

5 May 2021

Gavin Millar
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By email: gavin@millar.org.nz

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Dear Gavin

**Local Government Official Information and Meetings Act 1987 (LGOIMA):
Request for Information**

I refer to your email of 7 April 2021 requesting information on mask use on public transport. Your request has been referred to me to reply.

New Zealand's COVID-19 pandemic response is a Government-led health response, with Environment Canterbury having no mandate to set rules such as face coverings on public transport. We have however, provided feedback to Central Government authorities on the challenges that compulsory face coverings on public transport provides and general feedback we've received through our official complaints process, and social media.

Messaging throughout this response has been guided by Central Government, with <https://covid19.govt.nz/> being the one source of truth for both the public and Environment Canterbury. It continues to provide baseline messages when it comes to the mandatory wearing of face coverings on public transport.

The information provided is emails, meeting minutes and government guidelines attached to those emails, with information pertaining to face coverings on public transport. Please note that information has been redacted in order to protect the privacy of individuals pursuant to section 7(2)(a) of the LGOIMA.

In terms of complaints, we received **184** feedbacks between 15 February 2021 and 7 April 2021 as set out in the table below:

Classification	Count	In percentage
Driver - No face coverings.	52	28.3%
Passengers - No face covering .	39	21.2%
No face coverings (both drivers and passengers).	37	20.1%
No enforcement from drivers.	14	7.6%
Driver didn't wear a face coverings appropriately.	9	4.9%
Others	9	4.9%
No encouragement/request from drivers to passengers.	6	3.3%
Ecan should have a responsibility to enforce rule or improve compliance rate.	4	2.2%
Driver doesn't know correct guidelines.	3	1.6%
Driver didn't offer a mask from stock to passengers.	3	1.6%

Place face coverings posters on front door and window besides the front door.	3	1.6%
Clarifications about face coverings on PT.	2	1.1%
Driver refused a ride to passenger without face coverings.	1	0.5%
Capacity restriction if any	1	0.5%
Government should exclude Canterbury region from rules.	1	0.5%
Total	184	

In addition, we received **76** feedbacks via Facebook comments:

Classification	Count
Driver - No face coverings.	9
Passengers - No face covering.	8
No face coverings (both drivers and passengers).	24
No enforcement from drivers.	4
Driver didn't wear a face coverings appropriately.	11
Others	5
No encouragement/request from drivers to passengers.	1
ECan should have a responsibility to enforce rule or improve compliance rate.	
Driver doesn't know correct guidelines.	4
Clarifications about face coverings on PT.	10
Total	76

You will be aware that if you are not satisfied with this response you are able to refer this matter to the Office of the Ombudsman under s27(3) of the LGOIMA.

Please be advised that we now put LGOIMA responses that are in the public interest onto our website. No personal details of the requester are given, but we do summarise the essence of the request alongside the response.

Should you require any further information or clarification, please do not hesitate to contact Lillian Sewell in the first instance (lillian.sewell@ecan.govt.nz or 033677340).

Yours sincerely,



Katherine Harbrow
Director Operations