

23 January 2018

Mr David Brotherhood

fyi-request-6950-e9f51652@requests.fyi.org.nz

Dear Mr Brotherhood

Local Government Official Information and Meetings Act 1987 (LGOIMA)

CAS-637051-F0P1Y0

Thank you for your correspondence to Auckland Transport ('AT') dated 6th December 2017 requesting the following information relating to the industrial action on 8th December 2017:

1. When you become aware of industrial action affecting train services on Friday, 8th December 2017?

AT were officially notified by Transdev Auckland of the Rail and Maritime Transport Union's planned Industrial Action on Wednesday 6th December 2017 at 15:43hrs.

2. What contingency arrangements were put in place?

- a) Given the short notice of the Industrial Action, AT were unable to source sufficient buses that would have allowed AT to introduce a full rail replacement service.
- b) No AT train services operated during the Industrial Action.
- c) KiwiRail, as the Network Owner, Infrastructure Owner and Freight Operator, may have operated services on the Auckland Metro Network during the period of Industrial Action.

3. When the decision was made to communicate with the public regarding impact?

Our customers and other members of the public were informed as soon as we became aware of the Industrial Action. It was important for us to give our customers as much warning as possible, to allow them to make alternative arrangements.

4. When the public were actually informed of the industrial action and the impact?

On Wednesday 6th December 2017:

- a) AT released a media statement at 16:50hrs.
- b) Text messages were sent by Transdev Auckland commencing at 17:00hrs and continuing for the duration of the period affected by the Industrial Action.
- c) AT social media accounts were updated at 17:13hrs.
- d) AT advertising screens were updated at 17:38hrs which continued for the duration of the period affected by the Industrial Action.

5. Your business continuity plan for managing industrial/strike action

Please see the attached document. We have withheld identifying information in accordance with Section 7(2)(a) of the LGOIMA 'to maintain the privacy of natural persons'.

We trust the information has addressed the matters raised however, should you believe that we have not responded appropriately to your request, you have the right in accordance with section 27(3) of the LGOIMA to make a complaint to the Office of the Ombudsman to seek an investigation and review in regard to this matter.

If you have any further queries please contact Auckland Transport on 09 355 3553 quoting Official Information request number **CAS-637051-F0P1Y0**.

Yours Sincerely



Stacey van der Putten
Group Manager AT Metro Service Delivery

Attachment: AT Industrial Action Notes

