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Please note, many of these emails have attachments, which have been embedded in the PDF.

To access the attachments, simply double-click the hyperlink in the attachments line of the email:

**From:** [Jeremy Dickson](#)  
**To:** [Kim Whitwell](#)  
**Subject:** FW: ALERT LEVELS 1 and 2: COVID-19 Guidance for Transport Operators - 18 February 2021  
**Date:** Thursday, 8 April 2021 4:26:00 pm  
**Attachments:** [Final AL 1 and 2 Transport Operator Guidance 18 February 2021.pdf](#) 

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**From:** [Jeremy Dickson](#)  
**To:** [Kim Whitwell](#)  
**Subject:** FW: ALERT LEVELS 1 and 2: COVID-19 Guidance for Transport Operators - 18 February 2021  
**Date:** Thursday, 8 April 2021 4:26:00 pm  
**Attachments:** [Final AL 1 and 2 Transport Operator Guidance 18 February 2021.pdf](#)

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**From:** COVID-19 Response Team <@xxx>  
**Sent:** Thursday, 18 February 2021 10:29 AM  
**To:** Brenda O'Donoghue <@xxx>; Brent Johnston (Ministry of Transport) <@xxx>; COVID-19 Response Team <@xxx>; Danielle Bachler <Danielle.Bachler@nzta.govt.nz>; Deborah Hume <@xxx>; Delaney Myers <Delaney.Myers@nzta.govt.nz>; Emma Barraclough <@xxx>; Freya Proctor <@xxx>; Helen Presland <@xxx>; Helen White (Ministry of Transport) <@xxx>; Ian Stuart <Ian.S@xxx>; Jacob McElwee <@xxx>; Jacqui Sadler <Jacqui.Sadler@xxx>; Lucy Nie <@xxx>; Michelle McCormick <Michelle.McCormi@xxx>; National Emergency Response Team <@xxx>; Nick Hunter <@xxx>; Peter Cockrem <@xxx>; Rebekah Duffin <@xxx>; Sarah Taylor <@xxx>  
**Subject:** ALERT LEVELS 1 and 2: COVID-19 Guidance for Transport Operators - 18 February 2021

Morena koutou,

Please find attached the FINAL guidance for Alert levels 2/1. There are no substantive changes. From the draft sent last night.

Here is also the final

Order <https://www.legislation.govt.nz/regulation/public/2021/0007/latest/LMS453805.html>

-

Again, we also provide the following clarifications:

- Face coverings are mandatory on public transport across all of New Zealand for Alert level 2 (Auckland)/Alert Level 1 (rest of New Zealand). I have been advised by the Ministry of Health that this will be reviewed on Monday.
- Some of you have asked about what the MoH advice is for the serving of food and drink on services where face coverings are required, for AL2/1. We were advised the following this evening for you to pass on to operators:

*Whilst it is not a legal requirement, the Ministry of Health advises it is good practice to not serve food or drink to passengers when face coverings are being worn, especially on short journeys.*

Noho ora mai

Waka Kotahi NZ Transport Agency  
**Chews Lane Office** / 50 Victoria Street  
Private Bag 6995, Wellington 6141, New Zealand



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**From:** [Jeremy Dickson](#)  
**To:** [Kim Whitwell](#)  
**Subject:** FW: Final Alert Level 2 and 3 Transport Operator Guidance - 15 Feb 2021  
**Date:** Thursday, 8 April 2021 4:26:00 pm  
**Attachments:** [AL 2 and 3 Transport Operator Guidance 15 February 2021.pdf](#)

---

**From:** COVID-19 Response Team <@xxx>  
**Sent:** Monday, 15 February 2021 8:36 AM  
**To:** Brenda O'Donoghue <@xxx>; Brent Johnston (Ministry of Transport) <@xxx>; COVID-19 Response Team <@xxx>; Danielle Bachler <Danielle.Bachler@nzta.govt.nz>; Deborah Hume <@xxx>; Delaney Myers <Delaney.Myers@nzta.govt.nz>; Emma Barraclough <@xxx>; Freya Proctor <@xxx>; Helen Presland <@xxx>; Helen White (Ministry of Transport) <@xxx>; Ian Stuart <Ian.S@xxx>; Jacob McElwee <@xxx>; Jacqui Sadler <Jacqui.Sadler@xxx>; Lucy Nie <@xxx>; Michelle McCormick <Michelle.McCormi@xxx>; National Emergency Response Team <@xxx>; Nick Hunter <@xxx>; Peter Cockrem <@xxx>; Rebekah Duffin <@xxx>; Sarah Taylor <@xxx>  
**Subject:** Final Alert Level 2 and 3 Transport Operator Guidance - 15 Feb 2021

Hi everyone,

Please find attached:

- the Order which has now been promulgated - <https://www.legislation.govt.nz/regulation/public/2021/0006/latest/LMS451670.html>. Please note permitted travel across the boundary, to provide a business or service, is listed in Schedule 3. Note this allows for the movement of public transport, freight, the transport agencies and SOEs for a specified reason, and the construction of road and rail infrastructure. Schedule 4 and 5 have the boundary definition.
- the final guidance.

Noho ora mai

**COVID Response Team**  
E [@xxx](mailto:@xxx) / M +64 21 716 892 / W [nzta.govt.nz](http://nzta.govt.nz)

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**Chews Lane Office** / 50 Victoria Street  
Private Bag 6995, Wellington 6141, New Zealand



**From:** [Jeremy Dickson](#)  
**To:** [Kim Whitwell](#)  
**Subject:** FW: FINAL Transport operator guidance and collateral for alert level 1  
**Date:** Thursday, 8 April 2021 4:26:00 pm  
**Attachments:** [FINAL Transport operator guidance and collateral for alert level 1.pdf](#)

---

**From:** COVID-19 Response Team <@xxx>  
**Sent:** Tuesday, 23 February 2021 2:08 PM  
**To:** Brenda O'Donoghue <@xxx>; Brent Johnston (Ministry of Transport) <@xxx>; COVID-19 Response Team <@xxx>; Danielle Bachler <Danielle.Bachler@nzta.govt.nz>; Deborah Hume <@xxx>; Delaney Myers <Delaney.Myers@nzta.govt.nz>; Emma Barraclough <@xxx>; Freya Proctor <@xxx>; Helen Presland <@xxx>; Helen White (Ministry of Transport) <@xxx>; Ian Stuart <Ian.S@xxx>; Jacob McElwee <@xxx>; Jacqui Sadler <Jacqui.Sadler@xxx>; Lucy Nie <@xxx>; Michelle McCormick <Michelle.McCormi@xxx>; National Emergency Response Team <@xxx>; Nick Hunter <@xxx>; Peter Cockrem <@xxx>; Rebekah Duffin <@xxx>; Sarah Taylor <@xxx>  
**Subject:** FINAL Transport operator guidance and collateral for alert level 1

Hi everyone,

Please find attached:

- A link to the new Public Health Order - [COVID-19 Public Health Response \(Alert Level Requirements\) Order \(No 3\) 2021 \(LI 2021/13\) Contents – New Zealand Legislation](#)
- The final version of the operator guidance for Alert level 1
- A link to stakeholder collateral, including posters for face coverings - [https://drive.google.com/drive/u/1/folders/1mO7QW933DR5K\\_7cqUyNc448BGBYrRjA7](https://drive.google.com/drive/u/1/folders/1mO7QW933DR5K_7cqUyNc448BGBYrRjA7)

Noho ora mai

Becks

**COVID Response Team**

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**From:** [Jeremy Dickson](#)  
**To:** [Kim Whitwell](#)  
**Subject:** FW: Mask Uptake - Level 1  
**Date:** Thursday, 8 April 2021 4:25:00 pm

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**From:** Jeremy Dickson  
**Sent:** Thursday, 18 February 2021 3:17 PM  
**To:** Paul Milligan <xxxxx@xxxxxxxx.xx.xx>; Edward Wright <Edward.Wright@ecan.govt.nz>  
**Cc:** Sam Wilkes <xxx.xxxxxx@xxxx.xxxx.xx>  
**Subject:** RE: Mask Uptake - Level 1

Thanks for the heads up Paul.

The messaging went out late so many will just not be aware of the requirement to wear a mask but will most likely have picked this up today and will when they see the posters.

The messaging from central government has been clear that we are not expected to police or enforce this and you can point to the information on the COVID site which is as follows:

### Public transport and domestic flights

You legally must wear a face covering on public transport and domestic flights at Alert Level 1. This includes trains, buses and most ferries.

Drivers and transport operators will not stop people without face coverings from boarding public transport. This is because some people will have legitimate reasons for not wearing a face covering. However, where possible, drivers will be encouraging passengers to wear a face covering.

Happy to chat if required

Jeremy

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**From:** Paul Milligan <xxxxx@xxxxxxxx.xx.xx\_>  
**Sent:** Thursday, 18 February 2021 2:36 PM  
**To:** Edward Wright <xxxxxx.xxxxxx@xxxx.xxxx.xx\_>  
**Cc:** Sam Wilkes <xxx.xxxxxx@xxxx.xxxx.xx\_>; Jeremy Dickson <xxxxxx.xxxxxxx@xxxx.xxxx.xx\_>  
**Subject:** Mask Uptake - Level 1

Hi Guys,

FYI – we have had a large increase of passengers not wearing a mask today and got a bit of stick from some customers about us not enforcing it.

