

27 March 2020

Mr Patel

[fyi-request-12464-e36c6045@requests.fyi.org.nz](mailto:fyi-request-12464-e36c6045@requests.fyi.org.nz)

Kia ora Mr Patel

**The information you requested - CAS-123488-N2F4T6**

Thank you for your request for information dated 17 March 2020 on bus and train air filtration in light of the recent Covid-19 Pandemic.

Auckland Transport (AT) has been working very closely with a number of organisations and following Ministry of Health guidelines (MoH) in relation to the recent Covid-19 pandemic to ensure public safety and the continuation of public transport services.

AT has taken action as the threat level has been increased from two to four and is following strict guidelines from MoH to try and contain the spread of this virus. This is a very complex and ever-changing situation and as new information and direction is provided, AT will continue to act. Some of the steps AT have taken is listed below.

- Increased cleaning has taken effect on all modes of public transport, with particular focus on “high-touch” surfaces such as stanchions, handrails, handholds, bell pushers, doorways, and counters
- Staff have been reminded to stay at home if they are feeling unwell
- Alcohol-based hand sanitisers have been deployed at key locations and Bus Drivers have been provided hand sanitiser for personal use
- Bus, Ferry and Train Operators have increased the frequency of fleet cleaning
- All personnel have been advised to avoid close contact with people suffering from acute respiratory infections
- Rear door boarding and alighting to occur on all buses
- Employees who are over 70 and those with compromised immunity have been directed to remain at home and are on leave from business duties
- Cash has been removed from buses and rear door bus boarding is in place
- Bus drivers have implemented warning tape to ensure they have the required social distancing
- Deploying turn-around cleaners at Britomart to wipe handrails and touch door buttons during turn-around times, between 0700 and 1900
- Using a hospital and food service grade cleaning solution, along with a higher-specification manual application process at Britomart

Additional steps are under consideration and may be implemented depending on the changing situation.

AT has prioritised the standards of cleanliness on public transport, and bacterial and hygiene testing would detract from these actions, given the stations are cleaned multiple times per day. It has been decided that resources should be dedicated towards cleaning of public transport, as per MOH guidelines.

These actions have been advised as the most effective means to reduce the spread of the virus by MoH, and AT hasn't received any information that air-conditioning filtration would attribute towards the transmission of the covid-19 virus, nor would additional air conditioning measures be as effective as the cleaning methods already implemented.

Air filters on AT trains are changed every second month or after 20,000 kms and once a month for AT buses. I have attached information about the air-conditioning filters used. Air-conditioning filters were not intended to filter micro-organisms as small as viruses, but rather dust, pollen and small bacteria. This is because the filters required to filter small viruses would restrict the airflow and due to the design of a bus, this would not allow the bus to achieve a comfortable climate.

AT uses two suppliers which provide air-conditioning on buses, Thermoking and DENSO, additional information on efficiency ratings has been included.

All resources are currently focused on cleaning as per MoH guidelines as this has been deemed the most effective way of slowing the spread of Covid-19. Your request for maintenance records is decline under section 17(f) of the LGOIMA, which applies where the information cannot be made available without substantial collation.

I've attached some additional information:

- Air Filter Comparison Graph
- Electronic Air Cleaner Flow Chart
- Datasheet – Filter Media Roll – Utilised on AT Trains
- Filter Rating Chart
- Cleaning Protocols – AT Metro Train Service

The following sites will provide additional information on Covid-19.

<https://covid19.govt.nz/>

<https://www.fullers.co.nz/covid-19-updates/>

<https://at.govt.nz/about-us/news-events/covid-19/>

Should you believe that we have not responded appropriately to your request, you are able to make a complaint to the Office of the Ombudsman in accordance with section 27(3) of the LGOIMA Act, and seek an investigation and review in regard to this matter.

Yours sincerely

A handwritten signature in black ink, appearing to read 'Stacey', with a large, stylized flourish at the end.

Stacey Van der Putten  
**Group Manager – Metro Services**