

Email threads regarding this incident (some line spacing removed):

From: Darek Koper (AT)
Sent: Wednesday, 6 March 2019 9:33 a.m.
To: Suresh Patel (AT) <Suresh.Patel@at.govt.nz>
Subject: RE: LGOIMA Howick & Eastern incident

Correct - Outcome of as disciplinary action is private and confidential.

Darek

From: Suresh Patel (AT)
Sent: Wednesday, 6 March 2019 8:56 a.m.
To: Darek Koper (AT) <Darek.Koper@at.govt.nz>
Subject: Fwd: LGOIMA Howick & Eastern incident

Hi Darek

Is Disciplinary action taken against a bus driver protected under the Privacy Act as [REDACTED] indicates below?

I'm on my way to H&E to get the CCTV footage and for a meeting.

Thanks

Suresh

Sent from my Samsung Galaxy smartphone.

----- Original message -----

From: [REDACTED] <[\[REDACTED\]@howbus.co.nz](mailto:[REDACTED]@howbus.co.nz)>
Date: 5/03/19 5:21 PM (GMT+12:00)
To: "Suresh Patel (AT)" <Suresh.Patel@at.govt.nz>
Cc: "Eloi Miranda Da Fonseca (AT)" <Eloi.MirandaDaFonseca@at.govt.nz>
Subject: RE: LGOIMA Howick & Eastern incident

Hi Suresh,

Happy to load the CCTV for you tomorrow and as always have you at the meeting. The time of 0950hrs will be fine ☺

[REDACTED]

On another note please can you check when Dareks next available slot is for the postponed call we were to have on Monday?

Regards

[REDACTED]

[REDACTED]

HOWICK & EASTERN BUSES LTD

[REDACTED]



Favourite place – Seattle, Washington State, USA

Next Trip – Bali ,2019

From: Suresh Patel (AT) [<mailto:Suresh.Patel@at.govt.nz>]

Sent: Tuesday, 5 March 2019 4:47 PM

To: [REDACTED] [@howbus.co.nz](mailto:[REDACTED]@howbus.co.nz)>

Cc: Eloi Miranda Da Fonseca (AT) <Eloi.MirandaDaFonseca@at.govt.nz>

Subject: RE: LGOIMA Howick & Eastern incident

Hi [REDACTED]

Many thanks for the detailed response.

I will bring a memory stick out to collect the CCTV footage tomorrow – will 9.50am be okay & then I'll join the team for the Monthly Operations meeting too?

For the record, what [REDACTED]

Thank you and regards

Suresh Patel | PTOM Operator Implementation Manager & Assistant Operations Performance Manager

AT Metro Service Delivery | Integrated Networks

20 Viaduct Harbour Avenue, Auckland 1010

Private Bag 92250, Auckland 1142

P 09 447 5049 | **M** 021 914 282

www.at.govt.nz | suresh.patel@at.govt.nz

From: [REDACTED] [@howbus.co.nz](mailto:[REDACTED]@howbus.co.nz)>

Sent: Tuesday, 5 March 2019 3:46 p.m.

To: Suresh Patel (AT) <Suresh.Patel@at.govt.nz>

Subject: RE: Howick & Eastern incident

Good afternoon Suresh,

Below is the email correspondence we received from AT after the incident. We responded verbally to the email to advise AT that we were already processing the incident at the time of notification.