It seems lots have missed the memo about level 1 masks being required.

I have just met with the team and will be more actively encouraging it.

I have also just received the new posters from Covid-19 response that we will put up.

Thanks,

Paul Milligan  
Chief Executive  
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M: +64 (0)29 770 6484  
E: [xxxxx@xxxxxxxx.xx.xx](mailto:xxxxx@xxxxxxxx.xx.xx)

P: PO Box 80, Lyttelton 8841  
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5 Norwich Quay, Lyttelton



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**From:** [Jeremy Dickson](#)  
**To:** [Kim Whitwell](#)  
**Subject:** FW: Offering of masks on Public Transport  
**Date:** Thursday, 8 April 2021 4:21:00 pm

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**From:** Jeremy Dickson  
**Sent:** Monday, 8 March 2021 1:26 PM  
**To:** Michelle Clemence <xxxxxxxx.xxxxxxx@xxxxx.xx.xx>; Dave Rutledge <xxxx.xxxxxxx@xxxxx.xx.xx>; Timaru Manager <xxxxxx.xxxxxxx@xxxxxxxx.xx.nz>; Paul <xxxxx@xxxxxxxx.xx.xx>  
**Cc:** Isabelle Bromham <xxxxxxxx.xxxxxxx@xxxx.xxxx.xx>; Lance E. Hammond <xxxxx.xxxxxxx@xxxx.xxxx.xx>; Sam Wilkes <xxx.xxxxxxx@xxxx.xxxx.xx>; Anne Doidge <xxxx.xxxxxxx@xxxx.xxxx.xx>; Stewart Gibbon <xxxxxxxx.xxxxxxx@xxxx.xxxx.xx>; Paritosh Pancholy <xxxxxxxx.xxxxxxx@xxxx.xxxx.xx>  
**Subject:** Offering of masks on Public Transport

Hi Team

We have reviewed our policy regarding the offering of masks to passengers based on the amount of time face coverings have been mandatory for passengers and reducing levels of supply.

As of today we would like to apply a **new policy** across the network that we expect passengers to provide their own face coverings and we therefore will no longer offer masks to passengers on our public transport network.

In light of this can you please action the following:

- any supplies currently on vehicle to be used-up
- following that no masks to offered to passengers
- operators maintain their current supply in depot in the event that they are required in the future
- operators continue to provide masks to drivers from their own stock – i.e. not the stock provided by ECan.

We have provided no communications to members of the public regarding our offering of masks to date and so will not be publishing this decision wider.

Finally could you please provide an update of current masks levels direct to Lance Hammond as soon as practical

Thank you and happy to discuss

Jeremy

**From:** [Jeremy Dickson](#)  
**To:** [Kim Whitwell](#)  
**Subject:** FW: COVID update  
**Date:** Thursday, 8 April 2021 4:19:00 pm

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**From:** Jeremy Dickson  
**Sent:** Sunday, 14 February 2021 8:50 PM  
**To:** Ben Barlow <xxx.xxxxx@xxxx.xx.xx>; Sam Wilkes <xxx.xxxxx@xxxx.xxxx.nz>; xxxxxxx@xxxxxxxx.xx.xx; Timaru Manager <xxxxxx.xxxxxx@xxxxxxxx.xx.xx>; Dave Rutledge <xxxx.xxxxxx@xxxx.xx.xx>; Richard O'Keefe <xxxxxx.xxxxx@xxxxxxxx.xx.nz>; xxx.xxxxxx@xxxxxxxx.xx.xx  
**Cc:** Chelsea Halliwell <xxxxxx.xxxxxxx@xxxx.xxxx.xx>; Stewart Gibbon <xxxxxx.xxxxx@xxxx.xxxx.xx>  
**Subject:** COVID update

Hi All

As per my text message. We go into alert level 2 from midnight tonight for 3 days.

The following are key changes to our network practices at level 2 effective from midnight:

Masks are required to be used by passengers on Urban services. There are a few exceptions for health or other reasons and drivers are not required to police this.

We would like drivers to have a box of masks from which they can offer one to boarding passengers. You should all have enough stock for this.

Sam is delivering (hopefully) tonight some poster regarding masks to be put on buses as soon as practicable and at the latest by COB tomorrow please.

A key point to make is that social distancing on buses is not required due to masks being mandatory - this is a change from last times alert level 2.

We will be pushing these messages through all of our channels this evening.

Please be in touch with any questions and thank you once again

Jeremy

Sent from my Galaxy

**From:** [COVID-19 Response Team](#)  
**To:** [Brenda O'Donoghue](#); [Brent Johnston \(Ministry of Transport\)](#); [COVID-19 Response Team](#); [Danielle Bachler](#); [Deborah Hume](#); [Delaney Myers](#); [Emma Barraclough](#); [Freya Proctor](#); [Helen Presland](#); [Helen White \(Ministry of Transport\)](#); [Ian Stuart](#); [Jacob McElwee](#); [Jacqui Sadler](#); [Lucy Nie](#); [Michelle McCormick](#); [National Emergency Response Team](#); [Nick Hunter](#); [Peter Cockrem](#); [Rebekah Duffin](#); [Sarah Taylor](#)  
**Subject:** Guidance to support Alert level announcements today  
**Date:** Friday, 12 March 2021 1:06:41 pm  
**Attachments:** [Final AL 1 Transport Operator Guidance 12 March 2021.pdf](#)

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Tēnā koe

As you will no doubt be aware, the Prime Minister earlier announced that Auckland will join the rest of New Zealand at Alert Level 1 from midday today.

Here is the link to the Order

<https://legislation.govt.nz/regulation/public/2021/0040/latest/LMS461782.html?src=qs>

The updated Operator Guidance for circulation is attached. Please note there are a few changes:

- The exemption from the requirement to wear face coverings for some pre-booked bus and train services has now been included in the Order.
- The previous face covering exemption for 'jet boats' has been broadened to cover similar services (an important caveat is that the vessel can't have enclosed spaces), and it also now covered in the Order;
- Further clarification has been provided around micro mobility services, and car sharing etc.

Noho ora mai

**COVID Response Team**

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**From:** [Lindsay Chappell - AWUNZ](#)  
**To:** [Stewart Gibbon](#)  
**Cc:** [Nigel Piper](#); [Glenn Ritchie](#); [Ben Barlow](#); [xxxxxxx@xxxxxxx.xx](#); [xxx.xxx@xxx.xx.xx](#); [xxxxxxx@xxxxxx.xxx](#); [xxxxxx.xxx@xxxx.xx.xx](#); [xxxxxxxxxxxxxxxx@xxxxxx.xxx](#)  
**Subject:** RE: Exemptions  
**Date:** Tuesday, 2 March 2021 9:30:43 am

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Morning Stewart

Thanks for your email. I have followed up and put out a message via Social Media and email to ALL our members at Ritchie's & Go Bus encouraging wearing of masks

Any exemptions should be supported by a Drs note.

We note that there is a form of "This Driver is Exempt" "Thankyou for your understanding" by way of a card type arrangement.

I think if this was made available to Drivers it may be of assistance to stop the criticism from public.

I have copied Employers & Delegates

I trust this is of assistance and will see you at 4pm

*Kind Regards*

*Lindsay Chappell*

**Assistant Secretary**



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**From:** Stewart Gibbon <[xxxxxxx@xxxx.xx.xx](#)>

**Sent:** Monday, 1 March 2021 2:33 PM

**To:** Lindsay Chappell - AWUNZ <[xxxxxxx@xxxxxx.xx.xx](#)>

**Subject:** Exemptions

Hi Lindsay

Trust things are well with you.

Lindsay, we are getting media interest in mask compliance of drivers currently. One media person is taking photos as asking if drivers are exempt.

I understand the Union is not in favour of drivers displaying exemption certificates in vehicle.

Keen to get an understanding of this, as it does seem customers and media are particularly interested in driver compliance

Also, you will be aware that we have provide quite a bit of information and input to Operators, as well as a letter to drivers re the importance of compliance by drivers, recognizing that there are many reasons why a driver might be exempt. ECAN fully accepts and respects this and will support drivers where they are exempt.

Keen to get your perspective on this issue of compliance both in terms of Union position and comms and obligations on parties to monitor and gain surety on compliance, and on exemption certificates. We note this is being done in other regions

Thanks  
Stewart

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**Stewart Gibbon**

Senior Manager Public Transport  
Environment Canterbury  
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[xxxxxxx.xxxxxx@xxxx.xxxx.xx](mailto:xxxxxxx.xxxxxx@xxxx.xxxx.xx)

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[ecan.govt.nz](http://ecan.govt.nz)



[covid19.govt.nz](http://covid19.govt.nz)



**From:** [COVID-19 Response Team](#)  
**To:** [Brenda O'Donoghue](#); [Brent Johnston \(Ministry of Transport\)](#); [COVID-19 Response Team](#); [Danielle Bachler](#); [Deborah Hume](#); [Delaney Myers](#); [Emma Barraclough](#); [Freya Proctor](#); [Helen Presland](#); [Helen White \(Ministry of Transport\)](#); [Ian Stuart](#); [Jacob McElwee](#); [Jacqui Sadler](#); [Lucy Nie](#); [Michelle McCormick](#); [National Emergency Response Team](#); [Nick Hunter](#); [Peter Cockrem](#); [Rebekah Duffin](#); [Sarah Taylor](#)  
**Subject:** FINAL AL2 and 3 Transport Operator Guidance 28 Feb 2021 - with correct links  
**Date:** Sunday, 28 February 2021 9:49:42 am  
**Attachments:** [AL 2 and 3 Transport Operator Guidance 28 February 2021 FINAL PDF.pdf](#)

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Morena,

Please see the attached Final Guidelines with corrected links.

