



16 May 2018

Benjamin Ross
Ben.R001@gmail.com

Dear Benjamin

Local Government Official Information and Meetings Act 1987 (LGOIMA)

CAS-740842-Q4V0R56

Thank you for contacting Auckland Transport (AT) on 17 April 2018 requesting the following:

Please outline metro rail network recovery procedures after an incident including:

- 1) Communication across all channels**
- 2) Procedures and priorities by Transdev Auckland Limited to return the network back to timetable.**

Please refer to the enclosed documents:

- 3.11 Status 1 – Major incidents (All Lines Affected – Britomart Closed)
- 3.12 Status 2 – Major Incident (All Lines Affected – Britomart Open)
- 3.18 Status 3 – Major Incident (Some Lines Affected – Britomart Open)

The above documents have been released in full.

- TDAK Contingency Plans

Please note that parts of this document have been withheld under Section 7(2) (a) to maintain the privacy of natural persons.

We trust this 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 Information request number CAS-740842-Q4V0R5.

Yours sincerely

Stacey van der Putten

Group Manager AT Metro Operations