

9 February 2018

Kevin Kantono
jkevink@gmail.com

Dear Mr Kantono

Local Government Official Information and Meetings Act 1987 (LGOIMA)

CAS-662535-H9H1V0

Thank you for your correspondence to Auckland Transport ('AT') dated 18 December 2017 requesting a copy of all documents relating to your complaint to NZ Bus regarding a person smoking on a bus on 18 December 2017.

The case was assigned to New Zealand Bus who responded to you directly. A copy of this communication is included, (attachment one). A copy of the case held by Auckland Transport is also included, (attachment two).

You also requested current policy and updates on the complaint submitted re removing smoking passengers from buses. Operators contracted to Auckland Transport have their own Terms and Conditions of Carriage; the NZ Bus Terms and Conditions states: 18. No Operator or Customer shall smoke any substance on any vehicle whilst in scheduled route service. Further to that, bus drivers are advised that if a passenger is behaving in an inappropriate fashion such as smoking on a bus that they are to ask the passenger to leave the bus.

It is extremely unfortunate that a passenger chose to behave in a discourteous and disrespectful way by smoking on-board. The passenger then refusing to leave the bus until all other passengers had disembarked compounded the delay. Neither Auckland Transport nor NZ Bus are aware of smoking



enforcement officers, however any member of the public can ring the police if they believe police intervention is required. Auckland Transport buses are classed as a public place while operating in the transport network, so whilst smoking is not permitted, who actually enforces it is unclear. If passengers are not being disruptive or aggressive, it is unlikely the Police would attend or intervene. Bus drivers are advised not to force passengers to leave, as this would most likely escalate the situation.

We empathise that your bus journey was delayed and apologise for the inconvenience this caused. 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-662535-H9H1V0.

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 AT Metro Service Delivery