Noho ora mai

**COVID Response Team**

E [@xxx](#) / M +64 21 716 892 / W [nzta.govt.nz](#)

Waka Kotahi NZ Transport Agency  
**Chews Lane Office** / 50 Victoria Street  
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**From:** [Stewart Gibbon](#)  
**To:** [Tracey McLellan MP](#)  
**Cc:** [Governance](#); [Ros March](#); [Katherine Trought](#)  
**Subject:** RE: Constituent enquiry  
**Date:** Thursday, 25 February 2021 4:44:00 pm  
**Attachments:** [FINAL Transport operator guidance and collateral for alert level 1.pdf](#)

---

Kia ora Tracey

Thanks for your query. We have been receiving a few queries of this nature ourselves from customers of our service.

Attached find the transport guidance provided to us from Waka Kotahi on behalf of Ministry of Transport. This guidance summaries the requirements for transport operators from the health order issued for the most recent change to Alert level 1.

To respond to the specific points raised I direct you to the following item in the guidance document:

#### **Wearing of Masks**

- Page 1, Executive Summary Item 3.
- Page 2, item 9 bullet 3
- Page 4, Section 3 Face Coverings

#### **Exemptions to Wearing Masks**

- Page 5 Item 21, 22

#### **Monitoring or Ensuring Compliance**

- Page 1, Executive Summary Item 7
- Page 6 Items 26 - 29

You will note from the information the clear messaging that operators are not responsible for ensuring compliance of wearing a face covering. The key element here is that neither bus operators or local authorities have the legislative powers to do so. Only NZ Police have the legislative power to enforce a specific requirement set out in a Health Order. The guidance make sit clear that is a personal responsibility to adhere to the health order requirement

The guidance also makes it clear that there are a wide range of valid reasons why a person may not be wearing a face covering on public transport, hence the key message under Item 9 on page 2 around kindness and patience.

We appreciate that some people may find the situation on public transport confusing. It is important to understand the wider content of the Health order to fully appreciated why some people appear to not be complying.

Environment Canterbury have been overt in its communications to our community and customers regarding the characteristics of the Health order with respect to face coverings on Public Transport in an effort to educate and reassure people that many people, including some drivers, are exempt from wearing a face covering on public transport and we should continue to be respectful and kind, while taking responsibility for our own actions and behaviours

I trust this helps to clarify the situation.

---

**From:** Tracey McLellan MP <xxxxxx.xxxxxxxx@xxxxxxxxxx.xxx.xx>

**Sent:** Thursday, February 25, 2021 1:29 PM

**To:** Stewart Gibbon <xxxxxx.xxxxx@xxx.xxx.xx>

**Subject:** Constituent enquiry

**Importance:** High

Hi Stewart

I've received an enquiry from a constituent who has raised concerns around the mandatory wearing of masks on all forms of public transport, which is required under Level One. The constituent has been using buses recently which all have signs on the windows advising patrons

of the requirement for mandatory use of face masks. However, not all patrons are adhering to this condition and there does not appear to be anyone on the bus to ensure the requirement is being met by bus patrons.

I'd appreciate receiving your advice on how non-compliance of this mandatory requirement is being monitored/dealt with by ECan and whether consideration has been given to having 'inspectors' on buses to ensure the safety of all passengers.

Ngā mihi nui

**Elaine Greaves**

MP Support for Dr Tracey McLellan, MP for Banks Peninsula

Banks Peninsula Electorate Office

642 Ferry Road, Woolston | PO Box 19 661, Woolston, Christchurch 8241

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E | Imēra: [xxxxxx.xxxxxxx@xxxxxxxxxx.xxxx.xx](mailto:xxxxxx.xxxxxxx@xxxxxxxxxx.xxxx.xx)

W | Pae Tukutuku: [www.parliament.nz](http://www.parliament.nz)

Authorised by Tracey McLellan, 642 Ferry Road, Woolston, Christchurch

---

**From:** [Ben Barlow](#)  
**To:** [Stewart Gibbon](#)  
**Subject:** RE: Letter from CEO  
**Date:** Thursday, 25 February 2021 1:41:31 pm

---

Thanks Stewart- We will aim to send this out via email to all CHCH urban staff tomorrow afternoon.

Regards,  
Ben

---

**From:** Stewart Gibbon <xxxxxxx.xxxxxx@xxxx.xxxx.xx>  
**Sent:** Thursday, 25 February 2021 12:10 pm  
**To:** Ben Barlow <xxx.xxxxxx@xxxxx.xx.xx>  
**Subject:** Letter from CEO

Hi ben

Here is the letter from our CEO for distribution to all drivers  
Can you confirm when it will be distributed and how  
Thanks

Stewart

---

**Stewart Gibbon**

Senior Manager Public Transport  
Environment Canterbury  
Christchurch Office

Environment Canterbury



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[ecan.govt.nz](http://ecan.govt.nz)



[covid19.govt.nz](http://covid19.govt.nz)



**From:** [Stewart Gibbon](#)  
**To:**  
**Subject:** CEO letter  
**Date:** Thursday, 25 February 2021 12:13:00 pm  
**Attachments:** [2021-02-25 CHCH letter to drivers from CEO.pdf](#)

---

Hi Paul

Letter from our CEO attached for distribution

Thanks

Stewart

**From:** [Stewart Gibbon](#)  
**To:**  
**Subject:** Letter from CEO  
**Date:** Thursday, 25 February 2021 12:09:00 pm  
**Attachments:** [2021-02-25 CHCH letter to drivers from CEO.pdf](#)

---

Hi ben

Here is the letter from our CEO for distribution to all drivers

Can you confirm when it will be distributed and how

Thanks

Stewart

**From:** [Michelle Clemence](#)  
**To:** [Stewart Gibbon](#)  
**Subject:** Re: Letter to Drivers from ECAN CEO  
**Date:** Thursday, 25 February 2021 9:53:24 am

---

Hi Stewart, I will put this up on screen. I'm in WLG today but will see if I can log in remotely and sort it or will do it first thing

Kind regards,  
Michelle Clemence  
Sent from my iPhone

On 25/02/2021, at 8:26 AM, Stewart Gibbon

<~~xxxx~~> wrote:

Hi Both

Our CEO is wanting to send the below letter to all drivers/skippers/crew on our Urban and School services.

Can you advise the best way to achieve this

Thanks

Stewart

*Kia ora,*

*The last several months have seen significant change to our public transport network, none of which would be possible without the commitment of our drivers. I extend my thanks to you for supporting and enabling these changes to occur. COVID-19 continues to be a challenge for our community. With the Government making face coverings mandatory on public transport at Alert Level 1, it requires continued effort from everyone to keep themselves and others safe while using the service.*

*As the consistent professional face of our public transport service, drivers have a key role to play in helping us encourage people to do the right thing.*

*I appreciate that at times wearing a face covering may feel uncomfortable, however it is critical that our drivers lead by example. Doing so, shows our community and team of five million how we can maintain the freedoms we currently enjoy, ensure the delivery of public transport continues, and protect ourselves and each other during this time.*

*There are valid reasons why some drivers and community members may be exempt from wearing a face covering on public transport and it is important that we respect this, while maintaining the professionalism, courtesy, and kindness that our community expects and enjoys from our public transport team.*

*I also wanted to recognise the contribution you have made to our customer satisfaction results from the recently completed Metro user survey. The most recent survey delivered a 96% satisfaction rate which is an excellent outcome. Two items of note that I would like to highlight are:*

*<!--[if !supportLists]-->•<!--[endif]-->the increase of 7% in positive response to driver behaviour; and*

<!--[if !supportLists]-->•<!--[endif]-->personal safety and security continuing to be a key area of satisfaction.

Thank you again for your continued support and commitment to the delivery of our service and your commitment to lead by example while we respond to COVID-19.

Nga mihi,

Stefanie Rixecker

CEO Environment Canterbury

**END**

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**Stewart Gibbon**

Senior Manager Public Transport

Environment Canterbury

Christchurch Office



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Customer Services: 0800 324 636

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**From:** [Dave Rutledge](#)  
**To:** [Stewart Gibbon](#)  
**Cc:** [Ben Barlow](#); [Jeremy Dickson](#)  
**Subject:** RE: Mask Summary  
**Date:** Wednesday, 24 February 2021 8:12:33 am

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Stewart,

Further to our previous correspondence I can assure you that Go Bus has continued to encourage and promote our eligible staff wearing face masks as expected under the current Alert Level guidance. Additional promotion has also been undertaken this week at the depot and on the road during our recent self-audits. We will continue to work with staff to ensure that Go Bus staff are meeting the Covid-19 Guidance and best practice regardless of Alert Level. This will be over and above our responsibility to ensure wider awareness of the risks, providing PPE and undertaking the additional cleaning controls which are currently in place across Christchurch. Our annual Metro training has commenced this week, and this is also an opportunity to work with our staff in small groups to help manage our ongoing Covid-19 response and to help clarify expectations around such issues as mask wearing. We have 40+ sessions of specific Metro training scheduled between now and the end of the year which is very positive.

