

4 June 2013

D Maclure

fyi-request-886-4e5eef8e@requests.fyi.org.nz

Dear Mr Maclure

Local Government Official Information and Meetings Act 1987 (LGOIMA)

AT2013/027125

Thank you for your email dated 23 May 2013, which Auckland Transport received on the same date requesting:

- “HOP card and Snapper smart card have any encountered any problem relating to technical problem since introduction” and
- “about Auckland Transportation Corporation in the past before transition to Auckland Transport regarding how many success in contract routes, management structures and fleet numbers.”

“HOP card and Snapper smart card have any encountered any problem relating to technical problem since introduction”

Auckland Transport has interpreted your request as any information relating to technical problems encountered with either AT HOP or HOP Snapper cards since introduction.

Your request is extremely broad and is not limited to any particular timeframe. Auckland Transport would be required to search many employees' emails as well as hard copy files and computer systems, and potentially retrieve further documents from hard and soft archives. Once Auckland Transport had collated all of these documents, they would need to be reviewed for relevance, confidentiality and legal privilege. This review would require significant time, resources and legal costs. Therefore, as the information requested cannot be made available without substantial collation or research, Auckland Transport proposes to refuse this request under section 17(f) of the LGOIMA. Before doing so we would, however, in accordance with our obligation under section 17B of the LGOIMA, ask that you refine your request so as to remove the reason for the proposed refusal.

“About Auckland Transportation Corporation in the past before transition to Auckland Transport regarding how many success in contract routes, management structures and fleet numbers.”

Auckland Transport has never operated under “Auckland Transportation Corporation,” however, I can confirm that Transportation Auckland Corporation Limited is owned by NZ Bus Limited. Auckland Transport therefore refuses this request pursuant to section 17(g)(i) and (ii) in that the information requested is not held by the local authority.



Should you believe that we have not handled 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 Ombudsmen to seek an investigation and review of the matter.

If you have any further queries or wish to submit a refined request please contact Auckland Transport on 355 3553 quoting Official Information request number AT2013/027125.

Yours sincerely



Mark Lambert
Manager, Public Transport Operations