the request will be closed.

Should you believe that we have not dealt to your request appropriately, 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 of the decision.

If you have any further queries, please contact me on (09) 355 3553 during business hours, quoting Local Government Official Information request number CAS-325187-X7Q5B2.

Yours sincerely



Susana Fuiono

Customer Liaison Advisor