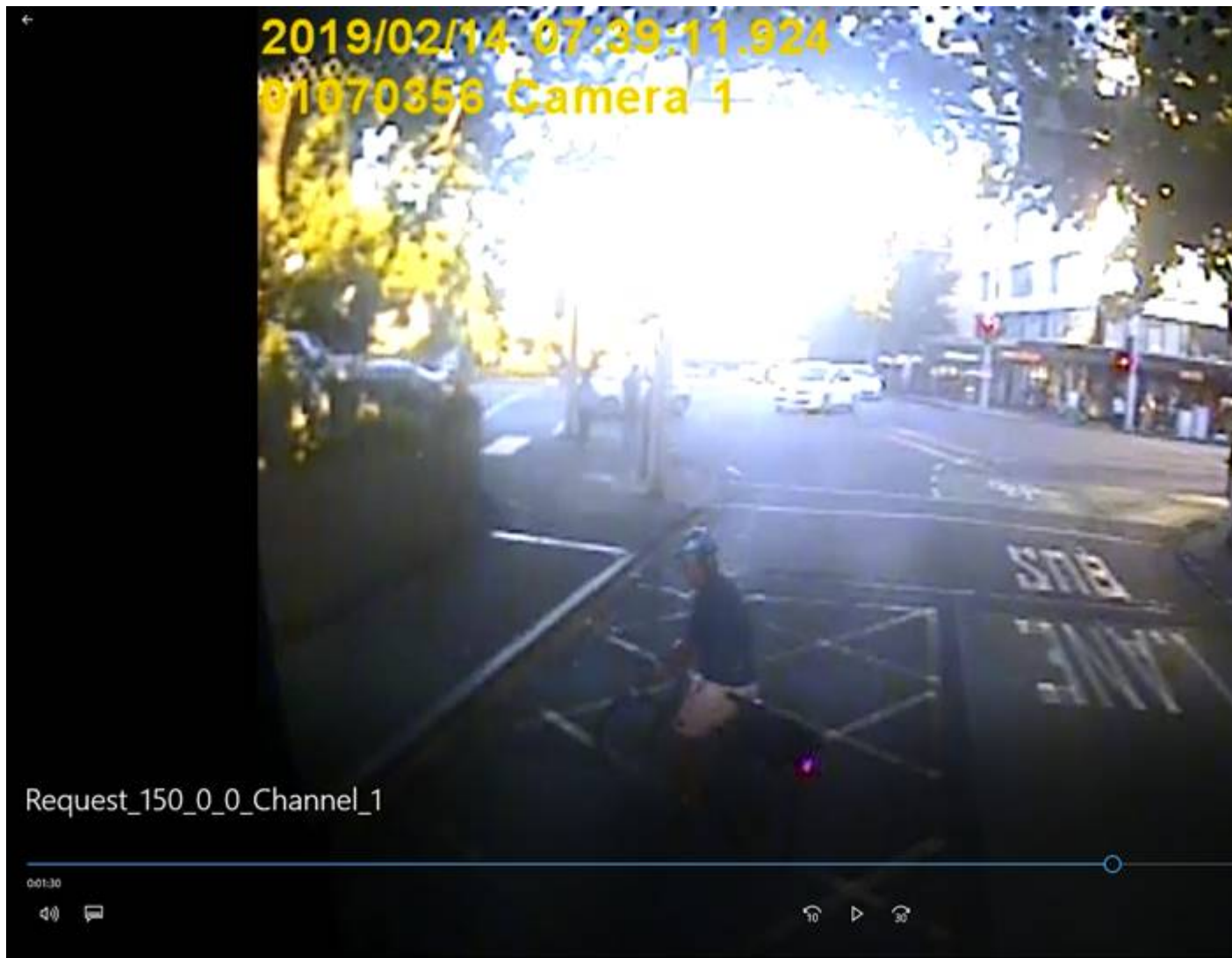
We were aware of the incident on the morning: Both through the media and our driver (RT call to report) had put a report in after his shift came in to the depot.

On viewing the footage from the media and our CCTV cameras from the bus, we were able to determine the following:

- The bus driver has placed himself in a compromised position by passing the cyclist, he was too close to the traffic signals and this caused him to move left during the passing manoeuvre reducing the space for cyclist.
- Further to the point above the driver appears to have crossed the double yellow lines during the manoeuvre
- The Driver admitted fault at a disciplinary meeting held on Monday 18th February 2019
- In considering the action taking against the driver we fully considered the following points:
 - a) He can be seen watching the cyclist carefully in his mirror during the manoeuvre
 - b) His previous HR history
 - c) His Driver performance monitoring score
 - d) His immediate admission of fault
 - e) And his remorseful attitude throughout the disciplinary process
- The driver has received disciplinary action and further training has been booked with our Training Centre

CCTV from the bus is available and supports the media footage, however it is a large file and will only be available by memory stick if required. The driver has no Driving Performance incidents prior to this on his record. His training was through NZQA unit standards.

