

26 June 2024

Tony
fyi-request-27294-25c9952f@requests.fyi.org.nz

Kia ora Tony

The information you requested – CAS-930911-P0C1P8

Thank you for your request for information dated 18 June 2024 asking for all assessments completed in the last 5 years of commuters using mobile phones or similar electronic devices to play music or videos on public transport as well as any policies considered.

Auckland Transport does not conduct assessments of commuters using mobile phones or similar devices to play music or videos on our public transport. We do have a conditions of carriage document, which mentions passengers to be considerate of noise and using headphones <https://at.govt.nz/media/p05p4enj/conditions-of-carriage-updated.pdf>

Therefore, your request is refused under section 17(e) of the LGOIMA as the information you are seeking does not exist.

Should you believe that we have not dealt with your request appropriately, 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.

Ngā mihi,



Phil Wratt
Engagement Manager
Customer Care