

26 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 all communications AT holds regarding the decision to keep these customer service centres closed, and any information regarding Auckland Transport's plans to reopen these Service Centres.

Our apologies for the oversight in your previous request. I have attached all the correspondence we hold regarding the decision to keep these customer service centres closed.

In my previous response, with Auckland being back in COVID-19 alert level 3, AT now has no plans to open the Botany customer service centre (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. Therefore, this part of your request is refused under section 17(e) of the LGOIMA, because this information does not exist.

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



Logan Christian
Group Manager
Customer Services

Encl: Auckland Transport - CAS-191110-C4Z7Q3 correspondence.pdf