We did note that the cyclist placed himself at risk by remaining stationary on the diagonal yellow “no stopping” area at the end of Grafton Bridge/Symonds Street. We are acutely aware that buses need all of this area to be clear of any traffic as they negotiate the left hand turn from Symonds Street onto Grafton Bridge and a much worse incident may have unfolded while the cyclist remained in the no stopping area to film my driver and vehicle.



From: [REDACTED]@howbus.co.nz>
Sent: Wednesday, 27 February 2019 11:49 a.m.
To: Suresh Patel (AT) <Suresh.Patel@at.govt.nz>
Cc: Eloi Miranda Da Fonseca (AT) <Eloi.MirandaDaFonseca@at.govt.nz>; Darek Koper (AT) <Darek.Koper@at.govt.nz>
Subject: RE: LGOIMA assignment notification - CAS-987976-V7P9T5

Thanks Suresh I am gathering the available information for you now.

Regards

[REDACTED]
[REDACTED]

HOWICK & EASTERN BUSES LTD



Favourite place – Seattle, Washington State, USA

Next Trip – Bali ,2019

From: Suresh Patel (AT)

Sent: Wednesday, 27 February 2019 11:00 a.m.

To: [REDACTED]@howbus.co.nz>

Cc: Eloi Miranda Da Fonseca (AT) <Eloi.MirandaDaFonseca@at.govt.nz>; Darek Koper (AT) <Darek.Koper@at.govt.nz>

Subject: RE: LGOIMA assignment notification - CAS-987976-V7P9T5

Hi [REDACTED]

The CRM case is actually Case number CAS-978429 that details the incident & response to the incident in question (the other CAS number refers to the LGOIMA itself).

Regards

Suresh Patel | PTOM Operator Implementation Manager & Assistant Operations Performance Manager

AT Metro Service Delivery | Integrated Networks

20 Viaduct Harbour Avenue, Auckland 1010

Private Bag 92250, Auckland 1142

P 09 447 5049 | **M** 021 914 282

www.at.govt.nz | suresh.patel@at.govt.nz

From: Suresh Patel (AT)

Sent: Tuesday, 26 February 2019 4:30 p.m.

To: [REDACTED]@howbus.co.nz>

Cc: Eloi Miranda Da Fonseca (AT) <Eloi.MirandaDaFonseca@at.govt.nz>; Darek Koper (AT) <Darek.Koper@at.govt.nz>

Subject: FW: LGOIMA assignment notification - CAS-987976-V7P9T5

Hi [REDACTED]

We have received a LGOIMA (Local Government Official Information ...) request for information around the incident between cyclist Alec Tang vs H&E bus HE262 on Grafton Bridge on 14 Feb.

Could you please provide all that you are able to in regard to this incident – see the information request at the bottom of this email.

If there is any material withheld can you please state what and why (e.g Privacy Act).

Appreciate these requests take time to investigate and respond to. Hopefully you can do this soon as it is a LGOIMA.

Thank you and regards

Suresh Patel | PTOM Operator Implementation Manager & Assistant Operations Performance Manager

AT Metro Service Delivery | Integrated Networks

20 Viaduct Harbour Avenue, Auckland 1010

Private Bag 92250, Auckland 1142

P 09 447 5049 | **M** 021 914 282

www.at.govt.nz | suresh.patel@at.govt.nz

From: Darek Koper (AT)

Sent: Tuesday, 26 February 2019 3:51 p.m.

To: Suresh Patel (AT) <Suresh.Patel@at.govt.nz>

Cc: David Tribe (AT) <David.Tribe@at.govt.nz>; Mario Zambuto (AT) <Mario.Zambuto@at.govt.nz>; CustomerLiaison (AT) <CustomerLiaison@at.govt.nz>

Subject: FW: LGOIMA assignment notification - CAS-987976-V7P9T5

Hi Suresh,

Can you please collate the information requested below?

This appears to be in relation to the same incident we met with [REDACTED] from Bike Auckland last week.

The correspondence with him maybe released and it will meet the requirements of the request.

Other information in regards to driver and internal conversations within H&E are not available – they don't exist within AT, unless you have since received update from H&E.

The reference to dashcam view is for that posted on Twitter by Alec from his GoPro camera. I can not see request for CCTV footage from a bus.