Go Bus Christchurch has a significant number of staff who have previously provided medical certificates to confirm medical advice that they are exempt from wearing masks. Based on the current guidance we do also note that an exemption card is not actually required and staff who wear glasses are also exempt along with other "reasonable excuses" for not wearing a mask. [-COVID-19 Public Health Response \(Alert Level Requirements\) Order \(No 3\) 2021 \(LI 2021/13\) Contents – New Zealand Legislation](#)

Go Bus will continue to work collaboratively with our staff and ECan to ensure that we are compliant with the current guidance. Lyndsay at the AWUNZ has confirmed that he is not currently supportive of any staff displaying an exemption card. Based on the above updated requirements and his rationale this approach does not currently seem unreasonable. I understand through Ben, that ECan is looking to draft a letter from your CEO to help promote some key messages to Christchurch staff which sounds very beneficial. I am confident this gesture will be well received. Go Bus is happy to help draft/ reviews any messaging to support ongoing success and ongoing safe operation of the network in any way possible.

Please don't hesitate to give me a call if you have any questions?

Kind regards,

Dave

**David Rutledge**

M 021 724 980 | E [david.rutledge@gobus.co.nz](mailto:david.rutledge@gobus.co.nz) | Check us out [www.gobus.co.nz](http://www.gobus.co.nz)

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**From:** Stewart Gibbon <xxxxxxx.xxxxxx@xxxx.xxxx.xx>

**Sent:** Monday, 22 February 2021 6:46 pm

**To:** Dave Rutledge <xxxx.xxxxxxxx@xxxx.xx.xx>

**Cc:** Ben Barlow <xxx.xxxxxx@xxxx.xx.xx>; Jeremy Dickson <Jeremy.Dickson@ecan.govt.nz>

**Subject:** Re: Mask Summary

Thanks David

There is little else we can do re customer compliance aside from the messaging processes we are doing and leading by example. I think the latter is the most overt influencer

The Health Order instructions are clear that we cannot refuse carriage on the basis of non mask compliance, we cannot ask why someone is not wearing a mask and we cannot have the driver enforce wearing

What we can do though is ensure staff are compliant. This is particularly relevant as it falls into

the Health & Safety compliance space. As a PCBU for PT we have an obligation to ensure that our operators are doing all things practicable to comply.  
The exception certificates displayed on buses will be a big help, with the rest wearing a mask  
Thanks  
Stewart

Sent from my iPhone

On 22/02/2021, at 6:05 PM, Dave Rutledge <[xxxx.xxxxxxxx@xxxxx.xx.xx](mailto:xxxx.xxxxxxxx@xxxxx.xx.xx)> wrote:

Hi Stewart and thanks for the summary.

Our audits at the Interchange match your numbers with an average of 75%, driver compliance. Indicatively, driver compliance is slightly higher on the Orbiter but a lot lower from members of the public. During my time at the interchange today I witnessed some very low passenger compliance, some busses arrived with less than 10% compliance, however none with 0% compliance as we have been receiving as feedback.

We have been communicating and reinforcing mandatory masks wearing (as Ben has relayed) while at the same time working through the exemptions presented to us formally and informally by staff. Like you, we are concerned by the wider landscape of poor compliance and are promoting a “lead by example approach” which we hope our staff and our passengers will get behind.

Kind regards

Dave

**David Rutledge**

M 021 724 980 | E [david.rutledge@gobus.co.nz](mailto:david.rutledge@gobus.co.nz) | Check us out [www.gobus.co.nz](http://www.gobus.co.nz)

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**From:** Ben Barlow <[xxx.xxxxxx@xxxxx.xx.xx](mailto:xxx.xxxxxx@xxxxx.xx.xx)>

**Sent:** Monday, 22 February 2021 10:27 am

**To:** Dave Rutledge <[xxxx.xxxxxxxx@xxxxx.xx.xx](mailto:xxxx.xxxxxxxx@xxxxx.xx.xx)>

**Subject:** FW: Mask summary

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**From:** Stewart Gibbon <[xxxxxxx.xxxxxx@xxxx.xxxx.xx](mailto:xxxxxxx.xxxxxx@xxxx.xxxx.xx)>

**Sent:** Monday, 22 February 2021 9:19 am

**To:** Ben Barlow <[xxx.xxxxxx@xxxxx.xx.xx](mailto:xxx.xxxxxx@xxxxx.xx.xx)>

**Cc:** Jeremy Dickson <[xxxxxxx.xxxxxx@xxxx.xxxx.xx](mailto:xxxxxxx.xxxxxx@xxxx.xxxx.xx)>

**Subject:** Mask summary

Hi ben

Below a summary of mask wearing from the weekend, and some samples that you can use to explore

Regards

Stewart

<image001.png>

Bus	Date	Time
GB 1031	2/19/2021	7:36 PM

GB 1031	2/20/2021	1:45 PM
GB 1033	2/20/2021	11:14 AM
GB 1043	2/19/2021	7:15 PM
GB 1043	2/19/2021	8:54 PM
GB 1044	2/20/2021	11:18 AM
GB 1045	2/20/2021	12:06 PM
GB 1045	2/20/2021	1:14 PM
GB 1052	2/20/2021	12:22 PM
GB 1052	2/20/2021	1:44 PM
GB 1053	2/20/2021	12:02 PM
GB 1055	2/20/2021	12:18 PM
GB 1055	2/20/2021	1:54 PM
GB 1056	2/20/2021	11:36 AM
GB 1071	2/19/2021	7:35 PM
GB 1072	2/20/2021	11:05 AM
GB 1072	2/20/2021	1:35 PM
GB 2085	2/19/2021	6:59 PM
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GB 2089	2/19/2021	4:45 PM
GB 2201	2/19/2021	7:31 PM
GB 2209	2/19/2021	9:26 PM
GB 2209	2/20/2021	11:32 AM
GB 2209	2/20/2021	12:25 PM
GB 2217	2/19/2021	7:29 PM

GB 2217	2/19/2021	9:12 PM
GB 2220	2/19/2021	8:59 PM
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GB885	2/21/2021	12:19 PM
GB894	2/19/2021	10:42 PM

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PM  
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GB896 2/21/2021 12:08  
PM  
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GB896 2/21/2021 8:14 PM  
GB897 2/19/2021 4:52 PM

**Stewart Gibbon**

Senior Manager Public Transport  
Environment Canterbury  
Christchurch Office



PO Box 345, Christchurch 8140

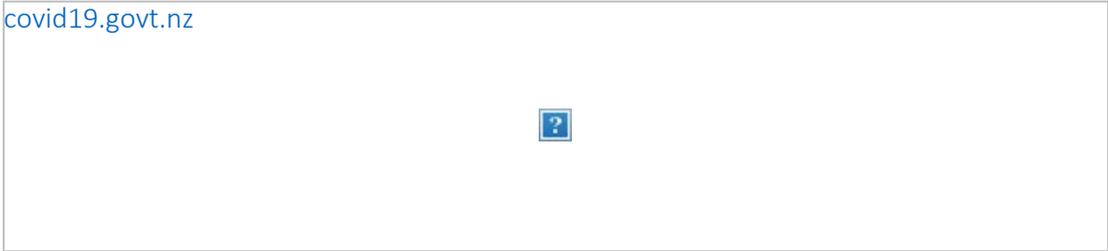
Customer Services: [0800 324 636](tel:0800324636)

24 Hours: [0800 76 55 88](tel:0800765588)

[+64 27 548 4776](tel:+64275484776)

[xxxxxxx.xxxxxx@xxxx.xxxx.xx](mailto:xxxxxxx.xxxxxx@xxxx.xxxx.xx)

[ecan.govt.nz](http://ecan.govt.nz)



**From:** [COVID-19 Response Team](#)  
**To:** [Brenda O'Donoghue](#); [Brent Johnston \(Ministry of Transport\)](#); [COVID-19 Response Team](#); [Danielle Bachler](#); [Deborah Hume](#); [Delaney Myers](#); [Emma Barraclough](#); [Freya Proctor](#); [Helen Presland](#); [Helen White \(Ministry of Transport\)](#); [Ian Stuart](#); [Jacob McElwee](#); [Jacqui Sadler](#); [Lucy Nie](#); [Michelle McCormick](#); [National Emergency Response Team](#); [Nick Hunter](#); [Peter Cockrem](#); [Rebekah Duffin](#); [Sarah Taylor](#)  
**Subject:** FINAL Transport operator guidance and collateral for alert level 1  
**Date:** Tuesday, 23 February 2021 2:08:43 pm  
**Attachments:** [FINAL Transport operator guidance and collateral for alert level 1.pdf](#)

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Hi everyone,

Please find attached:

