

17 December 2014

H Noonan

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

Dear H Noonan

Local Government Official Information and Meetings Act 1987
CAS-461846-L7B9D5

Thank you for contacting Auckland Transport on the 13th of December 2014.

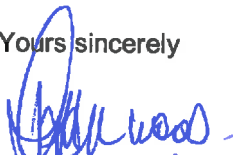
You have requested the following:

- how many people were charged for a zero-distance train journey on December 11th 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?

We are processing your request according to the provisions of the Local Government Official Information and Meetings Act 1987. Under the Act, a response must be provided within 20 working days of receipt of a request however due to the Christmas holiday period set by the Office of the Ombudsman, a response will be provided to by the 2nd of February 2015. This is the maximum response time and we will endeavour to respond to you sooner.

If you have any further queries, please contact me on 09 355 3553 during business hours, quoting Local Government Official Information request number CAS-461846-L7B9D5.

Yours sincerely



Jo Garwood
Customer Liaison Team Leader