

24 February 2014

Z L Wong

[fyi-request-1429-c5adbb9c@requests.fyi.org.nz](mailto:fyi-request-1429-c5adbb9c@requests.fyi.org.nz)

Dear Z L Wong

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

**CAS-184137-Q2S0T6**

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

- Weekly/Monthly Data and statistics on the amount of claims/tickets laid with 'AT Hop Service Delivery Team' since AT Hop came into use. (If this time frame is not possible, statistics for the last 3-6 months would be appropriate)
  - If the above is not provided, evidence of the quoted "backlog of claims raised with the AT Hop Service Delivery" which would identify an increased amount of work for the Service Delivery team to deal with.
- Data/Statistics from the internal AT Hop Claim Computer system on the timeliness of meeting it's "Working Day deadline" and that shows what percentage of claims are not being dealt by AT within this time period.
- Any reports that exist, including those internally done on the efficiency of the AT Hop Service Delivery Team or on potentially improvements to it.

Auckland Transport's central feedback database, which records all customer feedback, was transitioned to a new system at the end of July 2013 and any complaints logged in the old system are now held in data storage. We are therefore unable to provide statistics as requested for the past 12 months without manually searching archived records for the period prior to August 2013 and Auckland Transport therefore proposes to refuse this portion of your request in accordance with s17(f) of the LGOIMA in that the information requested cannot be made available without substantial collation or research.

However, as per your refinement to this request, the statistics data provided below shows a weekly breakdown of the total number of cases received and closed each week in the past six months from August 2013. The total number of cases closed has been further broken down to identify the number of cases closed within 10 working days and those that exceeded this timeframe:

Year	Month	Date Range	New Cases Received	Cases Closed within 10 Working Days	Cases Closed after 10 Working Days	TOTAL Cases Closed
2013	Aug	29/07/2013 - 04/08/2013	116	51	0	51
2013	Aug	05/08/2013 - 11/08/2013	580	473	0	473
2013	Aug	12/08/2013 - 18/08/2013	11	164	70	234
2013	Aug	19/08/2013 - 25/08/2013	35	11	146	157
2013	Aug/Sept	26/08/2013 - 01/09/2013	526	83	169	252
2013	Sep	02/09/2013 - 08/09/2013	896	443	190	633
2013	Sep	09/09/2013 - 15/09/2013	770	432	103	535
2013	Sep	16/09/2013 - 22/09/2013	759	516	200	716
2013	Sep	23/09/2013 - 29/09/2013	760	447	256	703
2013	Sept/Oct	30/09/2013 - 06/10/2013	709	456	444	900
2013	Oct	07/10/2013 - 13/10/2013	777	512	391	903
2013	Oct	14/10/2013 - 20/10/2013	1419	816	274	1090
2013	Oct	21/10/2013 - 27/10/2013	870	822	225	1047
2013	Oct/Nov	28/10/2013 - 03/11/2013	864	594	315	909
2013	Nov	04/11/2013 - 10/11/2013	1105	659	236	895
2013	Nov	11/11/2013 - 17/11/2013	1347	875	205	1080
2013	Nov	18/11/2013 - 24/11/2013	1655	1171	225	1396
2013	Nov/Dec	25/11/2013 - 01/12/2013	1422	935	256	1191
2013	Dec	02/12/2013 - 08/12/2013	1077	622	235	857
2013	Dec	09/12/2013 - 15/12/2013	1246	835	309	1144
2013	Dec	16/12/2013 - 22/12/2013	953	709	284	993
2013	Dec	23/12/2013 - 29/12/2013	315	288	164	452
2013	Dec/Jan	30/12/2013 - 05/01/2014	329	186	199	385
2014	Jan	06/01/2014 - 12/01/2014	852	537	392	929
2014	Jan	13/01/2014 - 19/01/2014	882	639	326	965
2014	Jan	20/01/2014 - 26/01/2014	839	588	634	1222
2014	Jan/Feb	27/01/2014 - 02/02/2014	1154	817	501	1318
2014	Feb	03/02/2014 - 09/02/2014	160	203	54	257

Performance is calculated based on the number of new cases raised and closed per week as per the above information – no additional reports exist. As a result of the increasing number of cases received over the past



six months the HOP Service Delivery (SD) Team have implemented a "triage process" whereby cases are now checked at the time they are received by the HOP SD Team and immediately allocated to the relevant team member for investigation and appropriate action in an effort to ensure we are resolving cases as quickly as possible with minimum delays to the customer. This new process was implemented at the end of January 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-184137-Q2S0T6

Yours sincerely



Mark Lambert

**Group Manager Public Transport**