- A link to the new Public Health Order - [COVID-19 Public Health Response \(Alert Level Requirements\) Order \(No 3\) 2021 \(LI 2021/13\) Contents – New Zealand Legislation](#)
- The final version of the operator guidance for Alert level 1
- A link to stakeholder collateral, including posters for face coverings - [https://drive.google.com/drive/u/1/folders/1mQ7QW933DR5K\\_7cqUyNc448BGBYrRjA7](https://drive.google.com/drive/u/1/folders/1mQ7QW933DR5K_7cqUyNc448BGBYrRjA7)

Noho ora mai

Becks

**COVID Response Team**

**E** [@xxx](#) / **M** +64 21 716 892 / **W** [nzta.govt.nz](http://nzta.govt.nz)

Waka Kotahi NZ Transport Agency  
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**From:** [COVID-19 Response Team](#)  
**To:** [Brenda O'Donoghue](#); [Brent Johnston \(Ministry of Transport\)](#); [COVID-19 Response Team](#); [Danielle Bachler](#); [Deborah Hume](#); [Delaney Myers](#); [Emma Barraclough](#); [Freya Proctor](#); [Helen Presland](#); [Helen White \(Ministry of Transport\)](#); [Ian Stuart](#); [Jacob McElwee](#); [Jacqui Sadler](#); [Lucy Nie](#); [Michelle McCormick](#); [National Emergency Response Team](#); [Nick Hunter](#); [Peter Cockrem](#); [Rebekah Duffin](#); [Sarah Taylor](#)  
**Subject:** Updated PT Collateral - 23 February 2021  
**Date:** Tuesday, 23 February 2021 9:45:13 am

---

Morena,

Please find attached the updated collateral for PT (available via this link:

[https://drive.google.com/drive/u/1/folders/1mQ7QW933DR5K\\_7cqUyNc448BGBYrRjA7](https://drive.google.com/drive/u/1/folders/1mQ7QW933DR5K_7cqUyNc448BGBYrRjA7)).

If there is anything specific missing that you need, please don't hesitate to contact me

Noho ora mai

Becks

**Rebekah Duffin** / COVID Communications Manager

**COVID Response Team**

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**From:** [Ben Barlow](#)  
**To:** [Stewart Gibbon](#)  
**Cc:** [Jeremy Dickson](#)  
**Subject:** RE: Mask Compliance  
**Date:** Friday, 19 February 2021 4:01:59 pm

---

Hi Stewart,

Go Bus is fully aware of the importance of our staff wearing masks who are not formally exempted from doing so. As you have correctly noted this requirement was messaged to our staff earlier this week in a newsletter. Supporting signage is also currently displayed in both depot locations. Individual reminders have also been provided this week via Ops Centre when staff are signing on for work. These reminders will remain ongoing as long as required.

Over the weekend and early next week we will be sure to confirm our understanding of the number of staff who are exempted from wearing a face covering. It is also worth noting that our driving staff are unfortunately also receiving angst from passengers who are refusing to wear a face masks. We appreciate the NZTA and ECan messaging, but we to are concerned about how some passengers are responding to our staff about the recent changes and the requirement to wear face masks at Alert Level 1. Please be assured that we are committed to leading by example and we will do everything we can to continue to support our staff and passenger.

I will be back in touch next week when possible. In the meantime please don't hesitate to call me at any stage.

Thanks Ben

---

**From:** Stewart Gibbon <xxxxxxx.xxxxxx@xxxx.xxxx.xx>

**Sent:** Friday, 19 February 2021 3:30 pm

**To:** Ben Barlow <xxx.xxxxxx@xxxxx.xx.xx>

**Cc:** Jeremy Dickson <xxxxxxx.xxxxxx@xxxx.xxxx.xx>

**Subject:** Mask Compliance

Hi Ben

As you will no doubt understand the change to compulsory mask wearing on PT at level 1 is creating significant angst in the community with the variability of customers and drivers wearing masks.

Appreciate that you have been messaging this to your drivers and that there are legitimate exemptions to wearing a mask, however anecdotal evidence suggests a reasonably high level of non-compliance by drivers. In some case customers are reporting that drivers are advising that masks are not required which if true is disappointing.

Its imperative that we set the right example in this situation. The situation is having a reputational impact for all of us currently. It would be useful to understand what proportion of your drivers fall within the exempt category. You will need to have recorded this to comply with health and safety requirements. If you could provide this information as a percentage that would be appreciated.

Today we noted 23% of GB drivers through the interchange not wearing masks in the morning and 19% in the afternoon. So a 21% average. It would be useful to understand if this aligns with your expectations based on your exemption approvals.

Can you please:

- Maintain the promotion of this compliance requirement to drivers and the importance of setting an example,
- Validate and advise your exemption numbers as a percentage of drivers
- Complete some sampling yourself to determine compliance rates

Thanks

Stewart

---

**Stewart Gibbon**

Senior Manager Public Transport

Environment Canterbury

Christchurch Office

Environment Canterbury



PO Box 345, Christchurch 8140

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[xxxxxxx.xxxxxx@xxxx.xxxx.xx](mailto:xxxxxxx.xxxxxx@xxxx.xxxx.xx)

[ecan.govt.nz](http://ecan.govt.nz)



[covid19.govt.nz](http://covid19.govt.nz)



**From:** [Michelle Clemence](#)  
**To:** [Stewart Gibbon](#); [Ben Barlow](#)  
**Cc:** [Jeremy Dickson](#)  
**Subject:** RE: Mask Exemption Cards  
**Date:** Friday, 19 February 2021 3:59:37 pm  
**Attachments:** [image001.png](#)

---

Hi Stewart, my couple of drivers I am sure will be happy to get an exemption card as they are currently using an A4 page taped to the ticket machine. The card is actually less invasive.

Kind regards

Michelle Clemence

Operations Manager Christchurch Urban

Ritchies Transport Holdings Ltd

Ph. 03 3794260

DDI. 03 3713117

Mob 027 4859679



---

**From:** Stewart Gibbon <xxxxxxx.xxxxxx@xxxx.xxxx.xx>

**Sent:** Friday, 19 February 2021 3:56 pm

**To:** Ben Barlow <xxx.xxxxxx@xxxxx.xx.xx>; Michelle Clemence <Michelle@ritchies.co.nz>

**Cc:** Jeremy Dickson <xxxxxxx.xxxxxx@xxxx.xxxx.xx>

**Subject:** Mask Exemption Cards

Hi Both

It appears that there is an official exemption card that can be obtained from Ministry of health for employees to display in their work place.

Go here to and scroll down to near the bottom. Assuming those who are exempt are willing, I think it would be very useful to display this card in the bus for those drivers who are exempt. Can you explore this and given consideration to having your drivers display this where they are exempt. I suggest you would want to check in with AWUNZ before implementing as the union may see this as an invasion of privacy.

<https://covid19.govt.nz/health-and-wellbeing/protect-yourself-and-others/wear-a-face-covering/#who-does-not-need-to-wear-a-face-covering>

Exemption card for face coverings

We know that some people who have a disability or health condition may not be able to wear a face covering safely or comfortably. If you cannot wear one, you can get an exemption card. You can show your exemption card when needed, for example to a bus driver.

You do not need to have an exemption card, but you may feel more comfortable showing something official to confirm you cannot wear a face covering.

**Get an exemption card**

If you think you need an exemption card, call Healthline on [0800 358 5453](tel:08003585453).

You can get a printable version, or a card that you can show on your phone. If these are not suitable, Healthline will talk through other options with you.

If you prefer, you can contact the Disabled Persons Assembly NZ on [04 801 9100](tel:048019100) or at [xxxx@xxx.xxx.xx](mailto:xxxx@xxx.xxx.xx)

Thanks  
Stewart

---

**Stewart Gibbon**

Senior Manager Public Transport  
Environment Canterbury  
Christchurch Office

Environment Canterbury



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**From:** [Michelle Clemence](#)  
**To:** [Stewart Gibbon](#)  
**Cc:** [Jeremy Dickson](#)  
**Subject:** RE: Mask Compliance  
**Date:** Friday, 19 February 2021 3:40:35 pm  
**Attachments:** [image001.png](#)

---

Hi Stewart, no it does not. I know of two drivers only who have exemptions. Both, to the best of my knowledge tape their exemptions to the ticket machine for all to see. 6% is far more than 2 drivers. I am noticing everyone leaving here with masks so I can only surmise they are removing them out on the road assuming they will not be caught. Is there any further information such as dates / times and bus numbers as I am happy to follow up with the drivers concerned. Our messaging here is very clear. Face coverings are compulsory and they are to be worn correctly covering both nose and mouth

Kind regards

Michelle Clemence

Operations Manager Christchurch Urban

Ritchies Transport Holdings Ltd

Ph. 03 3794260

DDI. 03 3713117

Mob 027 4859679



---

**From:** Stewart Gibbon <xxxxxxx.xxxxxx@xxxx.xxxx.xx>

**Sent:** Friday, 19 February 2021 3:34 pm

**To:** Michelle Clemence <xxxxxxx@xxxxxxx.xx.xx>

**Cc:** Jeremy Dickson <xxxxxx.xxxxxxx@xxxx.xxxx.xx>

**Subject:** Mask Compliance

Hi Michelle

As you will no doubt understand the change to compulsory mask wearing on PT at level 1 is creating significant angst in the community with the variability of customers and drivers wearing masks.

Appreciate that you have been messaging this to your drivers and that there are legitimate exemptions to wearing a mask.