Thanks

Darek

From: David Tribe (AT)
Sent: Tuesday, 26 February 2019 1:52 p.m.
To: CustomerLiaison (AT) <CustomerLiaison@at.govt.nz>; Transport Ops CFT (AT) <TransportOpsCFT@at.govt.nz>
Cc: Mario Zambuto (AT) <Mario.Zambuto@at.govt.nz>; Darek Koper (AT) <Darek.Koper@at.govt.nz>
Subject: RE: LGOIMA assignment notification - CAS-987976-V7P9T5

Hi Darek – can you lead from the bus team please. I note that the provision of dashcam footage may well breach Privacy Act requirements, but can you focus on any investigation with H&E?

Thanks

Dave

From: CustomerLiaison (AT)
Sent: Tuesday, 26 February 2019 1:20 p.m.
To: Transport Ops CFT (AT) <TransportOpsCFT@at.govt.nz>; David Tribe (AT) <David.Tribe@at.govt.nz>
Cc: Mario Zambuto (AT) <Mario.Zambuto@at.govt.nz>
Subject: LGOIMA assignment notification - CAS-987976-V7P9T5

Kia Ora

Date Received	BU Assessment	5-day BU Due Date	LGOIMA Team deadline
18 February 2019	ASAP	11 March 2019	18 March 2019

The LGOIMA case below has been allocated to Transport Ops CFT and AT Metro to provide a response.

The starting point when responding to a LGOIMA request is that AT is obligated to provide the information requested if held, unless there is good reason to withhold/refuse under the LGOIMA.

ASAP please email ATOfficialInformation@at.govt.nz to let us know:

1. Can you/your team provide the information requested?
2. Should this request go to a different Agency?
3. Is the request clear? Or does it require clarification or refinement their request? (NB. You can call the customer to ensure you have understood the request properly. Please tell me if you have obtained refinement or clarification and make a note of your conversation.)
4. Will this request take longer than 5 hours to collate the information? If yes, please let us know ASAP.
5. If you have the information BUT you are unable to provide the information by ASAP. If so, please let us know when you will be able to collate the information.

The response letter and the attachments must be approved by your T3 manager. Please email the response to ATOfficialInformation@at.govt.nz ASAP.

Thank you for your assistance and please contact us if you have any queries regarding this assignment.

Kind regards

Alison Hosey | LGOIMA Business Partner

Customer Liaison Team | Customer Experience

20 Viaduct Harbour Avenue, Auckland 1010



-----Original Message-----

From: Hugh Davenport <fyi-request-9616-9061e872@requests.fyi.org.nz>

Sent: Monday, 18 February 2019 12:09 p.m.

To: AT Official Information (AT) <ATOfficialInformation@at.govt.nz>

Subject: Official Information request - Information about the complaint process of a specific bus

Dear Auckland Transport,

I would like to request any and all correspondence with the public, the operators, and anything internal with regards to the near miss incident involving a cyclist on the Grafton Bridge on 14th February at 7:35am. The bus in question was HE262, rego JAF146. Dashcam footage both front and rear are available at <https://twitter.com/AlecTang/status/1095763202040770560>.

Note, any internal correspondence within the operator is said to be held by the Agency under s 2(6) of the LGOIMA, so I would like any internal correspondence within the operator in addition. This could include discussions with this particular driver about road safety and responsibilities, or discussions with drivers in general about sharing the road with other road users.

I would also like to request how many reports about dangerous driving have involve the particular driver on shift, and what the outcome for the driver was in this particular instance.

Going forward, I would like to request what AT is doing to improve road safety for all road users.

In addition, I would like to request whether the Police were notified of the event.

Yours faithfully,

Hugh Davenport

This is an Official Information request made via the FYI website.

Please use this email address for all replies to this request:

fyi-request-9616-9061e872@requests.fyi.org.nz

Is officialinformation@at.govt.nz the wrong address for Official Information requests to Auckland Transport? If so, please contact us using this form:

https://fyi.org.nz/change_request/new?body=auckland_transport

Disclaimer: This message and any reply that you make will be published on the internet. Our privacy and copyright policies:

<https://fyi.org.nz/help/officers>

If you find this service useful as an Official Information officer, please ask your web manager to link to us from your organisation's OIA or LGOIMA page.

Email threads with Cycle Action Network in reference to this incident:

From: Suresh Patel (AT)

Sent: Wednesday, 6 March 2019 3:37 p.m.

