

13 August 2020

Blaize McCabe
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Kia ora Blaize

The information you requested - CAS-191110-C4Z7Q3

Thank you for your request for information dated 31 July 2020 asking for information about the closures of AT Customer Service Centre's in Botany Town Centre and Manukau Train Station.

Auckland Transport (AT) had two customer service centres (CSC) operating out of Manukau Train Station. AT set up a small port-o-com on the platform, not in the main customer service centre upstairs as that had stopped operating after the Manukau Bus station customer service centre entered service.

Closure of Manukau Train Station and Botany Customer Service Centres

The decision to keep Botany and Manukau Train Station platform customer service centres closed was made as part of our response to COVID-19 lockdown for the following reasons:

- To ensure our employees' health, safety and wellbeing
- the remobilising of our service centre network post lockdown in April 2020
- New Zealand remaining at a COVID-19 alert level 1 (at the time) and the uncertainty in COVID-19 status into the future and any resurgence and level changes
- the increased requirement around personal hygiene
- access to hot and cold running water/drainage
- The facility being a Port-o-com / prefab style unit. This was not considered as operationally suitable to ensure staff hygiene or social distancing requirements in the current COVID-19 environment could be achieved
- The close proximity / ease of access to alternative AT HOP service options for customers.

Plans to reopen

With Auckland now in COVID-19 alert level 3, AT now has no plans to open the Botany CSC. The Manukau Train Station platform CSC will remain closed with the full services provided out of the main Manukau CSC located in the Bus Station.

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 blue ink, appearing to read 'Logan Christian', with a stylized flourish at the end.

Logan Christian
Group Manager
Customer Services