It's imperative that we set the right example in this situation. The situation is having a reputational impact for all of us currently. It would be useful to understand what proportion of your drivers fall within the exempt category. You will need to have recorded this to comply with health and safety requirements. If you could provide this information as a percentage that would be appreciated.

Today we have noted 6% of Ritchies drivers through the interchange not wearing masks. It would be useful to understand if this aligns with your expectations based on your exemption approvals.

Can you please:

- Maintain the promotion of this compliance requirement to drivers and the importance of setting an example,
- Validate and advise your exemption numbers as a percentage of drivers

Complete some sampling yourself to determine compliance rates

Thanks

Stewart

---

**Stewart Gibbon**

Senior Manager Public Transport

Environment Canterbury

Christchurch Office

Environment Canterbury



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**From:** [COVID-19 Response Team](#)  
**To:** [Brenda O'Donoghue](#); [Brent Johnston \(Ministry of Transport\)](#); [COVID-19 Response Team](#); [Danielle Bachler](#); [Deborah Hume](#); [Delaney Myers](#); [Emma Barraclough](#); [Freya Proctor](#); [Helen Presland](#); [Helen White \(Ministry of Transport\)](#); [Ian Stuart](#); [Jacob McElwee](#); [Jacqui Sadler](#); [Lucy Nie](#); [Michelle McCormick](#); [National Emergency Response Team](#); [Nick Hunter](#); [Peter Cockrem](#); [Rebekah Duffin](#); [Sarah Taylor](#)  
**Subject:** Updated posters - AL1 Masks  
**Date:** Thursday, 18 February 2021 2:05:28 pm

---

Tēnā koutou

Here are the updated posters, they will be on the COVID 19 website shortly:

<https://drive.google.com/drive/folders/1ryXCS9h5qdlFNq4K7RkpO2nhRhA75UqW?usp=sharing>

Please do not hesitate to let us know if there is anything further you need.

Noho ora mai

Rebekah

**Rebekah Duffin** / COVID Communications Manager

**COVID Response Team**

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**From:** [COVID-19 Response Team](#)  
**To:** [Brenda O'Donoghue](#); [Brent Johnston \(Ministry of Transport\)](#); [COVID-19 Response Team](#); [Danielle Bachler](#); [Deborah Hume](#); [Delaney Myers](#); [Emma Barraclough](#); [Freya Proctor](#); [Helen Presland](#); [Helen White \(Ministry of Transport\)](#); [Ian Stuart](#); [Jacob McElwee](#); [Jacqui Sadler](#); [Lucy Nie](#); [Michelle McCormick](#); [National Emergency Response Team](#); [Nick Hunter](#); [Peter Cockrem](#); [Rebekah Duffin](#); [Sarah Taylor](#)  
**Subject:** ALERT LEVELS 1 and 2: COVID-19 Guidance for Transport Operators - 18 February 2021  
**Date:** Thursday, 18 February 2021 10:29:45 am  
**Attachments:** [Final AL 1 and 2 Transport Operator Guidance 18 February 2021.pdf](#)

---

Morena koutou,

Please find attached the FINAL guidance for Alert levels 2/1. There are no substantive changes. From the draft sent last night.

Here is also the final Order

<https://www.legislation.govt.nz/regulation/public/2021/0007/latest/LMS453805.html>

Again, we also provide the following clarifications:

- Face coverings are mandatory on public transport across all of New Zealand for Alert level 2 (Auckland)/Alert Level 1 (rest of New Zealand). I have been advised by the Ministry of Health that this will be reviewed on Monday.
- Some of you have asked about what the MoH advice is for the serving of food and drink on services where face coverings are required, for AL2/1. We were advised the following this evening for you to pass on to operators:

*Whilst it is not a legal requirement, the Ministry of Health advises it is good practice to not serve food or drink to passengers when face coverings are being worn, especially on short journeys.*

Noho ora mai

**COVID Response Team**

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**From:** [Michelle Clemence](#)  
**To:** [Richard O'Keefe](#); [Jeremy Dickson](#); [Stewart Gibbon](#)  
**Subject:** FW: Masks in level 1  
**Date:** Thursday, 18 February 2021 9:18:58 am  
**Attachments:** [image001.png](#)  
[Screen Cloud.docx](#)

---

Hi Gents, this went on our screen this morning

Kind regards

Michelle Clemence

Operations Manager Christchurch Urban

Ritchies Transport Holdings Ltd

Ph. 03 3794260

DDI. 03 3713117

Mob 027 4859679



---

**From:** Richard O'Keefe <xxxxxxx.xxxxxx@xxxxxxx.xx.xx>

**Sent:** Thursday, 18 February 2021 8:53 am

**To:** Michelle Clemence <xxxxxxx@xxxxxxx.xx.xx>; Kelvyn Clark <kelvyn@ritchies.co.nz>; William Goudie <xxxxxxx@xxxxxxx.xx.xx>

**Cc:** Glenn Ritchie <xxxxx.xxxxxx@xxxxxxx.xx.xx>

**Subject:** Fwd: Masks in level 1

FYA

Get [Outlook for Android](#)

---

**From:** Stewart Gibbon <xxxxxxx.xxxxxx@xxxx.xxxx.xx >

**Sent:** Thursday, February 18, 2021 8:25:08 AM

**To:** Richard O'Keefe <xxxxxxx.xxxxxx@xxxxxxx.xx.xx>; Ben Barlow <xxx.xxxxxx@xxxxx.xx.xx >

**Cc:** Jeremy Dickson <xxxxxx.xxxxxx@xxxx.xxxx.xx >

**Subject:** Masks in level 1

Morning both

With the change in requirement to wear a face covering on PT in level 1 nationally now, it's important that we set the right example up front here. We have noted some feedback that some drivers are not wearing their face coverings correctly – essentially wearing the mask below the nose.

We appreciate that it is a challenge for a driver to wear a face covering through a shift, however it is critical that, when wearing one it is done so correctly. There are legitimate reasons why a driver may not be required to wear a mask and as the employer, we leave it to you to manage this aspect. For those that are required to wear them, can you please ensure they understand how to wear them correctly.

Thanks for your support on this

Regards

Stewart

---

**Stewart Gibbon**

Senior Manager Public Transport  
Environment Canterbury  
Christchurch Office



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**From:** [Delaney Myers](#)  
**To:** [Gareth Willis \(AT\)](#)  
**Cc:** [Scott Gallacher](#); [Stewart Gibbon](#)  
**Subject:** RE: Food and Beverage Services on Public Transport  
**Date:** Wednesday, 17 February 2021 8:09:56 pm

---

Hi Gareth,

We were anticipating this query, and asked for guidance earlier today. I just received the below from the Ministry of Transport:

- Some of you have asked about what the MoH advice is for the serving of food and drink on services where face coverings are required, for AL2/1. We were advised the following this evening for you to pass on to operators:

*Whilst it is not a legal requirement, the Ministry of Health advises it is good practice to not serve food or drink to passengers when face coverings are being worn, especially on short journeys.*

I anticipate we will have some clearer advice tomorrow.

Regards

**Delaney Myers / Manager Public Transport**  
Transport Services

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PO Box 5084, Wellington 6140, New Zealand

---

**From:** Gareth Willis (AT) <xxxxxx.xxxxxx@xx.xxxx.xx>  
**Sent:** Wednesday, 17 February 2021 8:05 PM  
**To:** Delaney Myers <xxxxxxx.xxxxx@xxxx.xxxx.xx>  
**Subject:** RE: Food and Beverage Services on Public Transport  
**Importance:** High

Hi Delaney

Good to meet you last week.

As Stacey would have advised, all Auckland ferry operators stood down the sale of food and beverage during Alert Level 3.

As we move into Alert Level 2 tomorrow morning, and in advance of likely questions from operators, can I check that the recommendation from the Director General of Health to cease the sale of food and beverages on public transport will remain during Alert Level 2.

Thanks in advance

Gareth

**Gareth Willis | Manager Ferry Services**

**Metro Services | Integrated Networks**

20 Viaduct Harbour Avenue, Auckland 1010

M 021 914 746 | P 09 355 3553

[www.at.govt.nz](#)



