

13 August 2013

Ms Grace Haden
fyi-request-964-82a0126c@requests.fyi.org.nz

Dear Ms Haden

Customer reference number: AT2013/035971

Thank you for your email dated 15 July 2013 and taking the time to speak to Liz Hogan- Infringement Review Manager on 13 August 2013, regarding an infringement notice.

On behalf of Auckland Transport, I sincerely apologise for the errors that occurred in dealing with your infringement notice and the inconvenience that this has caused you.

I can assure you that all staff involved in the review of your infringement notice have been spoken to and the appropriate action taken.

Finally I would like to thank you for bringing this to my attention, and hope that this matter can now been closed. If you require any further clarification please do not hesitate to contact Liz Hogan on 09 447 5136.

Yours faithfully



Trevor Starr
Manager – Parking and Enforcement

cc. Mayor Len Brown