

13 December 2016

Dan Hawke
fyi-request-4937-6c96f71d@requests.fyi.org.nz

Dear Mr Hawke

Local Government Official Information and Meetings Act 1987

CAS-455328-X9K9W7

Thank you for contacting Auckland Transport on 13 November 2016 requesting information relating to emailed customer service responses.

Auckland Transport's response to your request for information is as follows:

Your current SLA targets

Correspondence Type	SLA
Customer Contact – Written Team who handle feedback received from emails and web forms	80% answered within 24 hours <i>(this SLA applies to acknowledging and assigning the enquiry to the applicable business unit for a response. This is not the SLA for handling an enquiry in its entirety)</i>
Standard response time	10 working days
LGOIMA response time	20 working days
Level 2 complaints response time	5 working days

Tracking of these targets for the past six months, to end of October 2016

Auckland Transport is currently unable to extract reliable tracking information on SLA targets from our CRM system as there are a number of variables that can impact on the SLA result, ie. system unable to recognise if a LGOIMA timeframe has been extended, cases on hold awaiting further information etc. The request is such that it would require us to manually go through each of the thousands of requests received per month to determine accurately whether the SLA target was met or not.

Your request is therefore refused under section 17(f) of the Act as the information requested cannot be made available without substantial collation and research.

Number of emailed/web form queries for this period broken down per month

We have attached an extract from the November 2016 Board Report which shows monthly written volumes for for the period in question.

Number of emailed/web form queries where you have sent no response, broken down per month and if possible, by reason you did not respond (eg. Still waiting/spam/consider case already closed without responding further).

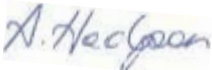
Auckland Transport does not hold information to the level of detail sought by your request. The request is such that it would require us to go through each of the thousands of requests received per month to determine whether an emailed response was sent and if not, the reason we did not respond.

It is important to note that no one team manages customer service responses and there are business partners (operators, contractors etc) who may be involved and depending on the feedback, may be better placed to respond.

Your request is therefore refused under section 17(f) of the Act as the information requested cannot be made available without substantial collation and research.

We trust this information has addressed the matters raised however you have the right in accordance with section 27(3) of the Local Government Official Information and Meetings Act 1987 (LGOIMA) to make a complaint to the Office of the Ombudsman if you are not satisfied with our response.

Yours sincerely



Annemarie Hodgson
Customer Contact Operations Manager

Attached: Written Volumes.pdf