**From:** COVID-19 Response Team <[XXXXXXXXXXXXXXXXXXXX@XXXX.XXXX.XX](mailto:XXXXXXXXXXXXXXXXXXXX@XXXX.XXXX.XX)>

**Sent:** Tuesday, 16 February 2021 4:03 p.m.

**To:** Brenda O'Donoghue <[XXXXXX.XXXXXXXXXX@XXXX.XXXX.XX](mailto:XXXXXX.XXXXXXXXXX@XXXX.XXXX.XX)>; Brent Johnston (Ministry of Transport) <[X.XXXXXXXXXX@XXXXXXXXXX.XXXX.XX](mailto:X.XXXXXXXXXX@XXXXXXXXXX.XXXX.XX)>; COVID-19 Response Team <[XXXXXXXXXXXXXXXXXXXX@XXXX.XXXX.XX](mailto:XXXXXXXXXXXXXXXXXXXX@XXXX.XXXX.XX)>; Danielle Bachler <[XXXXXXXXXX.XXXXXXXXX@XXXX.XXXX.XX](mailto:XXXXXXXXXX.XXXXXXXXX@XXXX.XXXX.XX)>; Deborah Hume <[XXXXXXXX.XXXX@XXXX.XXXX.XX](mailto:XXXXXXXX.XXXX@XXXX.XXXX.XX)>; Delaney Myers <[XXXXXXXX.XXXXX@XXXX.XXXX.XX](mailto:XXXXXXXX.XXXXX@XXXX.XXXX.XX)>; Emma Barraclough <[X.XXXXXXXXXXX@XXXXXXXXXX.XXXX.XX](mailto:X.XXXXXXXXXXX@XXXXXXXXXX.XXXX.XX)>; Freya Proctor <[XXXXX.XXXXXXXXX@XXXX.XXXX.XX](mailto:XXXXX.XXXXXXXXX@XXXX.XXXX.XX)>; Helen Presland <[X.XXXXXXXXX@XXXXXXXXXX.XXXX.XX](mailto:X.XXXXXXXXX@XXXXXXXXXX.XXXX.XX)>; Helen White (Ministry of Transport) <[X.XXXXX@XXXXXXXXXX.XXXX.XX](mailto:X.XXXXX@XXXXXXXXXX.XXXX.XX)>; Ian Stuart <[XXX.XXXXX@XXXX.XXXX.XX](mailto:XXX.XXXXX@XXXX.XXXX.XX)>; Jacob McElwee <[X.XXXXX@XXXXXXXXXX.XXXX.XX](mailto:X.XXXXX@XXXXXXXXXX.XXXX.XX)>; Jacqui Sadler <[XXXXXX.XXXXX@XXXX.XXXX.XX](mailto:XXXXXX.XXXXX@XXXX.XXXX.XX)>; Lucy Nie <[X.XXX@XXXXXXXXXX.XXXX.XX](mailto:X.XXX@XXXXXXXXXX.XXXX.XX)>; Michelle McCormick <[XXXXXXXXXX.XXXXXXXXX@XXXX.XXXX.XX](mailto:XXXXXXXXXX.XXXXXXXXX@XXXX.XXXX.XX)>; National Emergency Response Team <[XXXX@XXXX.XXXX.XX](mailto:XXXX@XXXX.XXXX.XX)>; Nick Hunter <[XXXX.XXXXX@XXXX.XXXX.XX](mailto:XXXX.XXXXX@XXXX.XXXX.XX)>; Rebekah Duffin <[XXXXXXXX.XXXXX@XXXX.XXXX.XX](mailto:XXXXXXXX.XXXXX@XXXX.XXXX.XX)>; Sarah Taylor <[XXXXXX.XXXXX@XXXX.XXXX.XX](mailto:XXXXXX.XXXXX@XXXX.XXXX.XX)>

**Subject:** Food and Beverage Services on Public Transport

Hello all

Under Alert Levels 2, 3 and 4 face coverings are required on public transport. Eating and drinking requires masks to be touched and removed, reducing their effectiveness. Eating and drinking often means people have their masks down for a period of time, increasing the risk of introducing/receiving virus particles.

The Director General of Health has recommended that the sale of food and beverages on public transport cease while we are at heightened alert levels. Please consider this a request to cease food and beverage services on your ferries. Separate requests are being made to the operators of commercial passenger services. This is also in the interests of reducing contact between people, ie, purchase transactions and people gathering at purchase points.

The Ministry of Health recognises that hydration is important, and that some people may need to eat during their journey for health reasons and/or take medication. There is no request to cease the practice of people consuming their own refreshments on board (in alignment with your terms of carriage).

Would you kindly confirm your position regarding this request to [XXXXXXXX.XXXXX@XXXX.XXXX.XX](mailto:XXXXXXXX.XXXXX@XXXX.XXXX.XX) to enable a report back to the Ministry of Health. If you have any queries or concerns, please contact Delaney on 027 705 0720.

Noho ora mai

**COVID Response Team**

**E** [XXXXXXXXXXXXXXXXXXXX@XXXX.XXXX.XX](mailto:XXXXXXXXXXXXXXXXXXXX@XXXX.XXXX.XX) / **M** +64 21 716 892 / **W** [nzta.govt.nz](http://nzta.govt.nz)

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**From:** [COVID-19 Response Team](#)  
**To:** [Brenda O'Donoghue](#); [Brent Johnston \(Ministry of Transport\)](#); [COVID-19 Response Team](#); [Danielle Bachler](#); [Deborah Hume](#); [Delaney Myers](#); [Emma Barraclough](#); [Freya Proctor](#); [Helen Presland](#); [Helen White \(Ministry of Transport\)](#); [Ian Stuart](#); [Jacob McElwee](#); [Jacqui Sadler](#); [Lucy Nie](#); [Michelle McCormick](#); [National Emergency Response Team](#); [Nick Hunter](#); [Peter Cockrem](#); [Rebekah Duffin](#); [Sarah Taylor](#)  
**Subject:** Food and Beverage Services on Public Transport  
**Date:** Tuesday, 16 February 2021 4:03:01 pm

---

Hello all

Under Alert Levels 2, 3 and 4 face coverings are required on public transport. Eating and drinking requires masks to be touched and removed, reducing their effectiveness. Eating and drinking often means people have their masks down for a period of time, increasing the risk of introducing/receiving virus particles.

The Director General of Health has recommended that the sale of food and beverages on public transport cease while we are at heightened alert levels. Please consider this a request to cease food and beverage services on your ferries. Separate requests are being made to the operators of commercial passenger services. This is also in the interests of reducing contact between people, ie, purchase transactions and people gathering at purchase points.

The Ministry of Health recognises that hydration is important, and that some people may need to eat during their journey for health reasons and/or take medication. There is no request to cease the practice of people consuming their own refreshments on board (in alignment with your terms of carriage).

Would you kindly confirm your position regarding this request to [xxxxxxx.xxxxx@xxxx.xxxx.xx](mailto:xxxxxxx.xxxxx@xxxx.xxxx.xx) to enable a report back to the Ministry of Health. If you have any queries or concerns, please contact Delaney on 027 705 0720.

Noho ora mai

**COVID Response Team**

**E** [xxxxxxxxxxxxxxxxxxxx@xxxx.xxxx.xx](mailto:xxxxxxxxxxxxxxxxxxxx@xxxx.xxxx.xx) / **M** +64 21 716 892 / **W** [nzta.govt.nz](http://nzta.govt.nz)

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**From:** [COVID-19 Response Team](#)  
**To:** [Alard Russell](#); [Alister Newton](#); [Andrew Carnell](#); [Andrew Wilson \(Waikato Regional Council\)](#); [anke kole](#); [Barbara Tebbs](#); [Braden Prideaux](#); [Brenda O'Donoghue](#); [Brent Johnston \(Ministry of Transport\)](#); [Bruce Chase \(Education\)](#); [Chris Clarke](#); [Chris Powell](#); [Danielle Bachler](#); [Darek Koper \(Auckland Transport\)](#); [Dean Mitchell](#); [Debbie Hyland](#); [Deborah Hume](#); [delaney myers](#); [Donald Riezebos](#); [Donna McArthur \(GDC; Duty Officer - ECC Intelligence\)](#); [Edward Wright](#); [Falani Iiavaa](#); [Gareth Willis \(AT\)](#); [garry maloney](#); [gemma wilson](#); [Hanao Morete](#); [Helen Presland](#); [Ian Stuart](#); [Jacob McElwee](#); [jen proctor](#); [Jeremy Dickson](#); [jessica easton](#); [Jody Jenkins](#); [julian phillips](#); [Kelly Curry](#); [Lauriel Chase](#); [Lisa Faulke](#); [Luke Baron](#); [Margaret Parfitt \(Nelson City Council\)](#); [Mark Lambert \(Auckland Transport\)](#); [Mary-anne.baker](#); [Matt Bruce \(NCC\)](#); [matthew lear](#); [megan Welsby](#); [Michael Tannock](#); [Michelle McCormick](#); [Natalie Steegstra \(AT\)](#); [NEMA](#); [NEMA](#); [National Emergency Response Team](#); [Nick Hunter](#); [Nicki Lucas](#); [rachel smith](#); [Rhona Hewitt](#); [Richard Harrison \(AT\)](#); [Russell Pearson](#); [sally mcintosh](#); [Sarah Hiestand](#); [scott gallacher](#); [Sharlene S](#); [Stacey Van Der Putten \(Auckland Transport\)](#); [stephen patience](#); [Stewart Gibbon](#); [Sue McAuley](#); [Susi marinkovich](#)  
**Cc:** [COVID-19 Response Team](#); [Freya Proctor](#); [Delaney Myers](#); [Ramon Telfer](#); [Matthew Floratos](#); [Mark Wardle](#)  
**Subject:** AoG Transport Collateral  
**Date:** Monday, 15 February 2021 1:37:37 pm

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Kia Ora,

The AoG comms team have updated the collateral to support transport. If there is anything you need that is not in the file please let me know and I will pass on the request to the comms team.