To: [REDACTED]@can.org.nz [REDACTED]@can.org.nz>

Subject: CAN Driver training programme at Howick & Eastern buses

Hi [REDACTED]

I'm currently responding to a LGOIMA request in relation to the Alec Tang cyclist vs bus incident on Grafton Bridge on 14 Feb.

This morning I collected CCTV footage from H&E. [REDACTED] mentioned you had been out there last year to do some cycle awareness training with the Driver Trainers.

Would you be able to provide me with the material provided and the date you were there please?

Thank you and regards

Suresh Patel | PTOM Operator Implementation Manager & Assistant Operations Performance Manager

AT Metro Service Delivery | Integrated Networks

20 Viaduct Harbour Avenue, Auckland 1010

Private Bag 92250, Auckland 1142

P 09 447 5049 | **M** 021 914 282

www.at.govt.nz | suresh.patel@at.govt.nz

From: [REDACTED]@can.org.nz <richard@can.org.nz>

Sent: Monday, 25 February 2019 12:42 p.m.

To: Suresh Patel (AT) <Suresh.Patel@at.govt.nz>

Cc: Darek Koper (AT) <Darek.Koper@at.govt.nz>; [REDACTED]

Subject: RE: Reporting an incident

Hello Suresh and Darek, thank you for your time on Friday. Please find the attached Driver Competency resource which I am happy to meet and discuss with the view of presenting it to the Auckland Bus operators for use in their driver assessment and training programmes.

[REDACTED], to follow up on the incident with Alec, I asked Suresh to send details on the best way to get action after an incident involving a bus driver and a cyclist. Suresh and Darek stressed bus operators are very focussed on reducing the number of complaints they receive that are logged and recorded through the Auckland Transport System. Only by logging them through the system can action be taken with the driver who was involved, it is hard to achieve this otherwise. This also enables Auckland Transport to stay in the loop and be able to keep records on companies who are getting complaints. Note at the time I met with Darek and Suresh there had been no complaint received about the incident on Grafton Bridge.

The information may be a good resource for a piece to go to the BA readers.

Please get back to me if you have any questions, or would like to talk about this.

Warmly

[REDACTED]

www.sharetheroad.org.nz



Share the road
Heavy vehicle drivers and cyclists



From: Suresh Patel (AT) <Suresh.Patel@at.govt.nz>

Sent: Monday, 25 February 2019 11:41 AM

To: [REDACTED] <[\[REDACTED\]@can.org.nz](mailto:[REDACTED]@can.org.nz)>

Cc: Darek Koper (AT) <Darek.Koper@at.govt.nz>

Subject: Reporting an incident

Hi [REDACTED]

It was good to meet you and find out how we can work together to make our roads a safe place for cyclists.

Please send a copy of the material we discussed. Waiheke Bus Company are keen to test and use it with their drivers.

With regards to reporting an incident involving a bus, whether it's a near miss or a collision, it's best for cyclists to log this through our website.

At the time of an incident the most important details to capture are the time, place & Bus Number.

The Bus Number is a 2-letter and 1-4-digit identifier that is unique to each bus, eg. **BT97** or **NB2403**. The letters identify the operator (BT=Birkenhead Transport, NB=NZBus, etc).

The Bus Number is found in four places around the bus - on the front under the driver's windscreen, above the front wheel arches on each side and at the rear near the top.

By calling **09 366 6400** or using the website <https://at.govt.nz/> and the above information AT can quickly pass this on to the operator who can then easily identify the bus & the driver to investigate.

As all AT buses have cameras they can then retrieve & view CCTV footage of the incident.

This is particularly useful to provide objective evidence and to help with further education.

Once logged AT can then monitor the resolution of these cases.

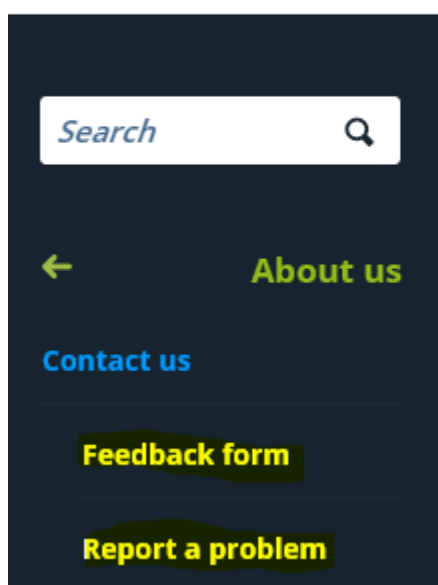
There is a 10-day period within which bus operators are expected to respond to the case if required.

Logging a case can also help us identify trends and hotspots so we can develop safer practices.

For serious incidents the Police should also be contacted.

To log feedback or a complaint through the website:

1. click on "Contact us" found at the top and bottom of the homepage.
2. Click on "Feedback form" or "Report a problem" on the sidebar. For a complaint the report a problem page is better as you can add photos



Contact us

[Fill in feedback form](#) for any non-urgent enquiries

Public transport

Call **09 366 6400** (or use 0800 103 080 if within Auckland)

General parking queries (including AT)

Hope you find this useful to pass on to your network.

Let me know if there is any other information you require.

Kind regards

Suresh Patel | PTOM Operator Implementation Manager & Assistant Operations Performance Manager

AT Metro Service Delivery | Integrated Networks

20 Viaduct Harbour Avenue, Auckland 1010

Private Bag 92250, Auckland 1142

P 09 447 5049 | **M** 021 914 282

www.at.govt.nz | suresh.patel@at.govt.nz

From: Darek Koper (AT)

Sent: Tuesday, 19 February 2019 1:01 p.m.

To: Suresh Patel (AT) <Suresh.Patel@at.govt.nz>

Cc: Eloi Miranda Da Fonseca (AT) <Eloi.MirandaDaFonseca@at.govt.nz>
Subject: FW: FW: Dangerous bus driving incident

Hi Suresh,

Can you follow up with [REDACTED] on setting up training session with WBC to improve road sharing with cyclists on the island?

Background info below and in the attached. I will send you an invite to join my meeting with [REDACTED] on Friday.

Darek

From: [REDACTED] <[REDACTED]@can.org.nz>
Sent: Tuesday, 19 February 2019 9:38 a.m.
To: Darek Koper (AT) <Darek.Koper@at.govt.nz>
Subject: Re: FW: Dangerous bus driving incident

Thank you Darek, yes I will see you at 2.00pm on Friday.

Warmly

[REDACTED]

On Tue, 19 Feb 2019, 8:16 am Darek Koper (AT), <Darek.Koper@at.govt.nz> wrote:

Hi [REDACTED]

Those incidents are concerning.

I am available on Friday at 2pm if you are able to meet at AT offices.

Regards,

Darek

From: [REDACTED] <[REDACTED]@can.org.nz>
Sent: Friday, 15 February 2019 8:13 a.m.
To: Darek Koper (AT) <Darek.Koper@at.govt.nz>
Subject: Fwd: FW: Dangerous bus driving incident

Hello again Darek, another incident to discuss.

Warmly

[REDACTED]

From: [REDACTED]@can.org.nz
Sent: Friday, 15 February 2019 7:48 a.m.
To: Darek Koper (AT) <Darek.Koper@at.govt.nz>
Subject: Fwd: buses on Grafton Bridge

Morning Darek, can we talk about this. I would like to avoid the deep divisions that are occurring in Wellington with bus companies and cyclists in Auckland.

I will be in at AT for a meeting at 4.00pm this afternoon.

Warmly

[REDACTED]

----- Forwarded message -----

From: [REDACTED]
Date: Fri, 15 Feb 2019, 7:14 am
Subject: RE: buses on Grafton Bridge

[REDACTED]

Hi J – we need AT to step up to engage with the bus companies. [REDACTED] is our resident expert on how we progress this occasional but significant issue.

From: [REDACTED]
Sent: Thursday, 14 February 2019 10:38 PM

[REDACTED]

Subject: buses on Grafton Bridge

Poor old Alec Tang had a rotten run-in with a bus on Grafton Bridge today.