The design team have created a google drive for access to the digital files:

<https://drive.google.com/drive/u/1/folders/15Jd6QdJBr4TdGBpbGm2GlaVziSkdailO>

Noho ora mai

Becks

**Rebekah Duffin** / COVID Communications Manager

**COVID Response Team**

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Waka Kotahi NZ Transport Agency

**Chews Lane Office** / 50 Victoria Street

Private Bag 6995, Wellington 6141, New Zealand



**From:** [Chelsea Halliwell](#)  
**To:** [Ben Barlow](#); [Richard O'Keefe](#); [Paul](#); [Timaru Manager](#); [Michelle Clemence](#)  
**Cc:** [Stewart Gibbon](#); [Jeremy Dickson](#); [Sam Wilkes](#); [Anne Doidge](#)  
**Subject:** FW: Public transport media query  
**Date:** Monday, 15 February 2021 1:13:12 pm

---

Hi all,

FYI, here's our response to this Stuff media enquiry about drivers wearing masks. Please let me know if you have anything you'd like to add.

Regards  
Chelsea

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**From:** Environment Canterbury Media  
**Sent:** Monday, 15 February 2021 1:10 PM  
**To:** 'Steven Walton' <xxxxxx.xxxxxx@xxxxx.xx.xx>; Environment Canterbury Media <xxxxx@xxxx.xxxx.xx>  
**Cc:** Nadine Porter <xxxxxx.xxxxxx@xxxxx.xx.xx>  
**Subject:** RE: Public transport query

Kia ora Steven,

Thanks for sending through your questions. These quotes can be attributed to Stewart Gibbon, senior manager public transport.

Naturally, it is difficult for anyone to know the reason someone is not wearing a mask, so we are asking everyone to be both kind and respectful.

There are some drivers across the network who meet the requirements for exemption from wearing a face covering. These exemptions are all outlined [here](#). These drivers may have health reasons or other circumstances for not wearing a mask – they don't take this lightly and we appreciate customers treating them with the respect we give to all our essential workers.

The government has been clear that enforcement of wearing masks is not the responsibility of public transport operators, drivers or staff. We are following the guidance of the Ministry of Transport, issued last year and again last night, that 'Transport operators are not expected, or required, to enforce passenger compliance with the Order or Ministry of Health guidelines; but may provide advice to passengers for travelling safely for example by displaying public information posters.'

We're messaging the requirement for face coverings using information screens and posters throughout the interchange and on all buses, through our email newsletter to our database, social media, and through news media. This supports the government's extensive efforts to do the same.

We have plenty of masks for all drivers and staff. The bus operators distributed these last night ready for this morning's shifts.

We understand the concern and appreciate that members of the public are concerned when they see people they believe are not doing the right thing. Our staff have observed that many people are wearing masks today, however, they have also been fielding some feedback from passengers about other people not wearing masks.

Aligned with Ministry of Health guidelines, we are advising customers that they can use any sort of face covering - disposable masks, reusable ones, or even something made at home.

Thanks for running a story on this. Most people are doing the right thing, and by recognising them, we can keep public transport accessible for everyone during this time.

**Here's the update we posted on our social channels this morning:**  
**Face coverings are required on public transport**

A big thanks to everyone wearing a face covering on Metro's services and scanning your NZ Covid app while we are at Alert Level 2. Getting through this latest hurdle is going to come down to each of us doing our little bit to help.

Some of you have asked why there are some people onboard without masks. The government instruction is that drivers and staff can remind people that face coverings are to be worn but not refuse boarding to those who do not have one.

We're reminding people of their responsibilities with advertising across our network.

Please remember that there are many individual circumstances that mean a mask isn't suitable for someone. Some of our drivers are also exempt for these reasons.

So, let's keep up the kindness, so that those unable to wear a mask can also feel welcome aboard public transport. Find out more about the various exemptions [here](#).

**And here's the Ministry of Transport information about enforcement:**

What about enforcement?

- The obligation to wear a face covering on public transport is the responsibility of the individual.
- Operators, drivers and staff are not expected to assume the role of enforcement officer; but they still have their usual customer relations role to remind people about face coverings. The role is to educate and encourage passengers to do the right thing, but not be the enforcer.
- Staff are not expected to refuse boarding to people who do not have a face covering. This kind of issue should be dealt with as you would normally manage a difficult passenger situation.
- Passengers and staff should not be encouraged to call Police if someone is not wearing a face covering.

Please let us know if you have any further questions,

Ngā mihi,

Chelsea

---

**From:** Steven Walton <[xxxxxx.xxxxxx@xxxx.xx.xx](mailto:xxxxxx.xxxxxx@xxxx.xx.xx)>

**Sent:** Monday, 15 February 2021 12:11 PM

**To:** Environment Canterbury Media <[xxxxx@xxxx.xxxx.xx](mailto:xxxxx@xxxx.xxxx.xx)>

**Cc:** Nadine Porter <[xxxxxx.xxxxxx@xxxx.xx.xx](mailto:xxxxxx.xxxxxx@xxxx.xx.xx)>

**Subject:** Public transport query

Hi ECan media,

I hope you're doing well and had a good weekend. I was hoping you could help me a query regarding public transport at alert level 2. I am aware you sent out a media release earlier today, but I just have the following questions I'm hoping to clarify:

- We had a report this morning that a driver on the 28 line was not wearing a mask, why is this given masks mandatory?
- What support is being offered to staff to ensure they have masks?
- What enforcement action are you undertaking to ensure everyone is wearing a mask?
- How many people have been wearing masks today?
- What support is being offered to passengers to ensure they have masks?

If you were able to get back to me before 4pm today that would be great. I've CC'd in my colleague Nadine who will pick this up if I am out of the office, so please reply back to all.

All the best,

**Steven Walton**

Reporter

**E** [xxxxxx.xxxxxx@xxxx.xx.xx](mailto:xxxxxx.xxxxxx@xxxx.xx.xx) **M** 027 355 3866

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**From:** [COVID-19 Response Team](#)  
**To:** [Brenda O'Donoghue](#); [Brent Johnston \(Ministry of Transport\)](#); [COVID-19 Response Team](#); [Danielle Bachler](#); [Deborah Hume](#); [Delaney Myers](#); [Emma Barraclough](#); [Freya Proctor](#); [Helen Presland](#); [Helen White \(Ministry of Transport\)](#); [Ian Stuart](#); [Jacob McElwee](#); [Jacqui Sadler](#); [Lucy Nie](#); [Michelle McCormick](#); [National Emergency Response Team](#); [Nick Hunter](#); [Peter Cockrem](#); [Rebekah Duffin](#); [Sarah Taylor](#)  
**Subject:** Final Alert Level 2 and 3 Transport Operator Guidance - 15 Feb 2021  
**Date:** Monday, 15 February 2021 8:37:24 am  
**Attachments:** [AL 2 and 3 Transport Operator Guidance 15 February 2021.pdf](#)

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Hi everyone,

Please find attached:

- the Order which has now been promulgated - <https://www.legislation.govt.nz/regulation/public/2021/0006/latest/LMS451670.html>.  
Please note permitted travel across the boundary, to provide a business or service, is listed in Schedule 3. Note this allows for the movement of public transport, freight, the transport agencies and SOEs for a specified reason, and the construction of road and rail infrastructure. Schedule 4 and 5 have the boundary definition.
- the final guidance.

Noho ora mai

**COVID Response Team**

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**From:** [COVID-19 Response Team](#)  
**To:** [Brenda O'Donoghue](#); [Brent Johnston \(Ministry of Transport\)](#); [COVID-19 Response Team](#); [Danielle Bachler](#); [Deborah Hume](#); [Delaney Myers](#); [Emma Barraclough](#); [Freya Proctor](#); [Helen Presland](#); [Helen White \(Ministry of Transport\)](#); [Ian Stuart](#); [Jacob McElwee](#); [Jacqui Sadler](#); [Lucy Nie](#); [Michelle McCormick](#); [National Emergency Response Team](#); [Nick Hunter](#); [Peter Cockrem](#); [Rebekah Duffin](#); [Sarah Taylor](#)  
**Subject:** Draft Guidance - PT Operators 14 Feb 2021  
**Date:** Sunday, 14 February 2021 10:52:09 pm  
**Attachments:** [Draft Guidance for Public Transport Operators - 14 Feb 2021.pdf](#)

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Hi Everyone,

Apologies for the lateness of the email. Please find attached the DRAFT Alert level 3 (Auckland)/Alert Level 2 (rest of New Zealand) operator guidance. We are only able to issue the guidance as draft at this stage as the Public Health Order for the new settings has not yet been finalised (and may not be until tomorrow morning). Please note the finalised version will be sent tomorrow.

Please also refer to the key messages and information on the official government COVID website: <https://covid19.govt.nz/>

Noho ora mai

Rebekah

**COVID Response Team**

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# ECan Ritchies Monthly Partnership Meeting

Invited: [REDACTED]

Meeting minutes and Action Points from 26 Feb 2021

AP#	Implement Notes and Actions	Accountability & Deadline	Update
1.	[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]

	[REDACTED]		
	[REDACTED]	[REDACTED]	[REDACTED]
	[REDACTED]	[REDACTED]	[REDACTED]
	[REDACTED]	[REDACTED]	[REDACTED]
9.	COVID-19	Jeremy to raise issues with masks particularly heat related to WK.	Drivers have had issues with wearing masks in the heat Also hard when drivers are complying and passengers are not Causes morale issues
10.	[REDACTED]		[REDACTED]
	[REDACTED]	[REDACTED]	[REDACTED]
	[REDACTED]		[REDACTED]

			required

D#	Decision	Applicable to	Date
1.			