See video here, and the reverse view footage below it (extremely hairy), and vigorous discussion (this is only part of it - the thread diverges in several directions):

<https://twitter.com/AlecTang/status/1095763202040770560>

And here's the related TVNZ story: https://www.tvnz.co.nz/one-news/new-zealand/watch-auckland-cyclist-confronts-driver-after-bus-nearly-runs-him-off-road?variant=tb_v_1

I simply don't understand why bus drivers aren't instructed they must not overtake cyclists on Grafton Bridge. It's so short, it's a 30kmh zone, there's a double yellow line, and everyone winds up at the red light anyhow. Surely this is a glaring safety issue that AT could fix instantly, as part of its safety push...? Is this something Bike Auckland could call for in a blog post, as a sensible measure that will save lives and make this vital conduit a safer and more attractive link?

(I also see comment about how Park Road is apparently up for renewal soon - to smooth the buses through? It's a famous conflict zone for people on bikes - a case for a tactical project linking the coming K Road upgrade to Carlton Gore, and thence to the corridor along Broadway...? Maybe we need some Auckland Hospital doctors to blog for us...)

Best,



Customer Relationship Management (CRM) entries – Case no. CAS-978429-N2L9L0:

Dynamics 365 Service Cases > CAS-978429-N2L9L0

Assignee: Howick & Eastern Created On: 15/02/2019 10:17 a Received On: Due Date: 21/02/2019 10:17 a

Summary

Is Anonymous Contact	No
Customer	Alec Tang
Channel	Twitter
Status Reason	Closed
Root Cause	External factors
Outcome	Acknowledged
Is VIP	<input type="checkbox"/>
Priority	Routine
Is AT Multi	<input type="checkbox"/>
Is BU Multi	<input type="checkbox"/>
Override Customer Notification	<input type="checkbox"/>
Feedback Required	<input type="checkbox"/>
Parent Case	
Topic	Conduct or Attitude of Staff
Sub-Topic	

POSTS	ASSISTANT	ACTIVITIES	NOTES
<p>Enter a note</p> <p>[Redacted] 18/02/2019 1:05 p.m.</p> <p>Conduct or Attitude of the Staff Dear Alec Tang,</p> <p>Thank you for your email and I am so sorry that you have had a poor experience on one of our services. Your complaint was investigated, and the driver has been spoken to and taken through a disciplinary process due to Privacy act we cannot pass on any more information. We at Howick and Eastern spent a large amount of money training our drivers and expect a high standard from them. It is incredibly disappointing when our staffs venture forth away from our immediate influence and forget or ignore their training. Thank you again for your email and we apologize on behalf of the company.</p> <p>Kind Regards [Redacted]</p> <p>[Redacted] 18/02/2019 1:04 p.m.</p>			

CUSTOMER DETAILS

Business: _____
MyAT: _____
IHOP: _____
Address: _____
Preferred Method: E-mail
Special Instruction: _____

Description: Via Twitter (14/2/19)
*via our @AHTransport. I know it's #ValentinesDay, but doesn't mean your bus

Resolved Read only

POSTS	ASSISTANT	ACTIVITIES	NOTES
<p>Enter a note</p> <p>[Redacted] 18/02/2019 1:05 p.m.</p> <p>Conduct or Attitude of the Staff Dear Alec Tang,</p> <p>Thank you for your email and I am so sorry that you have had a poor experience on one of our services. Your complaint was investigated, and the driver has been spoken to and taken through a disciplinary process due to Privacy act we cannot pass on any more information. We at Howick and Eastern spent a large amount of money training our drivers and expect a high standard from them. It is incredibly disappointing when our staffs venture forth away from our immediate influence and forget or ignore their training. Thank you again for your email and we apologize on behalf of the company.</p> <p>Kind Regards [Redacted]</p> <p>[Redacted] 18/02/2019 1:04 p.m.</p>			

Description ^{*}

Via Twitter (14/2/19)

"kia ora @AkiTransport, I know it's #ValentinesDay, but doesn't mean your bus drivers need to try & mount me. I'd say it's reckless but really it's just standard isn't it? No surprise it's Howick & Eastern.
HE262 at 7.35am today. Do something before someone dies."

Link to video - https://twitter.com/AlecTang_/status/1095763202040770560

Another message later on in the day - "oh wow @AkiTransport, I've just looked at the footage from my rear cam of this morning's incident 📺.
that's me getting very very close to going underneath that bus's rear wheels. I'm not kidding, someone is going to die with driving like that."

Link to video - https://twitter.com/AlecTang_/status/1095946324875169792

[View Description](#)